STUDY ABROAD RISK MANAGEMENT FORM
2012-2013

Study abroad may involve unique risks to participants and a higher level of responsibility for supervisors. These guidelines describe how program directors and faculty can best protect their students from harm and themselves from litigation. The final section is devoted to procedures for handling crisis situations abroad. Please note that these procedures for handling crises are not optional. They are to be followed exactly by ALL program administrators or faculty in the situations described.

A. Safety and Best Practices Issues

The following are ways to minimize the risk of tragedy.

1. Program and Site Familiarity
   You must be thoroughly familiar with the program; providers of services; and the cultural, political, and social conditions of the site. Investigate the security of all accommodations and the safety record of all transportation providers. Research the security of all destinations and the areas through which the group will travel using ground transportation. Monitor State Department Travel Advisories and Consular Information Sheets available at www.stolaf.edu/network/travel-advisories.html. A site visit/planning trip well before the program begins is absolutely necessary.

2. Supervision and Backup
   Make sure that someone is always in charge. An assistant director or leader must be available in case the director is unable to function. Students should always be accompanied during group travel. Someone (site director, assistant director, faculty member, host institution staff, or student leader) should be available to handle emergency situations at all times.

3. Insurance
   Students and faculty going abroad must carry insurance that will cover medical expenses, repatriation of remains, and medical evacuation. This must be made very clear to students upon application and during orientation. Students in Armstrong programs are required to purchase insurance under a special USG policy with CISI, specifically for study abroad. The cost is approximately $1/day. In addition, all the students have the option of purchasing the International Student Identification Card (ISIC), which entitles holders to travel discounts and health insurance. While the possession of ISIC does include minimal insurance requirements, students are required to purchase the USG policy as noted above.

4. Orientation
   One of the best ways to ensure the safety of students and minimize the occurrence of litigation over negligence is to provide a thorough orientation. The orientation should include:
   
   a. Cautions about alcohol and drug abuse and a warning not to carry, buy, or sell illegal drugs;
   b. A warning that students are subject to local—not U.S.—laws and that little can be done by the program or the U.S. Embassy to help students who are caught breaking the law;
   c. Region-specific health information such as the nature, prevention, and treatment of region-specific diseases; required and recommended vaccinations; water and food risks; and descriptions of persistent and epidemic diseases.
   d. Travel health information available from the Centers for Disease Control at www.cdc.gov/travel/travel.html;
   e. Advice to prepare a customized medical kit including prescription medications in labeled bottles, generic prescriptions for refills, and an extra pair of eyeglasses (if needed);
   f. Information about the physiological and psychological consequences of jet lag, culture shock, homesickness, loneliness, changes in diet, lack of exercise, and so on;
   g. General instructions for emergency medical situations—using an emergency telephone system (like 911), calling an
h. Prudent advice on how to minimize the possibility of being the victim of crime;

i. Advice to avoid political activity;

j. Local diet and eating patterns, including ways to accommodate students with special nutritional needs or preferences;

k. How to locate routine and emergency professional medical help;

l. Facts on local crime and the political situation. You may wish to distribute the State Department’s Travel Advisories and Consular Information Sheets;

6. Ready access to Emergency Information
   It is a good idea to provide students, once they are on the program site, with identification cards that they can carry with them that include daytime and evening telephone numbers and addresses for the program and local emergency telephone numbers.

7. Keeping Basic Information on Students
   Program directors should have, on-site, photocopied information pages from the passports of every student and participating faculty member, in case passports are lost or stolen or individual persons have to be identified. Recognizable photographs of program participants should also be on file.

B. Crisis Management

All of the crisis management protocols below require that you contact the Office of International Education at Armstrong. If you are unable to reach the first person on the list, please proceed until you speak with someone.

Office of International Education
(912) 344.3042
(fax: 912-344.3456).

Dr. Jim Anderson
james.anderson@armstrong.edu
912.344.3227 (office)
912.704.3467 (cell)

Kristin Kasting
kristin.kasting@armstrong.edu
912.344.3042 (office)
912.655.9748 (cell)

If neither is available, you should try to reach:

Mr. Bill Kelso, Assistant to the Vice President for Student Affairs
william.kelso@armstrong.edu
912.344.2582 (office)
912.344.3475 (fax)
912.429.2732 (cell)

If you cannot reach anyone in those offices, please contact Armstrong University Police at (912) 344.3333.

You are required to have a phone capable of international calls at all times during the program.

When handling any crisis, DOCUMENT YOUR ACTIONS!

1. Medical Emergencies
   Before departure you should learn about the general attitudes toward health care in the culture, e.g. do doctors hesitate to use potent drugs and take a wait-and-see approach or do they aggressively treat problems? This information will be
invaluable in dealing with medical emergencies.

**You are obligated to have the medical information and waiver with you at all times, so that you have the necessary information in case of an emergency.**

In cases of serious medical situations, you should do the following:

- a. Take the person to a hospital/clinic, verify the nature of the emergency with a doctor, inform health care personnel about chronic medical conditions, and assist with medical insurance paperwork;
- b. Obtain the medical help indicated;
- c. Contact Armstrong with nature of the medical emergency, and keep in regular contact with Armstrong until the emergency has passed. Advise Armstrong if the student does NOT want the emergency contact notified;
- d. Have the student call emergency contact. If the student is not able to communicate, Armstrong will call the contact;
- e. If the student is unable to make advance payments for treatment, they should be able to use their CISI Insurance for payment.
- f. If the student has not signed authorization for you to obtain medical treatment, seek authorization from the student's contact person. Remember, you are not the student's legal guardian, but you should try your best to get medical attention for her/him;
- g. The following is a list of information you should obtain to assess the situation:
  - student's name;
  - date of accident or commencement of illness;
  - details of injuries, symptoms, present condition, including temperature;
  - name and telephone number of attending physician;
  - name, address, and number of hospital or clinic, if applicable;
  - drugs administered;
  - x-rays taken and results; and
  - surgery proposed. Wait for authorization if necessary and possible (work with doctor).

2. Natural Disasters and Group Accidents

In the case of earthquake, flood, avalanche, epidemic, bus crash etc., do the following:

- a. See to the safety of all group members;
- b. Communicate immediately with Armstrong as to the safety and state of health of all group members, the group's location, plans, and when you will contact Armstrong again;
- c. Communicate the same information to the nearest American Embassy or Consulate.
- d. Diplomatic channels are an alternative way to get information to Armstrong if public communication systems fail;
- e. Consult with American Embassy/Consulate, local police, local sponsors, etc. for advice on how to respond to the situation;
- f. Discuss plans with group members. This may include change of location, change in program schedule, cancellation of the program, or a shift in emphasis in the program;
- g. Some students may decide to return home immediately. Of course, this is their prerogative and you should assist in making arrangements;
- h. Keep in touch with Armstrong.

3. Civil Disturbance

- a. Be aware of situations and locations which can be potentially dangerous. Warn students and advise them to avoid such areas whenever possible. Discourage or forbid, if necessary, attendance at particularly sensitive political meetings, rallies, or other sizable gatherings;
- b. Keep the American Embassy notified of your location at all times if you suspect problems are likely to erupt. Make sure you fully understand evacuation procedures to be followed in case it becomes necessary;
- c. Keep Armstrong informed of developments and follow instructions issued by the American Embassy;
- d. Contact Armstrong as soon as possible in the event of a coup, assassination, riot, revolution, etc. so parents who call may be fully informed.

4. Missing Program Participant

- a. Inquire with friends and associates of the missing participant about her or his whereabouts;

Initial________
b. Notify the American Embassy, local police, and local sponsor(s) and give them your telephone number;

c. Notify Armstrong at once. Armstrong will notify the student's emergency contact. Be sure to provide Armstrong with as many details as possible regarding what happened and what is being done;

d. Check with authorities daily, and inform Armstrong of any new developments.

5. Student Arrested
   a. Call local law enforcement agency;
   b. Visit student in jail and determine what happened;
   c. Have the student call emergency contact. If student is unable to make call, Armstrong will call contact;
   d. Report situation to American Embassy or Consulate;
   e. Notify Armstrong about incident.

6. Robbery
   a. Call local law enforcement agency;
   b. Assist student in obtaining funds to replace stolen money;
   c. Have student call emergency contact; Notify Armstrong.

7. Assault
   a. Go through medical emergencies protocol in section 1;
   b. Call local law enforcement agency to report incident;
   c. Notify Armstrong about the incident.

8. Rape
   a. Go through assault protocol in section 1;
   b. Help student find counseling. Keep in mind that in many cultures medical doctors often are the first point of contact for people struggling with emotional or psychological issues;
   c. Help student (if requested or required) return home.
   d. Call local law enforcement agency to report incident;
   e. Notify Armstrong about the incident.

9. Death of a Student or Faculty Member
   If a student or faculty member dies while participating in the program, record all available facts accurately. The atmosphere surrounding the program will be emotionally charged, and it is very important that the tasks below are handled promptly and effectively.

   Take the following steps if a student or faculty member dies:
   a. If word comes by phone, obtain the identity of the person giving the information;
   b. Determine the cause of death—if an illness, what illness; if an accident, what kind, where did it happen, who else was involved, etc.;
   c. Find out time and place of death;
   d. Get name and address of undertaker, if available;
   e. Provide a contact with local law enforcement to Armstrong;
   f. Find out if anyone has contacted the participant's family;
   g. Contact Armstrong regarding insurance coverage and procedures for repatriation and handling of remains.

Reporting the Information:
   a. Inform Armstrong immediately. Armstrong will then inform the participant's family personally;
   b. Notify the U.S. Embassy or Consulate.

Follow-up:
   a. Continue to keep a chronological record of events and actions as they occur;
   b. Talk to other student participants and keep them informed and counseled;

AASU University Counseling Center
Student Affairs Annex @ Compass Point
7000 Building (the one with a balcony next to the student health clinic)

**Phone**
912.344.2529

**Office Hours**
Monday through Friday
8:15 a.m. - 5 p.m.

**After-Hours Service**
AASU Counseling Center staff can be reached for emergencies outside of regular office hours by calling University Police at 912.344.3333.

- Armstrong will follow the protocol in place for dealing with the death of a student including giving the participant's family as much support as possible;
- Armstrong will assist the program director in making arrangements for the repatriation of the body or remains;
- Gather the participant's belongings and make an inventory;
- Ship the belongings and inventory to Armstrong, which will forward everything to the participant's family.

10. For all other crises please contact Armstrong

The undersigned faculty member/study abroad leader understands and will fully comply with and ensure full compliance with the foregoing risk management policies and procedures regarding the __________________________Study Abroad program, from ______________ to ______________, 2012.

Printed Name __________________________ Signature __________________________ Date _________

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