



**GEO**

*Study Abroad*

**GEO FACULTY EMERGENCY HANDBOOK**

**2019-20**

This Page Left Blank

# CONTENTS

<b>EMERGENCY RESPONSE QUICK REFERENCE .....</b>	<b>1</b>
REPORTING PROCEDURES QUICK REFERENCE .....	1
EMERGENCY RESPONSE MATRIX.....	3
<b>SECTION I: EMERGENCY CONTACT INFORMATION .....</b>	<b>5</b>
<b>SECTION II: GENERAL STEPS FOR HANDLING ANY EMERGENCY: .....</b>	<b>6</b>
GEO INSURANCE AND EMERGENCY ASSISTANCE INFORMATION .....	6
STUDENT CRISIS RESOURCES.....	7
<b>SECTION III: OVERVIEW OF CRISIS MANAGEMENT AT GEO.....</b>	<b>7</b>
OVERVIEW .....	7
ROLES OF FACULTY LEADERS AS ON-CALL AND EMERGENCY SUPPORT .....	8
ROLES OF GEO CRISIS/EMERGENCY RESPONSE STAFF .....	9
<b>SECTION III: ADDITIONAL HEALTH, SAFETY, SECURITY RESOURCES .....</b>	<b>10</b>
STATE DEPARTMENT TRAVEL ADVISORIES AND GEO POLICY .....	10
MONITORING HEALTH, SAFETY AND SECURITY .....	10
<b>SECTION IV: EMERGENCY PREPAREDNESS .....</b>	<b>11</b>
BASIC PRINCIPLES IN PREPARATION FOR AND RESPONSE TO AN EMERGENCY OR CRISIS .....	11
SAMPLE CRISIS PREPAREDNESS CHECKLIST.....	12
<b>SECTION IV: SAMPLE CHECKLISTS FOR EMERGENCIES .....</b>	<b>14</b>
“WHAT TO DO IF”: OVERVIEW .....	14
CHECKLIST FOR STUDENT WHO DOES NOT ARRIVE ON SITE AS EXPECTED, BASED ON THEIR TRAVEL ITINERARY AND HAS NOT CONTACTED GEO .....	14
CHECKLIST FOR STUDENT PHYSICAL INJURY OR ILLNESS REQUIRING HOSPITALIZATION .....	15
CHECKLIST FOR MENTAL HEALTH EMERGENCIES .....	16
CHECKLIST FOR VIOLENT AND/OR VERBALLY AGGRESSIVE STUDENT.....	19
CHECKLIST FOR THREATENED OR ATTEMPTED SUICIDE .....	20
CHECKLIST FOR STUDENT FATALITY .....	22
CHECKLIST FOR STUDENT REPORTED MISSING.....	24
CHECKLIST FOR A ROBBERY OR MUGGING OF A STUDENT .....	25
CHECKLIST FOR SEXUAL ASSAULT OR HARASSMENT OF A STUDENT .....	26
CHECKLIST FOR ARREST OF A STUDENT .....	29
CHECKLIST FOR A LARGE SCALE CRISIS .....	30
<b>SECTION V: APPENDICES .....</b>	<b>32</b>
APPENDIX I: GEO STAFF CONTACT INFORMATION .....	32
APPENDIX II: GEO SITE SAFETY AND SECURITY CHECKLIST .....	33
APPENDIX III: STUDENT ROSTERS .....	35
APPENDIX IV: SAFETY AND INCIDENT REPORTS.....	36
APPENDIX V: STUDENT DIRECTED EMPLOYEE REPORTING WORKSHEET.....	37

This Page Left Blank

# EMERGENCY RESPONSE QUICK REFERENCE

## REPORTING PROCEDURES QUICK REFERENCE

**GEO Emergency Telephone Number: (001) 503-764-4146**

### ***Information to Report in an Emergency:***

- Your name, program and current contact information
- Nature of the emergency
- Names of students involved
- Status report on any affected students (what you know)
- Name and phone number of anyone assisting you
- Contact info for any hospital, etc.
- Have you or someone else contacted the insurance company yet?

**1. Report incident to any on-site support staff immediately for assistance.**

**2. Report as soon as possible by phone to the *GEO Emergency number (001) 503-764-4146* and follow up with an Incident Report Form (Appendix XI):**

- Large-scale emergencies, such as natural disasters (please include any details about whereabouts of students, any student injuries or distress, or other relevant information)
- Major medical situations (include as many details as possible, such as hospital or clinic name and contact information, whether AXA insurance has been contacted, etc.)
- Student hospitalization
- Extreme student conduct situations
- Serious student mental health situations (e.g. expressed suicidal ideation)
- Title IX incidents. Refer to the Student Directed Employee Checklist (Appendix V)

See the Incident Response Matrix on the following page for more information.

### **UO Employee Title IX Reporting**

[Student Directed Employee reporting responsibilities\\*](#)

[Designated Reporter responsibilities](#)

[Mandatory reporting responsibilities](#)

\*Use the Student Directed Employee Worksheet on page 37 of this document when reporting.

### **Confidential Resource:**

Crisis Intervention and Sexual Violence Support Services

24 Hour Crisis Hotline: (001) 541-346-7233

[Sexual Violence Support & Crisis Assistance Resources for Students](#)

This Page Left Blank

## EMERGENCY RESPONSE MATRIX

Response Level	Examples	Response	Support Involved	Follow up
<p><b>Level 1</b></p> <p>Incident which does not include a significant threat to student health and safety; Has the potential to escalate to a more serious (Level 2) issue.</p>	<p>Loss of passport, flight delay, minor injury or illness not requiring hospitalization, minor theft, student conduct concerns, etc.</p>	<p>Report by emergency phone number if urgent, otherwise emailing your GEO Coordinator as soon as possible is acceptable.</p> <ul style="list-style-type: none"> <li>- Work with local support staff on situation.</li> <li>- Collaborate with GEO Eugene staff on resolution.</li> <li>- Follow Emergency Handbook protocols for situation.</li> </ul>	<p>Site Director On-Site coordinator GEO Eugene staff</p>	<ul style="list-style-type: none"> <li>- Maintain contact with appropriate on-site program support person; continue communication until situation resolved.</li> <li>- If incident is a theft or other crime, report incident to your GEO Coordinator for Clery reporting.</li> </ul>
<p><b>Level 2</b></p> <p>Incident where student health and safety are at clear risk; requires consultation with GEO Eugene staff.</p>	<p>Mental health issues (suicide ideation; concerning behavior indicating student is in crisis; self-harm); sexual assault; repeated and ongoing or egregious student conduct issues; threats of or violence towards other students; student or faculty hospitalization; student fails to report at expected time; terrorism or catastrophic event in vicinity of program, etc.</p>	<p>If available, report immediately to on-site support staff.</p> <p>In urgent situations, notify GEO via emergency phone number as soon as possible and local support staff (as appropriate).</p> <p>If this is not an urgent situation, notify your GEO coordinator via email.</p> <ul style="list-style-type: none"> <li>- Follow Emergency Handbook protocols.</li> <li>- Continue communication with GEO Eugene and on-site support staff until situation is resolved</li> <li>- Check with students and provide confirmation of group safety if a catastrophic event occurs in your vicinity.</li> </ul>	<p>GEO Eugene staff, other UO resources; On-site support staff (Site Director, On-Site coordinator)</p>	<ul style="list-style-type: none"> <li>- Maintain contact with GEO Eugene and appropriate on-site program support personnel; continue communication until situation resolved.</li> <li>- Document incident and activities.</li> <li>- Incident is a theft or other crime, report incident to your GEO Coordinator for Clery reporting.</li> <li>- Complete GEO incident report form and send to your GEO Coordinator.</li> </ul>
<p><b>Level 3</b></p> <p>Incident which poses a direct threat to student or faculty life, or an incident which jeopardizes the continuation of the program and ability of participants to remain in-country.</p>	<p>Catastrophic event directly impacting students and faculty such as bombing, earthquake, civil unrest, etc; hostage or kidnapping; suicide attempt; life threatening injuries; participant death; arrest of student; student missing more than 24 hrs; evacuation of student or group, etc.</p>	<ul style="list-style-type: none"> <li>- Ascertain safety and location of all students</li> <li>- Notify GEO of the incident and safety of students via emergency phone number as soon as possible</li> <li>- Work with local support staff to manage impact of incident on GEO students, prioritizing student safety.</li> <li>- Follow Emergency Handbook protocols for situation.</li> <li>- Collaborate with GEO and other units on campus (Office of Student Life, Counseling Ctr, General Counsel) as necessary</li> <li>- Work with in-country or state department resources as necessary, following GEO guidance.</li> </ul>	<p>GEO Eugene staff, other UO resources as needed; on-site support staff (Site Director, On-Site coordinator); appropriate in-country resources and officials as needed.</p>	<ul style="list-style-type: none"> <li>- Maintain contact with GEO Eugene and appropriate on-site program support person; continue communication until situation resolved.</li> <li>- Document activities</li> <li>- Email GEO staff in response to email from answering service, informing them that the issue has been addressed.</li> <li>- Continue collaboration with internal UO and external resources as needed.</li> <li>- If incident is a theft or other crime, report incident to Clery officer.</li> <li>- Complete GEO incident report form and send to your GEO Coordinator</li> </ul>





## SECTION I: EMERGENCY CONTACT INFORMATION

(To be completed by faculty leader)

### 24-Hour Emergency Answering Service: (001) 503-764-4146

The GEO 24-hour number is answered at all times, including outside of normal business hours (nights, weekends, and holidays) by an answering service. The answering service will either connect you directly with an on-call GEO staff member or take a message and contact GEO backup emergency staff who will call you back directly.

### GEO US Contact

International Dialing Prefix for Calls to the US: 001

**Mailing and Physical Address:** 300W Oregon Hall, 5209 University of Oregon  
Eugene, Oregon 97403-5209

**Main Office Phone Number:** 541-346-3207 (for UO Campus)  
Fax: 541-346-1232  
503-764-4146 (emergencies only)

### Local Emergency Contacts

Police \_\_\_\_\_

Fire \_\_\_\_\_

Hospital/Emergency Services \_\_\_\_\_

Counseling services:.....Contact GEO or AXA Travel Assistance for referral

Red Cross/Crescent, other disaster relief \_\_\_\_\_

Medical Care and Hospital Information (consult the webpage of the U.S. Embassy for your country under Citizen Services).

### Local US Embassy Contact

Specific information for your location can be found on your country's U.S. Embassy webpage under Citizen Services.

US Embassy Emergency Telephone \_\_\_\_\_

US Consulate Emergency Telephone \_\_\_\_\_

## Department of State's Overseas Citizen Services

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

1-888-407-4747 toll-free (from the U.S. or Canada)

+1 202-501-4444 (from Overseas)

## SECTION II: GENERAL STEPS FOR HANDLING ANY EMERGENCY:

- Gather and verify information with the student, on-site staff, program provider, or other responsible party as appropriate.
- Assess what immediate steps must be taken; review the emergency response checklist if possible and follow the procedures for the type of incident you are facing, starting on page 13 of this handbook.
- **If working with an on-site vendor, coordinator or Site Director, contact for emergency support and develop a plan of action.**
- Call the **GEO Emergency Number: (001) 503-764-4146** to report the emergency. Be prepared to provide the following information:
  - Your name, program name and location
  - Name of student(s) affected
  - Current location of the student(s), such as the hospital or clinic they were taken to.
  - Names of contact people at the hospital or clinic you have been working with if applicable
  - Insurance case number if a case has been opened
- Coordinate with the GEO staff member you are in contact with, either your GEO Program Coordinator or the GEO Health, Safety and Risk Manager, and establish a communication plan. This would include scheduling regular check-ins and best means of contact with one another.
- Keep a log of all actions and communications regarding the incident.
- Submit an Incident Report Form once the incident has been resolved.

## GEO INSURANCE AND EMERGENCY ASSISTANCE INFORMATION

All students and faculty participating in GEO-sponsored study abroad programs are covered throughout the duration of their program by a supplementary health insurance plan, which includes medical and security evacuation and repatriation insurance. Students and staff are advised to maintain their primary U.S. based insurance plan while studying abroad to ensure consistent coverage before, during and after their study abroad program.

Note that all people covered by GEO insurance have the same master policy number. This means that faculty leaders, their dependents and all students use the same number when filing a claim.

**UO Travel Insurance Provider:** Axis

**UO Travel Insurance Master Policy Number:** BTAB-51041-978

**Travel Assistance Program:** AXA Assistance

Within US: 855-327-1448

Outside the US: 312-935-1723

**Contact Email: [medassist-usa@axa-assistance.us](mailto:medassist-usa@axa-assistance.us)**

**Note: Some aspects of the current policy will be changing on July 1, 2019. You will receive updates as soon as they are available.**

For the most up-to-date information regarding insurance benefits and travel assistance services such as medical evacuation, repatriation of remains, etc. please see the accident and sickness insurance brochure provided by GEO.

## STUDENT CRISIS RESOURCES

- **UO Counseling Center 24-Hour Crisis Line:** (001) 541-346-3227 (confidential resource)
- **UO Crisis Intervention and Sexual Violence Support Services:** (001) 541-346-7233 (confidential resource)
- **Text-based suicide hotline support:** 741-741
- **Callisto:** <https://investigations.uoregon.edu/what-callisto>  
This online resource is a way for students to record securely and privately what happened to them, and to document the experience in a way that can help preserve important information should a student later wish to make an official report.

## SECTION III: OVERVIEW OF CRISIS MANAGEMENT AT GEO

### OVERVIEW

#### Purpose of This Handbook

GEO provides an educational experience abroad for participants enrolled in a UO GEO-sponsored program. Central to the achievement of this mission is providing a safe, healthy and secure environment for staff, students and faculty on GEO programs, and to respond in an effective and timely manner when an emergency or crisis emerges on a program. All other concerns, such as protecting facilities and inventory, are secondary to this primary objective. If program goals are not being met due to an unexpected situation or event, either for an individual person or the group, then GEO will move forward with returning the individual or group home.

GEO relies on faculty leaders, who are the frontline responders in many situations, to assist and support students in emergency and crisis situations in collaboration with local site staff and GEO personnel located in Eugene. This responsibility is fundamental to the University of Oregon's duty of care obligation to its students and faculty on university-sponsored programs. This handbook provides guidelines for the types of emergencies and crises that GEO may be required to manage with protocols to be followed when managing these incidents. The protocols outlined in this handbook follow established and vetted procedures for study abroad emergency management.

GEO's program management and leadership team serves as the primary coordinating body for supporting and managing emergencies, crises, or incidents that arise during a UO GEO-sponsored program. GEO is not responsible for handling crises that may arise prior to a program beginning or after a program ends. The Faculty Leader (FL) has the broadest and deepest responsibility on-site to ensure the health, safety and welfare of students in the event of a crisis. Therefore, the Faculty Leader must:

- 1) Make sure that the GEO Faculty Emergency Handbook and Safety/Security Checklist are updated and available at his/her residence should an emergency occur outside office hours. It is recommended that you store a pdf version of it on your phone as well as keep a hard copy at your residence for easy reference.

- 2) Regularly meet with other on-site program staff to review the Emergency Handbook and local protocols.
- 3) Identify and resolve any gaps in site emergency response plans.

## ROLES OF FACULTY LEADERS AS ON-CALL AND EMERGENCY SUPPORT

The Faculty Leader (FL) has the broadest and deepest responsibility onsite to ensure the health, safety and welfare of students in the event of a crisis as well as to monitor program conditions to ensure student safety. Therefore, the Faculty Leader must:

- Be available 24/7 to be contacted by students, GEO staff or on-site program staff to respond to an incident that may be reported. This includes being reachable by phone at all times.
- Check UO email at least once a day for emails from GEO.
- Have a copy of the GEO Faculty Emergency Handbook easily available in event of an emergency. This may include keeping a pdf version on your phone and a hard copy in your residence for easy reference. A copy has also been uploaded to your Faculty Portal in Studio Abroad.
- Follow the GEO Crisis/Emergency Response Structure and protocols outlined in this Emergency Handbook.
- Inform GEO of an emergency as soon as possible.
- Document the incident and communications with students relating to the incident.
- Regularly meet with other site staff to review the Emergency Handbook and local protocols; and
- identify and resolve any gaps in site emergency response plans for your location.
- Stay in the city of your program during program breaks, including weekends, unless one of the following is true:
  - There is more than one Faculty Leader who has been hired by GEO who can be locally available during your absence.
  - You are at a GEO center with a Site Director or other center staff who are available on a 24/7 basis for student support and has been informed of your planned absence.
  - GEO is working with a third party vendor or program provider who has a local support person available on a 24/7 basis for student support and has been informed of your planned absence.
- Follow UO FERPA rules and requirements. Information about FERPA (Family Educational Rights and Privacy Act) can be found here: <http://registrar.uoregon.edu/records-privacy>.
- Comply with Clery Act reporting responsibilities. Clery Act information can be found here: [http://president.uoregon.edu/sites/president1.uoregon.edu/files/uopd\\_clery\\_act\\_policy\\_359.pdf](http://president.uoregon.edu/sites/president1.uoregon.edu/files/uopd_clery_act_policy_359.pdf). GEO staff and are considered to be Campus Security Authorities. Information about Campus Security Authorities can be found here: <https://police.uoregon.edu/campus-security-authorities>.
- Comply with UO Title IX reporting duties. More information about Title IX can be found here: <https://investigations.uoregon.edu>, as well as later in this document under the Sexual Harassment and Sexual Assault checklist

## ROLES OF GEO CRISIS/EMERGENCY RESPONSE STAFF

GEO's program management and leadership team serves as the primary coordinative body for supporting and managing emergencies, crises, or incidents that arise during a UO GEO-sponsored program. GEO is not responsible for handling crises that may arise prior to a program beginning or after a program ends. Within GEO and at the University of Oregon, emergency response roles are spread across a number of positions. Below is a summary of the role of various GEO positions and other UO units.

Key players on GEO staff and at the University of Oregon when responding to crises are as follows:

### Executive Director (ED)

Makes final decisions regarding program suspensions, based on recommendation of the Program Coordinator, Health Safety and Risk Manager, Faculty Leader, and available information from relevant sources. The ED coordinates updates to the Vice Provost for Global Engagement.

### Health, Safety and Risk Manager (HSRM)

Responsible for providing guidance on action steps, communication messaging and protocols; acts as the liaison between the Program Coordinator(s), UO Safety and Risk Services (SRS) and ED. Coordinates actions with CEPA. Coordinates information flow between GEO and site staff, students, and faculty leaders, State Department, U.S. offices of other study abroad programs, etc.

### Senior Associate Director (SAD)

Assists with coordination of logistics in the case of program suspension, cancellation, temporary relocation of students, and other possible large-scale crisis response measures. If the HSRM is not contactable, the SAD acts in the emergency/crisis management role of the HSRM.

### Faculty Leader (FL) and/or Site Director (SD)

During actual emergencies or crises, the SD(s) or FL(s) of affected site(s)/program(s) manages all on-site aspects of the crisis in coordination with the Program Coordinator. If a vendor is being used for your program, their on-site support staff will also provide assistance as well, especially with contacting and interacting with local resources.

### Program Coordinator(s) (PC)

The program-specific Program Coordinator works with the HSRM to execute the GEO response to program-specific and individual student crises; provides available background information on program itineraries, logistics and specific students in the case of individual student crises. Along with the affected faculty leader, HSRM and GEO management, the PC evaluates if the program goals are being met. Communicates with students and faculty regarding next steps.

### University of Oregon Safety and Risk Services/Incident Management Team (IMT)

UO SRS is included in situation response and decision making when an emergency or crisis necessitates the removal of an individual or multiple students and staff, providing communication support with the appropriate campus resources. The IMT is activated when the incident surpasses the capacity of GEO or has broad potential impact to the UO.

All of these requirements are outlined in the GEO Faculty Handbook as well.

## SECTION III: ADDITIONAL HEALTH, SAFETY, SECURITY RESOURCES

### STATE DEPARTMENT TRAVEL ADVISORIES AND GEO POLICY

GEO evaluates and monitors the safety and security of all study abroad programs offered by the University of Oregon. A key indicator of overall safety used for locations where students can travel on study abroad programs is the U.S. State Department Travel Advisory system. This ranks the safety and security of countries and, in many cases, regions within countries from advisory levels 1 to 4 in the following way:

- Advisory level 1: Exercise normal precautions.
- Advisory level 2: Exercise increased caution.
- Advisory level 3: Reconsider travel.
- Advisory level 4: Do not travel.

As a policy, GEO will not sponsor programs in regions with a level 4 rating. Generally, GEO will not send students to a country with an overall travel advisory level 3. This may rarely be permitted, but only after careful consideration based on regional conditions and an examination of how potential risks may be mitigated.

All countries where GEO sends students undergo evaluation on a quarterly basis to review any changes in status that may have occurred since the last review. Countries with a level 3 or 4 advisory rating, including regional ratings, will be reviewed annually by the UO Travel Advisory Group, or as needed if significant changes in a country's status occurs. The Travel Advisory Group includes GEO management and representatives from the UO General Counsel's Office, UO Safety and Risk Services Office, the UO Health Center and faculty country specialists when appropriate.

In some cases, a country may have multiple travel advisory levels based on conditions in different regions of the country. For example, if a country has an overall travel advisory level 2 but includes regions with advisory level 3 or 4, GEO will likely approve the program if the program location well within the advisory level 2 area. In these cases, students will sign an acknowledgement of potential risks when traveling in these areas.

In the event a country has been issued a level 3 or 4 travel advisory by the DOS, either for an entire country or within a region of a country, GEO staff will confer with UO Security and Risk Services and UO General Counsel, as well as DOS country specialists (depending on the situation) to reach a determination about suspending the program. Depending on the nature of the travel advisory and pending a review of other available information, possible options range from posting information on the GEO website and distribution of travel recommendations to students on-site, to program suspension, cancellation, or evacuation.

### MONITORING HEALTH, SAFETY AND SECURITY

Local News Sources: You are strongly encouraged and advised to monitor local and international news sources about any developing local situations which may impact their program or about incidents that may require changes to the program itinerary.

- State Dept. Travel Alerts: The US State Department (DOS) regularly publishes country alerts on its country information website about ongoing events or hazards. In-depth and

general information on health, safety and security for your country can be found by searching the DOS country information pages here:

<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>.

You are encouraged to read through the country information prior to departing.

GEO staff subscribe to and monitor the DOS travel warnings and alerts issued by the Overseas Security Advisory Council (OSAC). Program Coordinators will email any travel warnings or travel alerts that may directly impact the host country to students and faculty leaders.

- Concur App: By booking your travel through Concur with the UO travel office, you have access to travel notifications for your destination country and airports you transit through if you install the Concur app on your phone. Information about your destination country is also available through this app. If set to receive them, the app can provide push and text notifications about events as they happen.
- World Aware/iJet: GEO subscribes to the integrated risk management service World Aware, also known as iJet, which provides daily updates and alerts for countries and cities around the world. This is monitored on a daily basis by GEO staff, who will forward any information about events that may impact or potentially disrupt program activities in your host country or city.
- STEP: GEO registers students who are American Citizens in the U.S. Department of State's Smart Traveler Enrollment Program (STEP). STEP provides information about safety conditions in the country of travel, may be able to contact students or the student's emergency contact, and assist with putting students in touch with their families. It is highly recommended that faculty register themselves in STEP as well. It is easily done online here <https://step.state.gov/step/>.
- Internal Review: In the event a country has been issued a level 3 or 4 travel advisory by the DOS, either for an entire country or within a region of a country, GEO staff will confer with UO Security and Risk Services and UO General Counsel, as well as DOS country specialists (depending on the situation) to reach a determination about suspending the program. Depending on the nature of the travel advisory and pending a review of other available information, possible options range from posting information on the GEO website and distribution of travel recommendations to students on-site, to program suspension, cancellation, or evacuation.

## SECTION IV: EMERGENCY PREPAREDNESS

### BASIC PRINCIPLES IN PREPARATION FOR AND RESPONSE TO AN EMERGENCY OR CRISIS

- Expect the Unexpected: Using available resources (the Safety/Security Checklist and response protocols in this handbook, and through discussions with site staff), review crisis and emergency-response plans.
- Identify and Assess the Risks: Identify the most common kinds of crises, emergencies, and disasters that may impact your program or location. Assess their impact on students, staff, and the program. Don't expect to eliminate all risk, but you should be ready to protect students and staff as far as 'reasonably practicable.'
- Familiarize Yourself with Local Resources: Become familiar with local health professionals and agencies as well as the community-based organizations specializing in disaster and trauma. The Citizens Services section of your host country's US Embassy website includes

information on local English speaking health care providers and specialists. GEO staff and the insurance company can assist with this as well.

- Communicate: Assure communication efficiency and availability at all times and work with your Program Coordinator on a consultative basis. Always consider the GEO staff as members of your response team.
  - Review how communication will work between yourself, site staff, students and GEO staff before you're confronted with a crisis. Identify and iron out any potential problems or gaps, if any.
  - Regularly update all individuals who need to know about a situation, including GEO staff and site staff.
- Delegate: Separate tasks and delegate authority to experienced and knowledgeable local staff as much as possible to ensure preparation and adequate response in the local context.
  - If you need to accompany a student to the hospital and you are the sole faculty leader, designate a responsible student to be your primary point of contact with the student group while you are away and keep in contact by telephone with agreed upon check in times. You should consider identifying such a student and discussing their role at the beginning of your program before an emergency exists.
  - Never carry the entire burden alone; call on your GEO colleagues, site director, local staff, and colleagues, etc.
  - Take care of yourself. If you are working on an ongoing issue, it is easy to become exhausted and even experience burnout. It is important to hand off responsibility at times to take care of yourself before you reach your burnout point. Ask for help from on-site colleagues and GEO staff in Eugene and get rest when you need it.
- Define Authority: Always have responsibilities and lines of authority and communication well defined and agreed upon with site staff. In event of an emergency, designate one person as the primary point of contact with GEO if there is more than one Faculty Leader on the program.
- Be Flexible: Do not let predetermined decisions outweigh the situation on the ground. Always be open to new possibilities based on changing circumstances or a better way of approaching the problem. Ongoing incidents will likely impact the established itinerary, so work with site staff and your GEO Program Coordinator on contingencies as well as to keep others informed of changes.
  - Provide for backups and alternative plans if necessary.

## SAMPLE CRISIS PREPAREDNESS CHECKLIST

This sample list should be useful in developing your own site-specific and crisis specific checklists.

### Be Prepared for Incidents Before They Occur

- \_\_\_ Keep a copy of GEO emergency handbook and telephone numbers on your phone
- \_\_\_ Keep a hardcopy of the Emergency Handbook in your residence

### Identify Sources of Reliable Information

- \_\_\_ Experienced and knowledgeable site staff
- \_\_\_ GEO Health, Safety and Risk Manager
- \_\_\_ GEO Program Coordinator
- \_\_\_ Concur/iJet mobile phone app for notifications



- \_\_\_ U.S. Embassy/consulate
- \_\_\_ Department of State country information page
- \_\_\_ Internet and TV news sources
- \_\_\_ Host country government sources
- \_\_\_ Colleagues on other study abroad programs in your country or region

Confirm Information Links with:

- \_\_\_ Local Authorities
- \_\_\_ Hospitals (See Citizen Services page of the US Embassy in your host country; 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.)
- \_\_\_ Physicians, Counselors, Psychiatrists (See Citizen Services page of the US Embassy in your host country)
- \_\_\_ Organizations focused on disability rights and access
- \_\_\_ Be aware of local laws regarding substance use/abuse, LGBTQ rights, participating in public demonstrations, etc.

Confirm local resources in the event of a crisis:

- \_\_\_ Medical assistance available
- \_\_\_ Status of local infrastructure, including local transportation
- \_\_\_ Location of U.S. Embassy or Consulate

Determine needs of other impacted students during an individual student crisis:

- \_\_\_ Notifying the student group (know how much you can share). Be familiar with U.S. (state and federal) and local privacy laws and UO policy.
- \_\_\_ Local counseling services available (See the Citizen Services page of the US Embassy in your host country; the GEO insurance provider and Program Coordinator can also assist in developing a list of local psychologists who can counsel in English, and/or other resources [telephone/on-line counseling, etc.] )
- \_\_\_ If the student emergency is severe (e.g., suicide), be aware that other students may be at risk

Familiarize yourself with procedures during specific emergencies:

- \_\_\_ Refer to “What If” Checklists in this handbook

After an emergency:

- \_\_\_ Meet and continue to brief staff and other students on site
- \_\_\_ Re-institute regular site services in a phased, orderly fashion
- \_\_\_ Depending on the emergency, the Faculty Leader and Program Coordinator should schedule a meeting with appropriate site or other program support staff, GEO staff to debrief the incident.

## SECTION IV: SAMPLE CHECKLISTS FOR EMERGENCIES

### “WHAT TO DO IF”: OVERVIEW<sup>1</sup>

The checklists that follow are meant to provide guidance when you are confronted by an emergency or crisis. They will help you work through the situation and will likely help you remember to perform critical steps when supporting students and working through an incident. The first step to take when working through an incident is to consult the checklists below. The incident levels for each situation refers back to the incident response matrix found on page 3.

Who Does What When: Although the attached checklists present an ideal scenario of roles and responsibilities, in any given situation, the work will be between GEO and on-site staff as needed and determined through discussion between the PC and FL or SD. The guiding principle of GEO crisis management is to divide the workload so that the Faculty Leader or site staff can keep their focus on the on-site situation while continuing to lead their program, while the PC and other Eugene staff manage communication with the family, insurance company, home institution, media, etc.

Notifying a student’s family: Faculty leaders are not to have direct contact with student emergency contacts. It is preferred that students to contact their family/friends themselves in case of health or safety issues. If the student is unable to do so or is not able to express their preference (for example, the student is unconscious or missing), or if the student asks that the emergency contact not be contacted, GEO can and will notify the student’s emergency contact without the student’s express permission due to health and safety considerations.

Taking Care of Yourself and Your Staff: In the case of an emergency involving students, particularly a very serious emergency such as life-threatening illness or injury, the death of a student, or a large-scale natural disaster or other event in the location of the program, there are high demands placed on the Faculty Leader and the other site staff to manage the situation and to take care of the grief and distress of others. However, it is also important in such situations to take care of yourself. Ask for help from your colleagues on-site and in Eugene, get rest when possible, and try to find time to express your own grief and distress in your own way to your personal support network of friends, family, or colleagues

### CHECKLIST FOR STUDENT WHO DOES NOT ARRIVE ON SITE AS EXPECTED, BASED ON THEIR TRAVEL ITINERARY AND HAS NOT CONTACTED GEO

Level 1 to Level 2 Incident

#### Initial response:

- \_\_\_\_\_ Attempt to contact the student by cell phone, text, email, social media to have them inform GEO staff and faculty leader that they are safe, where they are, their flight number, and expected time of arrival.
- \_\_\_\_\_ Check with airlines/other transportation to determine if student may have been delayed in transit.
- \_\_\_\_\_ If applicable, check other possible meeting points the student may have mistakenly gone to (i.e. did the student go to their hotel or hostel rather than he orientation location or vice versa, without checking in with GEO staff).

---

<sup>1</sup> **Adapted from:** CIEE (Council on International Educational Exchange), FBI, Overseas Security Advisory Council (OSAC), St. Olaf College emergency materials, U.S. Department of State Foreign Affairs Manual, UCB “Assisting the Emotionally Distressed Student: A Guide for Faculty and Students”, UCSB “Referring Distressed Students: A Faculty, Teaching Assistant, Medical Profession, and Staff Guide”, University of California Education Abroad Program.

- \_\_\_\_\_ Contact the GEO Emergency Number as soon as feasible to report your assessment of the situation and discussion of next steps.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to the PC as soon as possible if initial discussions are by phone.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, actions, times, etc. Update the written log as the crisis progresses.

Additional Steps:

- \_\_\_\_\_ Once all reasonable steps have been taken to determine if there is an explanation for the student's failure to check in (delayed transportation, student went to an alternate GEO location rather than the designated pickup point, etc.). If no explanation can be determined and the student has still not been in contact, PC notifies student's home institution and maintains communication with home institution contact as situation evolves.
- \_\_\_\_\_ If the student is not located/in communication within 12 hours, follow "Checklist for Student Reported Missing".

## CHECKLIST FOR STUDENT PHYSICAL INJURY OR ILLNESS REQUIRING HOSPITALIZATION

### Level 2 or Level 3 Incident

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

Initial response:

- \_\_\_\_\_ Immediately assist student in locating medical care.
- \_\_\_\_\_ Notify your in-country support of the incident, if applicable.
- \_\_\_\_\_ Determine the extent of accident/illness through consultation with treating doctor.
- \_\_\_\_\_ Contact the GEO Emergency Number as soon as feasible to report your assessment of the situation, discussion of next steps and opening an insurance claim.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone.
- \_\_\_\_\_ Monitor the student's treatment in consultation with the treating physician and update relevant parties including GEO as needed.
- \_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, conversations with GEO, family, etc. Update as crisis progresses.

Additional steps:

- \_\_\_\_\_ If medical evacuation is necessary or return home anticipated, the GEO Coordinator in conjunction with Safety and Risk Services will coordinate with the insurer. The travel assistance company will coordinate arrangements if a medical evacuation is necessary or return home recommended, follow up communication with family, embassy or consulate, local authorities, and others as needed and instructed.

NOTE: the travel assistance company must make all arrangements for the medical evacuation benefit, if evacuation is recommended by attending physician; otherwise, benefits through the insurance policy will not be paid. The travel assistance company makes the final determination, based on the treating physician and consulting physicians' evaluations, as to whether a medical

evacuation is necessary and when it will be implemented (i.e. when the patient is stable enough for transport).

\_\_\_\_\_ Brief other students in the program as appropriate on a need-to-know basis, bearing in mind the need to respect the student's privacy; focus on the broad outlines of the situation (e.g., John is in the hospital and we are working with his family and the doctors to make sure he has everything he needs), but do not share details about the student's condition. GEO will help arrange for access to counseling services if needed for friends/roommates/other students (especially in cases where other students may have been involved but not injured).

\_\_\_\_\_ If student will be medically evacuated, FL will arrange for safely securing, packing, and shipping the student's belongings to the home address in consultation with the family and/or student.

\_\_\_\_\_ FL completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ FL and PC schedule a long-distance debriefing.

\_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

## CHECKLIST FOR MENTAL HEALTH EMERGENCIES

### Level 2 Incident

**Examples:** *student exhibits severe disruptive behavior that appears to be mental health related; student appears to be severely depressed; student exhibits symptoms of eating disorder; student engages in severe alcohol or drug abuse; or you get a concerned report from student's peers.*

Focus on behaviors, observations, and performance issues, and do not make assumptions.

#### Initial response:

\_\_\_\_\_ Conduct an in-person and, if safety permits, one-on-one check-in with your Program Coordinator to share your observations. Evaluate the student's situation personally and in private when both of you have time and are not rushed or preoccupied. Note: report observed behaviors only and don't make assumptions about the student's mental health condition.

\_\_\_\_\_ If you have initiated contact with the student, express your concern about their behavior in nonjudgmental terms using concrete examples of what you've noticed (e.g. "I've noticed you've been absent from class lately and I'm concerned").

\_\_\_\_\_ In your interactions with the student, remain calm and talk slowly. Let the student know you are aware that she/he seems to be (depending on the student's behavior) unhappy/upset, stressed, or exhibiting behaviors that concern you, and that you would like to help. 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 specific behavior that you have witnessed or that have been reported to you by others. Respectfully help the student focus on items that can be addressed. Speak in an explicit, concrete and concise manner.

\_\_\_\_\_ Remind the student that local counseling can be arranged, and that the university counseling center crisis line is also available for their use.

\_\_\_\_\_ Set a specific time and date for another check-in meeting, depending on the situation.

- \_\_\_\_\_ If this is an urgent situation, call the GEO Emergency Number. Otherwise, contact your Program Coordinator as soon as feasible to report your assessment of situation and to discuss next steps.
- \_\_\_\_\_ Do not attempt to make a diagnosis. Only characterize the student's behavior in terms of observed behaviors and not in diagnostic terms when communicating with GEO.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone, documenting your observations of the student's behavior.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, conversations with GEO, family, etc. Note information on the actual behavior exhibited and the history of the problem. Do not include personal comments. Update as crisis progresses.

#### Additional Steps:

- \_\_\_\_\_ Assess the student's support network (friends, roommates, family, etc.).
- \_\_\_\_\_ Determine whether or not the student will voluntarily seek help and encourage the student to do so.
- \_\_\_\_\_ GEO can provide a list of professionals that the student can contact; offer to take the student to a professional if you are concerned that he or she may not follow through.
- \_\_\_\_\_ Complete and email a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

#### **If the student agrees to seek help:**

##### Initial response:

- \_\_\_\_\_ Open an insurance claim and coordinate for student to see a counseling professional immediately. If you need assistance locating a professional with the necessary specialization or language abilities, the insurance company. 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 the student will not agree to seek help and does not appear to be a danger to self and/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 the recommendation to speak to a counselor, there are still some things that can be done. FL's and PC's should 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).
- \_\_\_\_\_ Working with the insurance provider, GEO can provide contact information for a mental health professional to ask for advice. If you do not have access to a professional in the appropriate

specialty locally. GEO can also provide access to a social worker at the UO with whom the student can talk.

- \_\_\_\_\_ Continue to encourage the student to seek help.
- \_\_\_\_\_ If possible, establish behavioral limits and enforce them to the extent possible under the Student Agreement on Behavior, and monitor if this is compromising the educational goals of the program or other participants.
- \_\_\_\_\_ 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, FL and PC should continue to consult on appropriate measures, including involuntary withdrawal/dismissal from GEO.

Additional Steps If Incident Escalates to Level 3:

- \_\_\_\_\_ If medical evacuation is necessary or return home anticipated, the GEO HSRM in conjunction with Safety and Risk Services will coordinate next steps with the insurer. The travel assistance company will coordinate arrangements if a medical evacuation is necessary or return home recommended, follow up communication with family, embassy or consulate, local authorities, and others as needed and instructed.

NOTE: the travel assistance company must make all arrangements for the medical evacuation benefit, if evacuation is recommended by attending physician; otherwise, benefits through the insurance policy will not be paid. The travel assistance company makes the final determination, based on the treating physician and consulting physicians' evaluations, as to whether a medical evacuation is necessary and when it will be implemented (i.e. when the patient is stable enough for transport).

- \_\_\_\_\_ If student will be medically evacuated, FL arranges for safely securing, packing, and shipping the student's belongings to the home address in consultation with the family and/or student.
- \_\_\_\_\_ FL monitors the situation carefully and frequently; follows up with the student.
- \_\_\_\_\_ FL completes and mails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

**If the student will not agree to seek help, and appears to be a danger to him or herself and/or others:**

- \_\_\_\_\_ FL calls local authorities to provide assistance.
- \_\_\_\_\_ FL continues to keep a written log.
- \_\_\_\_\_ FL and PC assess who might be called upon to persuade the student to seek help, (friend, roommate, therapist – both on-site and at home) and work with them, maintaining the student's confidentiality to the extent possible given that safety is the primary concern.
- \_\_\_\_\_ FL continues to encourage the student to seek help.
- \_\_\_\_\_ GEO works with the insurance provider to consult local resources (psychiatric services, drug counseling services, police or other 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.
- \_\_\_\_\_ PC and FL continue to consult on appropriate measures, including involuntary withdrawal/dismissal from GEO, notification of host institution authorities, etc.

**If the student is non-responsive and cannot make decisions him or herself:**

- \_\_\_\_\_ If student must be hospitalized, PC checks the student's file for important medical information that may help an attending physician.
- \_\_\_\_\_ Notify the insurance company of situation and provide hospital contact information.
- \_\_\_\_\_ FL completes and emails the GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

## CHECKLIST FOR VIOLENT AND/OR VERBALLY AGGRESSIVE STUDENT

### Level 2 Incident

#### Initial response:

- \_\_\_\_\_ Maintain poise, be 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 behavior.
- \_\_\_\_\_ Do not make threats or dares.
- \_\_\_\_\_ For your own well-being, take any threat seriously and be prepared to act accordingly.

#### Additional steps:

- \_\_\_\_\_ Consider the student's behavior from the perspective of the campus conduct code and behavior and liability agreements (see appendices in the GEO Faculty Handbook).
- \_\_\_\_\_ FL contacts the GEO Emergency Number as soon as feasible to report: assessment of situation, discussion of next steps.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone.
- \_\_\_\_\_ FL follows up with PC in writing as soon as possible after the initial report.
- \_\_\_\_\_ FL begins keeping a written log; keeps basic notes regarding circumstances, outcome of any discussions with physicians, conversations with GEO, family, etc. Note information on the actual behavior exhibited and the history of the problem. Do not include personal comments.
- \_\_\_\_\_

- \_\_\_\_\_ Determine whether or not the student will voluntarily seek help. Encourage the student to seek professional help.
- \_\_\_\_\_ FL and PC, in consultation with UO Student Conduct officer, discuss appropriate disciplinary measures, including involuntary withdrawal/dismissal from GEO.
- \_\_\_\_\_ FL completes and emails a GEO “Safety and Incident Report” to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first “lessons learned” meeting.

## CHECKLIST FOR THREATENED OR ATTEMPTED SUICIDE

### Level 2 to Level 3 Incident

Few responsibilities are so heavy and intimidating for Faculty Leaders as carefully assessing and responding to students’ suicidal risk. The need for attending to this lethal potential is always pressing as suicide is the second-leading cause of death among U.S. college-age students (accidents is the first). It is important to remember that GEO staff in Eugene and on site are usually not trained medical/psychological professionals so we must immediately identify, and consult with, a trained specialist.

While not all depressed people are suicidal, most suicidal people are depressed. Contrary to popular belief, suicide is not “triggered” by merely mentioning the possibility to a depressed person, nor is it an impulsive act but the result of a process. This process typically involves a previous history of depression and possibly of attempted suicide that can be compounded by problems associated with adolescence; finally, a precipitating event, often a death, the end of a meaningful relationship, or other profound event may trigger the suicide<sup>2</sup>.

#### 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.

---

<sup>2</sup> McBrien, R. J. (1983). Are you thinking of killing yourself? Confronting students' suicidal thoughts. *School Counselor*, 31(1), 75-82. <http://psycnet.apa.org/record/1984-19055-001>



**If the student has not attempted suicide but you have heard a report that they have threatened or mentioned committing suicide (Level 2 Incident):**

- \_\_\_\_\_ Call the GEO emergency number. Through consultation with the insurance company, your coordinator can put you in contact with a local mental health professional or arrange for consultation with a campus social worker.
- \_\_\_\_\_ Try to discuss suicide openly without judgment or shock. Remember, mentioning the possibility will not “trigger” suicide in a person.
- \_\_\_\_\_ 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 or listen.
- \_\_\_\_\_ Do not promise to keep the student’s thoughts of suicide secret.
- \_\_\_\_\_ Don't belittle or criticize what they are saying.
- \_\_\_\_\_ Encourage the student to see a professional counselor. If the student agrees, arrange for student to see a counseling professional immediately. If you need assistance locating a professional with the necessary specialization or language abilities, the travel assistance company 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.

**Initial response to attempted suicide (Level 3 Incident):**

- \_\_\_\_\_ **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.
- \_\_\_\_\_ Establish a way for you to personally see the student as fast as possible, and if it is safe for you to do so.
- \_\_\_\_\_ Once you have seen the student, remain with him or her until police and/or health officials have taken the student into care or released the student
- \_\_\_\_\_ Contact the GEO emergency number. Do not attempt to make a diagnosis. Only characterize the student’s behavior in terms of observed behaviors and not in diagnostic terms when communicating with GEO.
- \_\_\_\_\_ GEO to initiate an insurance claim.

**Additional steps, once immediate danger to student has passed:**

- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, actions, etc. Update as situation progresses.
- \_\_\_\_\_ Contact the Program Coordinator as soon as feasible to report: assessment of situation, discussion of next steps.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate a written report to the PC as soon as possible, if initial discussions are by phone.
- \_\_\_\_\_ If medical evacuation is necessary, the HSRM will contact the travel assistance company immediately to start a case file. The HSRM acts as the GEO case manager with the insurance company. The travel assistance 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: the insurance company must make all arrangements for the medical evacuation benefit, if evacuation is recommended by attending physician; otherwise, benefits through the GEO policy will not be paid. The travel assistance company makes the final determination, based on the treating physician and consulting physicians' evaluations, as to whether a medical evacuation is necessary and when it will be implemented (i.e. when the patient is stable enough for transport).

- \_\_\_\_\_ If family members travel to the site to be with the student, on-site personnel and PC assist as possible and needed with arrangements for the family of the student – travel to the site, accommodations, arranging for meetings with treating physicians, packing of student's belongings, etc. The GEO insurance provides a "family reunion" benefit, to cover the transportation costs to and from the hospital or other medical facility where the student is confined. The travel assistance company will reserve the right to determine the benefit payable, including reductions, if it is not reasonably possible to contact the travel assistance company in advance.
- \_\_\_\_\_ All circumstances around the incident should be kept confidential and not be discussed with other students.
- \_\_\_\_\_ If student has been hospitalized, FL makes sure that the student's belongings are safely stored and kept confidential.
- \_\_\_\_\_ Students, faculty, and staff may require both short-term and long-term counseling. GEO arranges for counseling services to be available/accessible as soon as possible.
- \_\_\_\_\_ FL completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ FL, HSRM and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that have arisen.

## CHECKLIST FOR STUDENT FATALITY

### Level 3 Incident

#### Initial response:

- \_\_\_\_\_ VF contacts the GEO Emergency Number immediately upon receiving news of a student death. All media inquiries must be referred to GEO and should not make any comments to media.
- \_\_\_\_\_ VF verifies the identity of the student, gathers as much information as initially possible about the circumstances surrounding the student's death.
- \_\_\_\_\_ VF begins keeping a written log; keeps basic notes regarding circumstances, actions, etc. Update as situation progresses.
- \_\_\_\_\_ GEO notifies Safety and Risk Services as soon as possible to activate IMT as needed for UO response.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone.
- \_\_\_\_\_ PC notifies student's home institution and maintains communication with home institution contact as situation evolves.

\_\_\_\_\_ After consultation with PC, FL, and home campus, ED will ensure that the family is/has been notified and personally contact the family.

**NOTE:** The Department of State has the statutory obligation to make notifications of death. Notification of the family by the ED will not relieve the Department of the responsibility of officially informing the closest 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.

Additional steps:

\_\_\_\_\_ The HSRM will contact the travel assistance company immediately to start a case file for repatriation. The PC acts as the GEO case manager with the travel assistance company. The travel assistance company will coordinate arrangements, follow up communication with family, embassy or consulate, local authorities, and others as needed and instructed. NOTE: the travel assistance company must make all arrangements for the repatriation benefit; otherwise, benefits through the GEO policy will not be paid.

\_\_\_\_\_ PC and HSRM assist as possible and needed with arrangements for the family of the student – travel to the site, accommodations, arranging for meetings with treating physicians, packing of student’s belongings, etc.

\_\_\_\_\_ HSRM notifies host institution authorities. All circumstances around the death should be confidential until the local police complete an official investigation. Faculty are to refer all media inquiries to GEO and should not make any comments to media.

\_\_\_\_\_ FL ensures that the student’s belongings are safely stored and kept confidential. All possessions should be inventoried (a simple list of the possessions and where they are being stored is sufficient).

\_\_\_\_\_ Students, faculty, and staff may require both short-term and long-term counseling. PC arranges 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. Focus should be on those directly involved in the incident if any; however, it is also important to recognize that others may sometimes be more traumatized.

\_\_\_\_\_ FL notifies 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.

**NOTE:** All circumstances around the death should be kept private. Legal privacy restrictions such as FERPA do not necessarily 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. It is best for GEO staff to err on the side of caution when releasing information to individuals outside of GEO staff, the home institution, and the immediate family regarding a student death; keep to general information and do not engage in discussion of details regarding the circumstances or cause of the student’s death. As in all circumstances, communication with media will only be done through the UO public relations representative.

\_\_\_\_\_ FL notifies the rest of the students; ensures that group discussion, individual counseling, and on-call access to staff is available to the extent possible.

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

\_\_\_\_\_ Working with the PC, FL provides places and times for members of peer groups to meet and counsel each other. If needed and appropriate, designate space for “safe rooms” or spaces

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, FL and site staff should 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. 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 should be referred to a qualified health professional in suicide prevention (see checklist for threatened or attempted suicide).

\_\_\_\_\_ The Vice Provost will write a letter of condolence to the family on behalf of GEO; the Faculty Leader and staff are encouraged to write personal letters of condolence as well

\_\_\_\_\_ FL completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ A critical incident debriefing session will take place including FL, PC, and other appropriate Eugene and site staff.

## CHECKLIST FOR STUDENT REPORTED MISSING

### Level 1 Incident Escalating to Level 3

#### Initial response:

\_\_\_\_\_ Try to obtain additional information to try to make sure that this incident is accurate: contact roommates, host family, friends, professors, etc. Ask to be contacted immediately if the student returns.

\_\_\_\_\_ Try to determine when the student was last seen.

\_\_\_\_\_ Try to contact the student via telephone, text and social media.

\_\_\_\_\_ Check the student's social media accounts to see if there have been recent updates that may indicate their location.

\_\_\_\_\_ Gather information on any unusual behavior that may have been exhibited by the student.

\_\_\_\_\_ Contact the GEO Emergency Number as soon as feasible to report your assessment of situation, and discussion of next steps.

\_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.

\_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone.

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

#### Additional Steps If Student Is Unaccounted For After 12 Hours (Level 2 to Level 3):

\_\_\_\_\_ FL coordinates with on-site support to notify local police and files a missing person's report in accordance with local procedures. Ask them to check clinic and hospital admissions and coroner services for unidentified bodies.

\_\_\_\_\_ FL notifies the nearest U.S. Embassy or consulate (if student is not a U.S. citizen or permanent resident, notify embassy or consulate of citizenship).

\_\_\_\_\_ FL provides information and reassurance to other program participants as appropriate

\_\_\_\_\_ When the student is located: if possible, FL personally interviews the student, notifies all involved on-site as well as the PC.

- \_\_\_\_\_ If the student is injured, physically or mentally ill, etc., see the appropriate checklist for additional steps.
- \_\_\_\_\_ If FL is contacted by the media, refer the inquiry to GEO and inform the PC of the media inquiry. Do not give the student's name or speak on behalf of GEO.
- \_\_\_\_\_ FL completes and emails an GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

## CHECKLIST FOR A ROBBERY OR MUGGING OF A STUDENT

### Level 1 to Level 2 Incident

#### Initial response:

- \_\_\_\_\_ If the student was not physically attacked or threatened, but had personal property stolen, report the incident to the PC within 48 hours via an incident report form, including location where incident occurred, for Clery Act reporting purposes.
- \_\_\_\_\_ If the student was physically attacked or threatened, try to persuade the student to receive medical and psychological assessment/attention, even if no physical injuries are obvious, and assist the student in accessing this service.
- \_\_\_\_\_ If the student was physically attacked, contact the GEO Emergency Number as soon as you're able to report your assessment of situation and discussion of next steps. Follow up with PC in writing as soon as possible after the initial report.
- \_\_\_\_\_ If there is an ongoing danger or risk, discuss with GEO about informing other students on the program ("campus crime alert"), keeping the identity of the student anonymous. Consideration for protecting the student's identity should be taken into account.
- \_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with law enforcement officials, conversations with GEO, family, etc.

#### Additional steps:

- \_\_\_\_\_ FL encourages the student to file a police report or report to the local authorities. Assist the student in doing so, if willing. 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).
- \_\_\_\_\_ If the student was physically assaulted or threatened at a host university-owned residence or on campus, PC notifies host institution authorities.
- \_\_\_\_\_ If the student was physically assaulted or threatened PC notifies student's home institution and maintains communication with home institution contact as situation evolves.
- \_\_\_\_\_ FL provides information and reassurance to other program participants as appropriate.
- \_\_\_\_\_ If the student is physically injured, see the "Physical Injury" checklist above for additional steps.
- \_\_\_\_\_ FL completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

# CHECKLIST FOR SEXUAL ASSAULT OR HARASSMENT OF A STUDENT

## Level 2 Incident

The University of Oregon prohibits sex- or gender-based discrimination, sexual harassment, sexual assault, intimate partner/relationship violence, and sex- and gender-based stalking and bullying. Policy and other information regarding each of these forms of gender discrimination can be accessed on the UO Title IX website: <https://investigations.uoregon.edu/title-ix>.

GEO will respond promptly and effectively to reports of sexual harassment and will take appropriate action to prevent, to correct and, if necessary and possible, to discipline this behavior. Sexual harassment is considered any sexual advance, any request for sexual favors, or other verbal or physical conduct of a sexual nature when submission to such advances, requests, or conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic experience; or such conduct is unwelcome and sufficiently severe or pervasive that it interferes with work or academic performance. In the interest of preventing and addressing sexual harassment, GEO will respond to reports of any such conduct by its students, staff, or faculty.

Faculty and staff reporting responsibilities for incidents of sexual or gender-based harassment and sexual assault vary by position at UO, but most faculty members teaching on GEO programs and GEO Program Coordinators are Student Directed Employees. For more information about Faculty reporting responsibilities, see the Title IX reporting responsibilities web page <https://investigations.uoregon.edu/employee-responsibilities>.

Student Directed Employees offer students information, resources, support and the ability to report if that is the student's choice. For disclosures of sex or gender-based discrimination, harassment or violence, these employees will only report the information shared to the university administration when the student requests that the information be reported (unless someone is in imminent risk of serious harm or a minor).

While reporting to campus authorities is not required of Student Directed Employees if a student requests that the incident not be reported, GEO staff and Faculty Leaders must report all incidents to the GEO Program Coordinator. As Program Coordinators are also Student Directed Employees, the student's request to keep the incident private will be respected.

Student Directed Employees must complete a Student Directed Employee Checklist as soon as possible after a conversation with a student in which sexual or gender-based discrimination or violence takes place. This can be found as Appendix IV of this document. This is to be kept for your personal records and is not required to be submitted to GEO or the Title IX office.

Please Note: Student Directed Employees are still required to report all other forms of prohibited discrimination or harassment to the university. For more information, refer to: <https://policies.uoregon.edu/vol-5-human-resources/ch-11-human-resources-other/discrimination-complaint-and-response>. Faculty and staff are encouraged to provide support and resources for any student reporting other types of discrimination and harassment as well.

### Initial response to harassment:

\_\_\_\_\_ Respond expeditiously. Try to make the student feel safe and protected from further harassment. Listen with empathy and care. Explain your Student Directed Employee reporting status to the student and that they have the option of not filing a report with the university, but that a GEO employee will be informed who can honor this request if made.

- \_\_\_\_\_ Respond in a nonjudgmental way and reassure the student that such reactions as fear, rage, guilt, and concerns about safety, are not uncommon. Encourage the student to contact family/friends for support.
- \_\_\_\_\_ Contact the Program Coordinator as soon as feasible to report your assessment of the situation and discussion of next steps.
- \_\_\_\_\_ Advise the student on campus support resources, including UO Crisis Intervention and Sexual Violence Support Services: <https://safe.uoregon.edu/services>. GEO can assist with connecting the student directly with services if helpful.
- \_\_\_\_\_ Complete the Student Directed Employee Checklist (Appendix IV) as soon as possible after the conversation with the student.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone.
- \_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with law enforcement officials, conversations with GEO, family, etc.

Additional steps:

- \_\_\_\_\_ If the alleged harasser is a fellow GEO student, follow the procedures outlined in the Agreement Regarding Student Behavior as appropriate.
- \_\_\_\_\_ If the alleged harasser is a GEO or host institution staff person, faculty member, or host institution student, the Site Director (only at GEO centers), PC, ED, and SRS will consult regarding next steps.
- \_\_\_\_\_ FL informs the student of their options, rights, and resources.
- \_\_\_\_\_ PC notifies student's home institution, if applicable, and maintains communication with home institution contact as situation evolves.
- \_\_\_\_\_ FL monitors the student's well-being.
- \_\_\_\_\_ FL completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

Initial response to sexual assault:

*Example: Student is a victim of rape, attempted rape, or other alleged sexual assault.*

Rape is generally defined in the US legal context as forced or nonconsensual sexual intercourse. Sexual assault is generally used in the US legal context 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, causing the incapacitation of another person (through alcohol, drugs, or any other means) for the purposes of compromising that person's ability to give consent to the alleged sexual activity, 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 in the US are committed by someone the victim knows. Note that the trauma of sexual assault often results in delayed reporting to authorities and requests for assistance.

- \_\_\_\_\_ Respond expeditiously. Try to make the student feel safe and protected from further harassment. Explain your Student Directed Employee reporting status to the student and that

they have the option of not filing a report with the university, but that a GEO employee will be informed who can honor this request if made.

- \_\_\_\_\_ Contact the GEO Emergency Number as soon as feasible to report your assessment of the situation and discussion of next steps.
- \_\_\_\_\_ Clearly establish together with GEO staff your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to GEO as soon as possible, if initial discussions are by phone.
- \_\_\_\_\_ Complete the Student Directed Employee Checklist as soon as possible after the conversation with the student.
- \_\_\_\_\_ Even if there are no obvious physical injuries, make sure that the student receives medical and psychological assessment; determine if specialized services such as rape crisis counseling and medical/forensic examination are available and assist student in accessing them. Work with local service providers to identify and address the medical needs of the student.
- \_\_\_\_\_ Open a claim with the insurance provider if needed. GEO staff can assist with this process.
- \_\_\_\_\_ Determine the student's concerns and assist in dealing with immediate practical consequences of the crime.
- \_\_\_\_\_ FL assists with providing information to the student about their options, rights, and resources.
- \_\_\_\_\_ Offer the student the option of filing a police report. Assist the student in doing so if willing, and in having a forensic examination as soon as possible, if willing.
- \_\_\_\_\_ Encourage the student to visit a rape crisis center (if available locally). If the student agrees, escort him or her or arrange for transportation.
- \_\_\_\_\_ 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 the travel assistance company, the local U.S. Embassy, or to arrange counseling by telephone or email from the student's home campus rape crisis services (contact the PC to facilitate).
- \_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with law enforcement officials, conversations with GEO, 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. While you must take reports of sexual assault very seriously, do not include conjecture or speculation.

**If the student declines assistance:**

Initial Response:

- \_\_\_\_\_ Escort or arrange for transport to the student to home or to 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 the travel assistance company, the local U.S. Embassy, or to seek advice by telephone or email from the student's home campus rape crisis services (contact PC to facilitate).



### Additional steps:

- \_\_\_\_\_ If the incident took place in host university-owned residence or on campus, GEO notifies host institution authorities.
- \_\_\_\_\_ If the student wishes, the FL should continue to talk with the student about the incident. Acknowledge his/her traumatic reactions and provide emotional support.
- \_\_\_\_\_ PC notifies student's home institution and maintains communication with home institution contact as situation evolves.
- \_\_\_\_\_ FL helps 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 the student anticipate them.
- \_\_\_\_\_ FL completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Depending on the severity of the incident, FL and PC schedule a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

## CHECKLIST FOR ARREST OF A STUDENT

### Level 3 Incident

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

### Initial Response:

- \_\_\_\_\_ Begin obtaining as much detail as possible. If you have a 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.
- \_\_\_\_\_ Contact the GEO Emergency Number as soon as possible to report your assessment of situation and discussion of next steps.
- \_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.
- \_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, conversations with Eugene, etc. Update as crisis progresses.
- \_\_\_\_\_ PC contacts 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.
- \_\_\_\_\_ If safe to do so, 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 U.S.; determine if the student wishes his or her family to be notified.
- \_\_\_\_\_ 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

### Additional steps:

- \_\_\_\_\_ FL remains in contact with the U.S. Embassy Officer assigned to the student, and monitors the situation, reporting updates to the PC.
- \_\_\_\_\_ PC notifies student's home institution and maintains communication with home institution contact as situation evolves.
- \_\_\_\_\_ PC notifies the student's emergency contact as listed on the GEO application.
- \_\_\_\_\_ FL completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ FL and PC conduct a long-distance debriefing.
- \_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

## CHECKLIST FOR A LARGE SCALE CRISIS

### Level 3 Incident

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

#### FL initial response:

- \_\_\_\_\_ Be aware that when a large-scale crisis occurs there is a considerable demand for information at the site from staff and students, from GEO Oregon, family and home institutions, etc. At GEO centers, the responsibility for this will fall primarily on the Site Director, but the Faculty Leader may be required to provide additional assistance. It may be necessary to have two people, on rotating schedules, to be the "reporters" to maximize the reporting while keeping workload and stress for each individual more manageable. As the Faculty Leader, try not to do this all 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 cell phone texts or texting applications such as WhatsApp, or a pre-established communication tree, determine the whereabouts and safety of students. Relay any instructions (For example: Stay where you are, assemble in a given location) and further communication plans.
- \_\_\_\_\_ Even if you and your students are not directly affected by an incident in the city where you are staying, you must still confirm the safety and status of your students to GEO as soon as possible. Likewise, if an incident occurs in a city in your region and it is during a weekend or other break in the program, you must confirm the safety and status of all your students..
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, conversations with GEO, etc. Update as crisis progresses.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, conversations with GEO, etc. Update as crisis progresses.
- \_\_\_\_\_ Contact the GEO Emergency Number as soon as feasible to report your assessment of the situation, discussion of next steps, recommendations regarding program suspension and/or evacuation of students to another location. If communication with GEO 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.

\_\_\_\_\_ Clearly establish together with the PC your plan for staying in contact with and updating each other as the situation evolves.

\_\_\_\_\_ Initiate written report to the PC as soon as possible, if initial discussions are by phone.

**If a decision is made by GEO to suspend/evacuate the program:**

Initial response:

\_\_\_\_\_ Seek guidance/advice from the nearest U.S. Embassy/Consulate regarding evacuation plans; in the event of a large scale crisis the embassy will typically coordinate plans for U.S. citizens to depart or move to a secure location.

\_\_\_\_\_ In coordination with the PC, communicate specific instructions to students and staff (in writing if feasible and appropriate). Communicate (in writing if possible) with all students regarding official date of suspension, consequences of remaining in program location after that date, etc. Obtain confirmation (written, if possible) from each student of his or her intent to depart or remain in the program location.

\_\_\_\_\_ If the U.S. Department of State is organizing a group evacuation of all U.S. citizens and associated individuals (which would typically include non-U.S. citizen students who are participating in a GEO program), coordinate transport of students and belongings; communicate any space limitations to students in advance. The PC may contact the travel assistance company for assistance in organizing emergency travel. The travel assistance company can provide 24-hour emergency travel agency services for individual students or for groups (note that in some locations abroad services may be limited).

\_\_\_\_\_ Arrange or confirm the availability of 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 the travel assistance company for assistance with 24-hour emergency travel agency services (note that in some locations abroad services may be limited).

\_\_\_\_\_ SD completes and emails a GEO "Safety and Incident Report" to the PC, conducts meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ SD evaluates the adequacy of crisis and safety planning based on lessons learned and makes modifications as necessary. Updates the Program Coordinator and suggests changes.

\_\_\_\_\_ SD and PC schedule a long-distance debriefing.

\_\_\_\_\_ As needed, hold at least one follow-up session with staff (Eugene and site) to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

## SECTION V: APPENDICES

### APPENDIX I: GEO STAFF CONTACT INFORMATION

In case Skype communication is required, GEO staff will use one of the following skype names: AHA1international, AHA2international, AHA3international, AHA4international, AHA5international

Name	Title	Office Number	Email
Stian Eriksen	Interim Executive Director	541-346-5468	<a href="mailto:stiane@uoregon.edu">stiane@uoregon.edu</a>
Hilary Lord	Sr. Associate Director	541-346-0022	<a href="mailto:hilaryl@uoregon.edu">hilaryl@uoregon.edu</a>
Luis Ruiz	Asst Dir Analytics& Stud Succ	541-346-1128	<a href="mailto:Lruiz1@uoregon.edu">Lruiz1@uoregon.edu</a>
Ben Callaway	Asst Director for Advising	541-346-1209	<a href="mailto:callaway@uoregon.edu">callaway@uoregon.edu</a>
Michael Price	Health, Safety and Risk Mgr	541-346-6692	<a href="mailto:michaelp@uoregon.edu">michaelp@uoregon.edu</a>
Katy Molloy Brady	OIA Finance Manager	541-346-1413	<a href="mailto:farrald@uoregon.edu">farrald@uoregon.edu</a>
Kristen Kalbrener	Program Manager	541-346-1238	<a href="mailto:kkalbren@uoregon.edu">kkalbren@uoregon.edu</a>
Cori Benz	Program Coordinator	541-346-1586	<a href="mailto:coribenz@uoregon.edu">coribenz@uoregon.edu</a>
Alyssa Cervenka	Program Coordinator	541-346-1427	<a href="mailto:cervenka@uoregon.edu">cervenka@uoregon.edu</a>
Michelle Cruz	Program Coordinator	541-346-1451	<a href="mailto:mcruz@uoregon.edu">mcruz@uoregon.edu</a>
Patrick McMurdo	Program Coordinator	541-346-1204	<a href="mailto:pmemurdo@uoregon.edu">pmemurdo@uoregon.edu</a>
Diane Peterson	Program Coordinator	541-346-1226	<a href="mailto:dianep@uoregon.edu">dianep@uoregon.edu</a>
Elizabeth Dougherty Abbasi	Program Coordinator	541-346-5640	<a href="mailto:abbasi@uoregon.edu">abbasi@uoregon.edu</a>
Chin Yi Chen	GEO Advisor	541- 346-1422	<a href="mailto:chinyic@uoregon.edu">chinyic@uoregon.edu</a>
Kerby Boschee	GEO Advisor	541-346-3466	<a href="mailto:kboschee@uoregon.edu">kboschee@uoregon.edu</a>
Crystal Galarza	GEO Advisor	541-346-5645	<a href="mailto:cgalarza@uoregon.edu">cgalarza@uoregon.edu</a>
Meg Montgomery	GEO Advisor	541-346-1269	<a href="mailto:mmontg@uoregon.edu">mmontg@uoregon.edu</a>
Margaret Stanny	GEO Advisor	541-346-7428	<a href="mailto:mstanny@uoregon.edu">mstanny@uoregon.edu</a>
Satoko Ura Dhillon	Admin Program Assistant	541-346-1365	<a href="mailto:satokou@uoregon.edu">satokou@uoregon.edu</a>

## APPENDIX II: GEO SITE SAFETY AND SECURITY CHECKLIST

### 1. Establish solid contact with each student.

- Have up-to-date contact information for each student readily at hand including address, telephone numbers (home and mobile), email address, Skype, social media, and other methods of communication.
- Make sure each student has your contact number as well as a backup contact in the event you are traveling or unreachable. Including insurance information to initiate a claim or assistance if needed.
- Emphasize to students they must stay in contact with you and be able to contact GEO staff and/or their host university.

(A) Have completed \_\_\_\_\_ (B) In Progress \_\_\_\_\_

### 2. Establish a Communications Plan in the Event of an Emergency.

- Have all student cell phone numbers installed in your phone
- Create a WhatsApp or similar text group to reach out to everyone quickly
- Establish an emergency meeting point in the event phone and internet communications are disrupted.

(A) Have completed \_\_\_\_\_ (B) In Progress \_\_\_\_\_

### 3. Remind Students to Make Some Personal Contingency Plans

- Have some cash on hand
- Have an adequate supply of prescription drugs
- Carry emergency contact phone numbers with them. Program in phone IC.
- Have their passport, other documents, and plane ticket easily accessible, and keep photocopies and electronic versions of these documents and make sure emergency contact has photocopies.

(A) Have completed \_\_\_\_\_ (B) In Progress \_\_\_\_\_

### 4. Familiarize yourself with the GEO Emergency and Crisis Management Handbook Plans and Student Support Systems of Your Host Organization, Institution or University.

(A) Have completed \_\_\_\_\_ (B) In Progress \_\_\_\_\_

## 5. Familiarize Yourself with the Host Country's Planning and Alert Response Capabilities Regarding Natural Disasters

(A) Have completed \_\_\_\_\_ (B) In Progress \_\_\_\_\_

## 6. Develop an Evacuation Plan and Cover the Following Eventualities:

- Security of students is under immediate threat at the site: Where would students go? Establish an evacuation plan.

(A) Have completed \_\_\_\_\_ (B) In Progress \_\_\_\_\_

## 7. Monitor Student Travel Away from Your Program Location

- Inform students they must alert the site director or faculty leader whenever they travel away from the site in case you need to contact them during a program or U.S. emergency. Remind students of this obligation regularly (ex., at weekly meetings and prior to major program breaks).
- Have students use a sign-out form or email notification indicating how they can be contacted during such travel and specifying that they agree to contact the site director should any emergency occur while traveling.
- Encourage students to register themselves with the local U.S. embassies through the above State Department website when traveling independently to other countries during program breaks.

(A) Have completed \_\_\_\_\_ (B) In Progress \_\_\_\_\_

## APPENDIX III: STUDENT ROSTERS

Keep a current set of student rosters with all pertinent contact information in this section (for quick/easy access in emergencies, etc.). Confirm cell number works in country and if text can be received. Ask students to update their contact information in their Studio Abroad applications to reflect the phone number they will use while on the program.

### SAMPLE ROSTER

Name	Cell	Address (incl. room #)	Host Family Phone/Cell (if applicable)	Email	Skype, social media, etc.

## APPENDIX IV: SAFETY AND INCIDENT REPORTS

### GEO Safety & Incident Report Form

(Who, What, Where, When, How?)

Faculty Leaders should complete this form for **any** crimes or incidents involving GEO students that they become aware of that involve **serious illness (involving hospitalization or interruption of the student's participation in the program for more than a few days), violence against a student or another person, bodily harm, the threat of bodily harm, harassment, sexual assault, robbery, etc.** and email to the GEO program coordinator.

Site/program:

Today's date:

Report submitted by:

Student's Name:

Date and time of incident/accident/crime:

Location of incident/accident/crime:

Were other GEO students involved? Yes No

If yes, provide additional information.

Were there witnesses? Yes No

Brief description of incident/accident/crime:

Were medical professionals consulted? Yes No

Was medical treatment required? Yes No If so, provide a brief description:

Were host university authorities notified, if applicable? Yes No

Was the U.S. Consulate/Embassy notified? Yes No

Were local police notified? Yes No

If 'yes,' was a report filed? Yes No Report #



## APPENDIX V: STUDENT DIRECTED EMPLOYEE REPORTING WORKSHEET

Note: Do not include identifying information on this form if the student does not wish to move forward with a formal report to the university.

### Student Directed Employee: Checklist for GEO Faculty Leaders

**Instructions:** Please fill this form out as soon after your interaction with the student as possible so that your memory is fresh. We recommend that you do not fill this form out during your conversation with the student, so that you can be more fully engaged in listening. You can use this form to help you ensure that you complete all steps. Please do not keep notes separate from these. **Any separate notes that you keep may be subject to disclosure in a university or court process.**

**Date:**

**Employee Name:**

**Role as a Student-Directed Employee (check one of the following):**

- I explained my role as a student-directed employee and my reporting responsibilities to the student.
- I did not have the chance to explain my role as a student-directed employee and my responsibilities to the student because the student never interacted with me.

**Other reporting obligations (check all that apply):**

- I consulted with a Student Directed Employee (SDE) in Global Education Oregon (GEO) by calling GEO's Emergency Phone number: **503-764-4146**. GEO, in consultation with the Office of Crisis Intervention and Sexual Violence Support Services (541-346-8194), assessed the imminent risk of serious harm to the student or others and determined **no risk present**.
- I reported this incident to the following GEO and/or UO staff member(s):  
\_\_\_\_\_
- I consulted with a Student Directed Employee (SDE) in Global Education Oregon (GEO) by calling **503-764-4146**. GEO, in consultation with the Office of Crisis Intervention and Sexual Violence Support Services (541-346-8194), assessed the imminent risk of serious harm to the student or others and **determined risk to be present**. I explained to the student that I would need to share information with other Student-Directed employees, including Global Education Oregon (GEO), to assist with coordination of medical care, evacuation and/or other support. I explained that this would not be the same as "reporting" to the institution for purposes of investigation.
- I reported to the following GEO and/or UO staff member(s):  
\_\_\_\_\_
- I explained my Campus Security Authority obligations. With GEO's assistance, I provided de-identified information to the Clery Coordinator.

**Student-directed reporting**

I asked the student whether they wanted to be connected with the Title IX coordinator and the student expressed that they **did not** want to move forward with a formal report to the Title IX coordinator. I explained that if the person who harmed them is not affiliated with the University (with GEO or a vendor contracted by UO), then the Title IX Coordinator will simply facilitate assistance for the student and use the information to track patterns or resolve systemic issues, not launch a formal investigation.

I asked the student whether they wanted to be connected with the Title IX coordinator and the student expressed that they **did** want to move forward with a formal report to the Title IX coordinator. GEO is available to assist with connecting faculty leaders to the Title IX Office, as needed.

I reported this to \_\_\_\_\_ in the Title IX Office.

**Resources**

After consulting with GEO and the UO Office of Crisis Intervention and Sexual Violence Support Services, I provided the student with approved resource information (brochure or website printout, Callisto referral).

After consulting with GEO and the UO Office of Crisis Intervention and Sexual Violence Support Services, I facilitated connection to on-site resources, such as counseling referrals through AXA, on-site medical or counseling support and/or survivor support organizations.

The student declined resource connection or information.

**Faculty Leader Name (printed)**

**Faculty Leader Signature**