

# Protecting Health and Safety in Education Abroad

## Faculty and Staff Handbook

Colorado  
State  
University





Office of International Programs

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Dear CSU Faculty and Staff,

The guidance on the following pages applies to faculty members and university employees traveling abroad for research or educational purposes, whether traveling with or without students.

The vast majority of CSU education abroad programs are safe and transformative educational opportunities. However, we want you to be prepared just in case something does happen. The risk management recommendations in this guide are important for every international journey. The emergency scenarios outlined in this handbook are extremely low probability events, and CSU wants you to feel well supported and prepared during international travels. Rest assured that the Office of Risk Management and Insurance and the Office of International Programs work with an array of people on campus and beyond CSU to ensure your health and safety. This CSU team serves you before, during, and after your international endeavors.

Colorado State University is committed to offering a great variety of education abroad opportunities to our diverse faculty, staff and student population. Your work abroad benefits the classrooms here in Fort Collins. For those of you leading students overseas, this program may be one of the highest-impact educational experiences of your students' time at CSU. Thank you for stepping up to the challenge of representing the University internationally.

Sincerely,

A handwritten signature in black ink that reads "James A. Cooney". The signature is written in a cursive style with a large, sweeping "C" at the end.

Dr. James A. Cooney  
Vice Provost for International Affairs  
Colorado State University

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## Risk Mitigation—Avoid a Crisis by Being Ready

Planning for a safe international experience before you leave home may be the most important thing you can do to ensure safety and health. Consideration of possible risks and subsequent contingencies may be critical to keeping you and other CSU travelers safe and healthy. If you lead a group of students abroad, here are some preparatory steps to take to reduce risk and demonstrate due diligence:

- ✓ **Have a well thought-out plan for emergencies:** Consider emergency response, medical care, evacuation, and establish expectations for group behavior. Have a plan for the circumstances under which you might cancel the program or send a member of the group back to CSU
- ✓ **Make sure you and your group have sufficient health insurance:** CSU travelers are required to have travel health insurance, which includes evacuation and repatriation benefits. CSU's Office of Risk Management and Insurance and the Office of International Programs provide this free to employees and affordably to students. Educate yourself on insurance benefits and exceptions
- ✓ **Consult a health care provider before traveling:** On campus, through the CSU Health Network (p. 5), or off. The Office of Int'l Programs–Education Abroad can arrange this for faculty/student groups
- ✓ **Know which host country laws might affect the CSU travelers in your group.** In some countries such as Vietnam, Malaysia, Indonesia, Singapore and Thailand drug offenses carry the death penalty. As the State Department [Country Specific Information](#) for each country explains, penalties for breaking the law can be more severe than in the United States for similar offenses. Persons violating the law, even unknowingly, may be expelled, fined, arrested, or imprisoned.
- ✓ **Be mindful that CSU standards apply internationally:** Faculty, staff, and students are subject to CSU standards, for example, [Human Resources](#) and [OEO](#) (faculty and staff) and the [Conduct Code](#) (students)
- ✓ **Register CSU employee travel through the [Office of Risk Management and Insurance](#) (RMI):** This will automatically provide you with international travel insurance and help CSU to support you in the event of an emergency
- ✓ **If traveling with students, meet regularly as a group:** Before travel, communicate program goals, and clearly establish health, safety, and behavior expectations. Contact the Office of International Programs [Education Abroad](#) staff and the [CSU Health Network](#) to hold a pre-departure orientation for your group
- ✓ **Help students understand the value of registering travel or complete application materials with CSU:** They will have insurance coverage (including medical, political, and natural disaster evacuation coverage), learn about resources,, and share emergency contact info
- ✓ **Be aware of resources beyond CSU:** The [U.S. State Department](#), including [country specific information](#) and the [Safe Traveler Enrollment Program \(STEP\)](#) as well as advice from the [Centers for Disease Control](#) are important resources for any traveler
- ✓ **Encourage safe behaviors and discourage high-risk behaviors:** CSU employees should not encourage a drinking culture with students, and never tolerate illegal

activities or behaviors. If you are leading students abroad, you may contact Conflict Resolution (p. 5) for behavior concerns

- ✓ **Set expectations, discuss and document:** Communicate all behavioral expectations and instructions so students are aware of limits. Correct any inappropriate behaviors. Document all attempts to improve concerns related to health and safety of individuals or the group. We hope you never have to decide if a student needs to be sent home, but you should have a plan in case it becomes necessary to discipline a student. Please reach out to CSU whenever you need to.

### **Risk Mitigation - Considerations before Arrival**

In case of an emergency, do you and the members of your group know the following?

- ✓ U.S. Embassy or Consulate location, address, and phone number
- ✓ U.S. Department of State country info and Safe Traveler Enrollment Program (STEP) registration info
- ✓ Local police, ambulance, and fire emergency numbers while abroad
- ✓ Emergency contact info for all members of your group
- ✓ Health and medical issues of members of your group, and how to respond
- ✓ Travel health insurance policy info for yourself and members of your group
- ✓ How to identify legal and safe forms of transportation in host country



## Contact Information and Resources

### **24-Hour Response:**

CSU Police, 24-hour phone no. from overseas, +1 (970) 491-6425,  
[www.police.colostate.edu](http://www.police.colostate.edu)

### **During Business Hours:**

Office of Risk Management and Insurance, +1 (970) 491-7726,  
[www.ehs.colostate.edu/WRisk/Home.aspx](http://www.ehs.colostate.edu/WRisk/Home.aspx)

Education Abroad, Office of International Programs, +1 (970) 491-5917, (970) 491-6342, website: [www.educationabroad.colostate.edu](http://www.educationabroad.colostate.edu), email: [educationabroad@colostate.edu](mailto:educationabroad@colostate.edu)

MEDEX Insurance for Employees, +1 (410) 453-6380, [www.medexassist.com](http://www.medexassist.com)

HTH Worldwide Travel Health Insurance for Students, +1 (610) 254-8700, Policy No.: BCS-3347-A-12, [www.hthstudents.com](http://www.hthstudents.com)

Conflict Resolution and Student Conduct Services, +1 (970) 491-7165, for student behavior concerns, [www.conflictresolution.colostate.edu](http://www.conflictresolution.colostate.edu)

CSU Health Network – Medical Services , +1 (970) 491-7121, [www.health.colostate.edu](http://www.health.colostate.edu)

CSU Health Network – Counseling Services, +1(970) 491-6053,  
[www.health.colostate.edu](http://www.health.colostate.edu); After Hours Counselor On-call, +1 (970) 491-7111

CSU Health Network - Health Education and Prevention,  
[www.health.colostate.edu/pages/resources/suicide-prevention.aspx](http://www.health.colostate.edu/pages/resources/suicide-prevention.aspx)

Victim Assistance Team, +1 (970) 491-7111, [www.wgac.colostate.edu/victim-assistance-team](http://www.wgac.colostate.edu/victim-assistance-team)

Case Management, +1 (970) 491-8051, [www.studentcasemanagement.colostate.edu](http://www.studentcasemanagement.colostate.edu)

CSU External Relations, +1 (970) 491-6621, for public relations and student privacy concerns, it is recommended that we not speak to the media in most cases,  
[www.publicrelations.colostate.edu](http://www.publicrelations.colostate.edu)

### **Country and Group Specific Emergency Information:**

U.S. Embassy/Consulate address and phone: \_\_\_\_\_

\_\_\_\_\_

Police: \_\_\_\_\_

**Additional Information to take:**

Ambulance: \_\_\_\_\_

Emergency contacts for group (family)

Fire Dept: \_\_\_\_\_

Local contact info for group members

Medical concerns for group members

Insurance info for group members

# Encouraging Students to Explore Education Abroad

An international experience is one of the most profound learning experiences in the lives of many people. Improved ease and accessibility of international travel and the support services available make it more possible than ever before.

The decision to take one or many students with you is tremendously appreciated by CSU as it is a fantastic asset to students’ personal and academic development. With that said, there are more opportunities than ever and not all opportunities are the same with regards to health, safety, and liability.

Here is a rubric to outline the general levels of risk and responsibility involved with student travel. Note: This does not apply to any particular program and does not mean there are not exceptions.

		Level of risk to student	
		Lower	Higher
Level of staff/ institutional responsibility compared to individual student responsibility	Lower	Individual travel on CSU sponsored/promoted trips or programs	Individual travel on independent programs
	Higher	Student travel on programs with established infrastructure (incl. program providers, universities similar to CSU, long standing programs, etc.)	Student travel to less traveled destinations or with new group leadership or support structures
		Travel well-traveled destinations	Travel to less-traveled destinations or with U.S. State Department Travel Warnings
		Group travel led by CSU faculty or staff members	Group travel led by students

There are MANY wonderful reasons to find international education opportunities “off the beaten path.” Just take the time to consider the strengths, weaknesses and support gaps of the opportunities before encouraging students to go or before leading a group abroad.

Please remember that the Office of International Programs – Education Abroad is available to help with advising, preparations and resources about the many opportunities available internationally for students.

## CSU Policy and Guidance

CSU sends well over 1,200 faculty, staff members, and students abroad every year and wants every experience to be safe. The University has established a number of policies that govern international travel by employees, and students. International travelers on CSU business or programs need to register with the Office of Risk Management and Insurance (employees) or the Office of International Programs (students). We recognize that this requires additional effort on the part of program leaders and appreciate your efforts to ensure the safety and well being of all travelers.

### International Travel Procedures

**Faculty:** Register travel with the Office of Risk Management and Insurance for insurance coverage and support, <http://www.ehs.colostate.edu/WRisk/travelHome.aspx>

**Students:** Complete application materials or registration process with the Office of International Programs, <http://www.educationabroad.colostate.edu/>

**Policy:** CSU policies and guidance in the Financial and Travel categories apply.

Travel, Policy ID: 5-6003-001,  
<http://policies.colostate.edu/PolicySearch.aspx?xGplID=krjB5Movq1o=>

International Travel, Policy ID: 5-1024-001,  
[www.policies.colostate.edu/PolicySearch.aspx?xGplID=1LHY7PFPGVs=](http://www.policies.colostate.edu/PolicySearch.aspx?xGplID=1LHY7PFPGVs=)

- [Disciplinary Guidelines for Students Abroad](#)
- [International Travel During Outbreaks of Disease](#)
- [Policy Statement on Taking Students Abroad](#)
- [Travel with Minors Policy](#)

Financial Procedure Instruction Manual (section D.3),  
[www.busfin.colostate.edu/fpi/d\\_group/fpi D-3 trvrec.pdf](http://www.busfin.colostate.edu/fpi/d_group/fpi D-3 trvrec.pdf)

Quick Reference Guide to University Travel,  
[www.busfin.colostate.edu/trv/trvquickrefguide.pdf](http://www.busfin.colostate.edu/trv/trvquickrefguide.pdf)

**CSU Student Conduct Code**, for education abroad travel with students,  
<http://www.conflictresolution.colostate.edu/conduct-code>

Curricular Policies and Procedures Handbook, for education abroad courses, University Curriculum Committee site, [www.colostate.edu/orgs/ucc](http://www.colostate.edu/orgs/ucc)



# In-Country Health and Safety

## Health and Safety Issues

Upon arrival, we recommend the following actions within 24 hours:

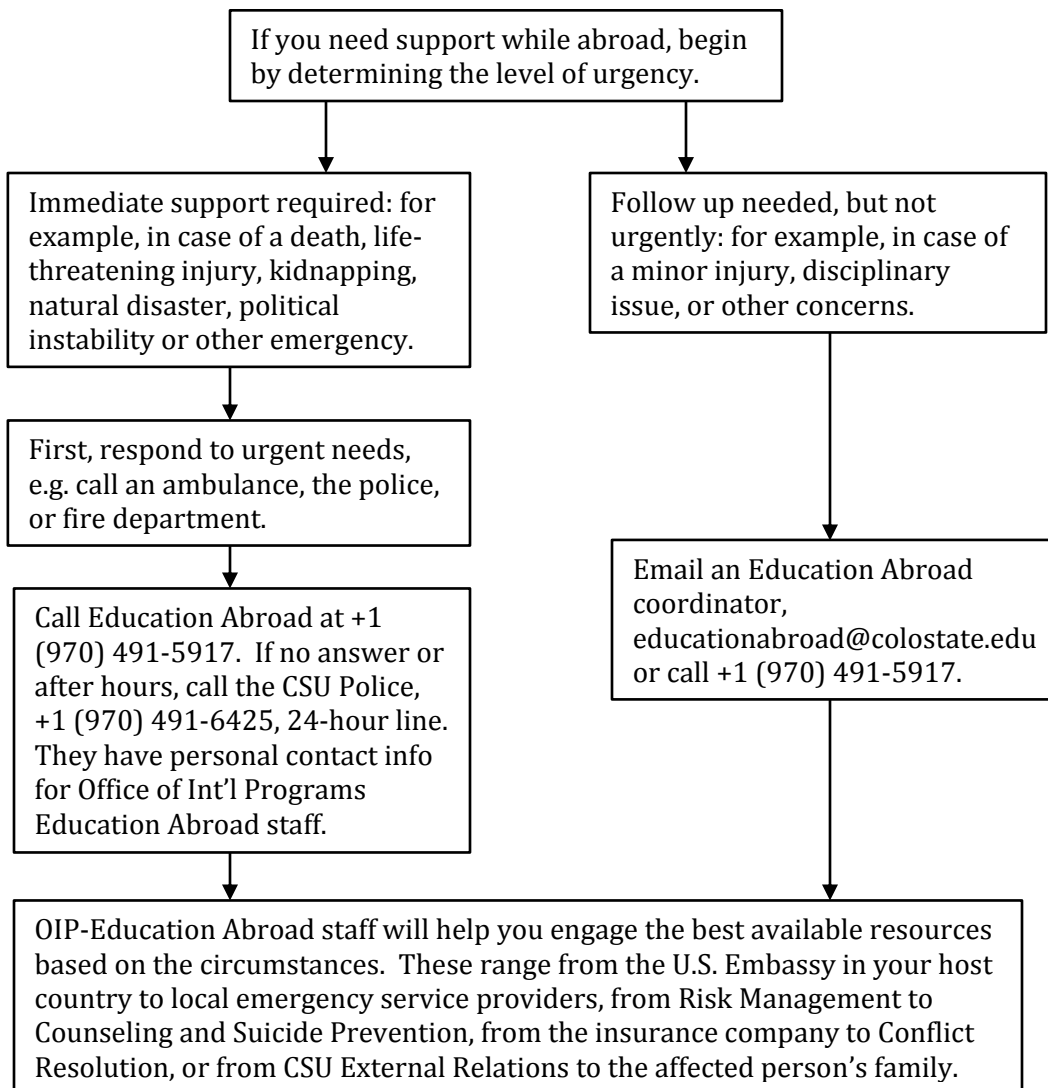
- Notify group members of who to contact in case of emergency, areas or activities to avoid, and expectations for behavior
- Identify a safe and accessible meeting spot in the event of a crisis (consider the range of possibilities at your location – natural disaster, riots, terrorism)
- Explain to students what to include in a “grab bag” in case of emergency, a small 72-hour evacuation kit – passport, tickets or travel info, wallet or purse, clothes for the weather, minimal changes of clothing, medicine, toiletries, food, and water
- Review your risk mitigation plan (p. 3)
- Create a roster of group members and contact information (room numbers, host family addresses, best available phone contact info, local cell phones, if available)
- Share roster with all group members
- Remind group members of host country laws that may be different from at home, see link to State Department [Country Specific Information](http://travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html) , [http://travel.state.gov/travel/cis\\_pa\\_tw/cis/cis\\_4965.html](http://travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html)
- Remind group members that CSU standards apply overseas, such as [Human Resources](#) and [OEO](#) (faculty and staff) and the [Conduct Code](#) (students)
- Update the Safe Traveler Enrollment Program, STEP, if your travel plans have changed, [http://travel.state.gov/travel/tips/registration/registration\\_4789.html](http://travel.state.gov/travel/tips/registration/registration_4789.html)
- Gather any local or group emergency information that you did not have prior to arrival (p. 5)
- Share updated contact information for group members and any changes to travel plans with support offices at CSU (RM or OIP-EA and your Department)

# Crisis Response Plans

## Definition of an Emergency

An emergency is any situation or event that poses a significant threat, real or perceived, to the health, safety or security of CSU participants in an education abroad or research activity.

## Emergency Contact Plan



Please do not talk to the media concerning an emergency involving a CSU employee or student. Refer any media questions to CSU External Relations. Also, work with Education Abroad staff to find the best way and time to notify the affected person's family, usually when the situation is stable, so as not to alarm them unnecessarily.

## Illness or Injury

- In case of emergency, call an ambulance or contact local medical authorities
- In case of urgent, but not life-threatening need for medical care, such as an acute stomach bug or a broken bone, seek local medical assistance
- Local contacts, insurance provider or the U.S. Embassy can help you find a suitable medical provider – we recommend you consider where to seek medical care upon arrival, if not before
- If possible, ensure that the patient’s medical insurance can be used with the medical provider. Note: Individual patients should pay for their own expenses rather than using group funds or leader’s personal monies
- CSU international travel health insurance plans provide for medical evacuation or for a bedside visit from home. Please contact insurance company before making any arrangements
- Advise students to notify their family or guardian of their illness or injury as well as treatment
- Notify the Office of Risk Management or Office of International Programs (p. 5) using the incident report (p. 19)
- RM or OIP-EA offices may notify other university authorities, if necessary
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved. Seek expert advice, but discourage gossip and outside involvement
- CSU Health Network offers medical advice online at the following link:  
<http://www.health.colostate.edu/pages/resources/resources.aspx>
- If medical evacuation is recommended by medical authorities, CSU insurance covers this cost. Patient or faculty director should call insurance company (p. 5) to arrange.
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU External Relations for support (p. 5)

## Mental Health or Suicide Risk

Education abroad programs are intended to be transformative experiences. They may cause participants emotional and mental stress as the travelers encounter situations they have not faced in their daily life. If this pressure becomes too great, travelers can show symptoms and behaviors not normal to them.

How to recognize group members in distress:

- Feeling overwhelmed
- Uncontrolled crying or mood swings
- Insomnia or sleeping too much
- Eating problems
- Feelings of hopelessness, worthlessness
- Academic issues—absences, disruptions
- Speaking of suicide or harm to self
- Unusual or alarming emails or calls
- Erratic or unusual behavior

What you can do to help:

- Have a plan in place to determine under what circumstances and how a person could return home, if necessary
- Speak to the person—you do not have to be their counselor—express concern and be willing to identify the behavior you or others have observed
- Contact Counseling and Suicide Prevention or Case Management (p. 5) for advice
- Encourage traveler to contact personal support network
- Encourage the troubled person to seek counseling—locally or through CSU. Help them to locate resources, e.g. through local contacts, insurance, or the U.S. Embassy
- Your intervention may help someone in crisis, but recognize the limits of your expertise, so know your resources and be sure to refer students to help
- Notify the Office of Risk Management or OIP-Education Abroad using the incident report (p. 19)
- RM or OIP-EA offices may notify university authorities
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved. Seek expert advice, but discourage gossip and outside involvement
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU External Relations for support (p. 5)

## Rape or Sexual Misconduct

If a member of the group either falls victim to or perpetrates sexual misconduct, this requires your committed response, but CSU can help you. Take the following measures:

- Contact local law enforcement authorities, as requested by the victim
- If the victim is comfortable talking to law enforcement, and if, based on the location, you think that makes sense, then provide support (translation, emotional) and put them in contact
- If the victim is uncomfortable with law enforcement, then consider what support from you would be best
- As appropriate, talk to the person reporting the crime, determine the identity of the perpetrator, location of the incident, and condition of the victim
- Document the information you gather using the incident report format (p. 19). Keep a written record of the facts. Be mindful that this information may be shared with police or other agencies, so be objective and leave personal assumptions out
- Encourage victim to contact personal support network
- If the victim is physically injured, seek medical care (p. 10)
- If the victim is emotionally wounded, seek mental health care (p. 11)
- Notify the Office of Risk Management or OIP-Education Abroad (p. 5)
- RM or EA-OIP offices may notify university authorities as needed
- Local contacts or the U.S. Embassy may be able to inform you of host-country laws and medical facilities
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved in caring for the victim or perpetrator. Seek expert advice, but discourage gossip and outside involvement
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU External Relations for support (p. 5)

## Personal Conduct—Discipline

If a member of the travel group violates [University policy](#) or conduct standards established for the group, during academic activities or outside of the official schedule, deal promptly with such behavior. When possible, use a multi-tiered response:

- Have a plan in place to determine under what circumstances and how a person could return home, if necessary
- Verbal counseling—counsel the traveler (preferably in the presence of another appropriate group leader):
  - Reminder of expectations for behavior
  - Clearly explain how these expectations were violated, e.g. tardiness, noise, disruptive conduct, etc.
  - Offer CSU resources, such as counseling, as appropriate
- Written warning (provide a letter for second offense or more serious infraction):
  - If possible, invite a trustworthy witness, to avoid problems later
  - Tell the student or other traveler that they are on probation, and give them a copy of your written warning
  - Document any consequences and potential next steps
  - Notify Risk Management or Education Abroad using the incident report (p. 19)
  - Request help, as needed—in some cases, CSU can send an email to the participant notifying them of repercussions upon return to Fort Collins
- Removal from program (to be used only in extreme circumstances):
  - If possible, invite a trustworthy witness, to avoid problems later
  - For repeated offenses, criminal activity, or endangering self or others
  - Contact OIP Education Abroad (p. 5) prior to removing a student, to agree upon a plan for departure and support for the return to campus or the U.S.
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved. Seek expert advice, but discourage gossip and outside involvement
- Carefully consider any on-campus follow through, to support student development or for disciplinary purposes—Education Abroad, Risk Management, or Conflict Resolution and Student Conduct Services can help with advice and resources

Some behavioral problems, for example, stealing, drug abuse, sexual misconduct, or jeopardizing safety may call for immediate removal from the program. For crimes or ethical violations, it is more likely that disciplinary action should follow the student back to campus. Consult with OIP Education Abroad or the Office of Risk Management before acting upon such a decision so that CSU can offer support through advice and planning.

## Natural Disaster, Political or Security Threat

In case of a natural disaster or political instability, it may be necessary to evacuate the CSU travelers to a safe region of the country, to a neighboring nation in the region, or even back to the United States. You may learn of these events through the news media, from the State Department, from CSU, or through first-hand observation. CSU insurance for employees and students provides coverage for evacuation in case of medical, natural disaster and political instability. The best course of action must be determined on a case-by-case basis and insurance providers will want to be contacted before action is taken, otherwise reimbursement may be forfeited. Here are steps to take:

- Have a plan in place to determine under what circumstances and how travelers might evacuate to safety
- Identify a safe and accessible meeting spot in the event of a crisis (consider the range of possibilities in your location(s) – natural disaster, riots, terrorism)
- Explain to students what to include in a “grab bag” in case of emergency, a small 72-hour evacuation kit – passport, tickets or travel info, wallet or purse, clothes for the weather, minimal changes of clothing, medicine, toiletries, food, and water
- Confirm the safety of all CSU travelers in the group. If dispersed, call group together. If no telephone contact, send runners, in pairs when possible
- Contact your local resources for updated safety information and guidance (e.g. university, service providers, U.S. Embassy, or other organizations)
- Notify the Office of Risk Management and/or OIP-Education Abroad, using the incident report on (p. 19), and providing the best possible ways to remain in contact
- As appropriate, someone at CSU will communicate regularly with loved ones (emergency contacts, as identified by travelers)
- RM or OIP-EA offices will notify university authorities, as appropriate
- Provide frequent updates about your personal observations and concerns to CSU (if possible, RM or OIP-EA will arrange a daily phone call and invite support offices)
- Provide daily updates to your traveling group, even if there is nothing to report
- This communication may prevent a panicked call or unnecessary evacuation
- Monitor the U.S. [State Department websites](#) for updates on the situation and recommendations to U.S. travelers
- If evacuation is needed, contact the insurance provider(s) (p. 5)
- Have travelers contact family members to communicate the evacuation or shelter-in-place plans, and to provide an update on the situation
- Monitor travelers’ mental health during the crisis—enlist the help of other group members
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details—contact CSU External Relations (p. 5) for support

## **Detention or Arrest**

- Contact the U.S. Embassy, notify them that a member of the CSU group has been detained or arrested by local or national law enforcement authorities – the Embassy may be able to help the traveler arrange legal representation
- Notify Risk Management or Education Abroad using the incident report format (p. 19)
- RM or OIP-EA offices may notify university authorities
- Discuss the detention with any on-site support staff – they need to be aware of the situation and may be able to offer help or advice
- Ideally when there is more to report than the arrest, someone at CSU will inform the family
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved. Seek expert advice, but discourage gossip and outside involvement
- Evaluate whether or not the student should continue to be enrolled in the education abroad program. Consult with the OIP - Education Abroad office before making a decision to expel a student, to make a plan for support from the U.S. Remember that in the U.S., at least, the accused is presumed innocent unless convicted
- Evaluate, with the support of the Conflict Resolution and Student Conduct Services, whether the student should be referred upon return to campus
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU External Relations for support



## **Unexplained Absence—Missing Person**

- Immediately upon a CSU group member's absence from a scheduled event or expected location, use all means available to contact them
- If unsuccessful, contact any in-country support staff (research partners, educational program providers, if applicable) to notify them and request support
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved. Seek expert advice, but discourage gossip and outside involvement
- Immediately, if you suspect foul play, or after a reasonable time has passed without locating the traveler, then contact the local police with name, description, a photo if available, and last known whereabouts of traveler
- Contact the U.S. Embassy with the same information as above
- Notify Risk Management or Education Abroad office using the incident report (p. 19)
- RM or OIP-EA offices may notify university authorities
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU External Relations for support

## **Kidnapping or Ransom**

- The University takes kidnapping or ransom events very seriously—contact Risk Management or Office of International Programs - Education Abroad immediately (p. 5)
- Notify local law enforcement authorities and the U.S. Embassy
- Notify in-country support staff, if applicable
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved. Seek expert advice, but discourage gossip and outside involvement
- Keep a record of events, using the incident report (p. 19)
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU External Relations for support (p. 5)

## Death

- Immediately contact the Office of Risk Management (in case of faculty or staff) or OIP Education Abroad office (in case of a student) to report the tragedy
- RM or EA office will notify university authorities who will notify next of kin and provide community support
- If a group is traveling, notify the CSU travelers, but ask them not to communicate the sad news to anyone outside the group until the Dean of the College or Provost or Dean of Students has the opportunity to contact the family—loved ones must not learn of something so important through social media or email
- Respect privacy in this or any other sensitive situation—do not share personal information with any other person unless directly involved. Seek expert advice, but discourage gossip and outside involvement
- Offer counseling support to the other CSU group members—Risk Management or Education Abroad can help facilitate that contact, while abroad or later
- CSU insurance providers do cover repatriation of mortal remains
- Work with your available resources to appoint a person to coordinate repatriation of remains, collection of the deceased's personal affects, and to serve as a central point of contact
- Keep a record of events, using the incident report (p. 19)
- Notify the U.S. Embassy
- Notify on-site support staff, if applicable
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU External Relations for support (p. 5)

# Incident Report

Maintain an objective, neutral tone. This report may become part of an official record.

Date/Time: \_\_\_\_\_ Location: \_\_\_\_\_

Person completing report and contact info: \_\_\_\_\_

Nature of incident: \_\_\_\_\_

Person(s) involved: \_\_\_\_\_

Other persons present: \_\_\_\_\_

Circumstances/notes: \_\_\_\_\_

Actions taken: \_\_\_\_\_

Additional support requested at this time: \_\_\_\_\_

Use additional space as necessary.