



Emergency Response Manual for International Travel

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Table of Contents

INTRODUCTION	3
WHAT IS AN EMERGENCY?	3
INTERNATIONAL TRAVEL RISK ANALYST	3
YOUR ROLE AS A PROGRAM LEADER	4
CONTACTING DU	4
GENERAL RESPONSE	5
INSURANCE COVERAGE	6
REPORTING	8
INCIDENT REPORTING	8
TITLE IX/VAWA	8
CLERY ACT	9
COMMUNICATING WITH THE PUBLIC	9
INCIDENT SPECIFIC RESPONSES	10
ACCIDENT	10
ARREST	11
CIVIL UNREST/TERRORISM	13
DEATH	15
MENTAL HEALTH ISSUE	18
MISCONDUCT	19
NATURAL DISASTER	21
SERIOUS ILLNESS	23
SERIOUS INJURY	24
SEXUAL ASSAULT	25
UNEXPLAINED ABSENCE OF TRAVELER	27

Introduction

Safeguarding travelers' international health, safety, and security is one of the primary functions of the University. The purpose of this document is to provide a general guide for Program Leaders for responding to emergencies/crises if they occur while conducting academic or business related activities while abroad. While the emergency response processes described in this manual are comprehensive, they are also intended to be adapted and pragmatic. Any given situation abroad calls for responses specific to the situation and those involved will need to use good judgment and thorough communication.

What is an Emergency?

An emergency is a situation where the health, safety and well-being of a student, faculty, or staff member are in immediate danger. Emergencies can occur on the individual or group level. The following is a list of examples of emergency situations and is not an exhaustive list:

- Natural disasters (floods, hurricanes, earthquakes)
- Civil disorder
- Terrorist attacks
- Traveler/ Program Leader/Staff accidents
- Illness or injury
- Assault or rape
- Missing traveler(s)
- Arrest
- Mental health problems
- Death of a traveler
- Alcohol/drug abuse
- Serious traveler misbehavior

International Travel Risk Analyst

The University has a dedicated, full-time International Travel Risk Analyst (ITRA) who works closely with numerous offices and people across campus, nationally, and the world to mitigate risk and respond when incidents do occur. This employee is responsible for maintaining emergency response guidelines, monitoring world events, providing training and information, and coordinating the DU response and assisting in the event of a crisis or emergency abroad. The ITRA can convene the DU International Travel Committee in the case of an emergency to offer assistance. Depending on the nature of the emergency, the ITRA may also contact the following representatives for assistance:

- Insurance Provider(s)
- Office of Internationalization
- General Counsel
- Campus Safety
- Office of the Provost

- Office of the Chancellor
- Marketing and Communications
- Student Life
- Health and Counseling Center
- Title IX Coordinator

Your Role as a Program Leader

As a Program leader, you play an essential role in providing support to travelers throughout your program, including emergency assistance. You should be available to travelers twenty-four hours a day and be prepared to help travelers in the event of an emergency.

It is also your responsibility to communicate with DU in a timely fashion and to keep the University up-to-date in the event of an emergency. Contacting DU will help to ensure that the full resources of the University are utilized, and it is often considerably easier for DU to communicate with relevant stakeholders while you handle the situation at hand. Additionally, by consulting with DU you become part of an institutional response to the problem, rather than an individual acting on his or her own best judgment.

Contacting DU

Below are the ways to contact DU in case of an emergency or crisis:

In case of a life-threatening emergency, you should contact the local emergency numbers of your specific country, International SOS, and DU when possible.

To Contact DU:

Call DU's Campus Safety at **+1.303.871.3000**. If calling from abroad dial "001" before the area code. Collect calls are accepted. Campus Safety will take down important information and pass it along to the International Travel Risk Analyst or other relevant DU personnel who will then respond.

Reasons you might call:

- A traveler has not arrived as expected
- A traveler has taken ill and is in the hospital
- A traveler has been the victim of a crime
- There has been a terrorist attack
- A traveler has been arrested
- There has been an earthquake, typhoon, volcanic eruption, etc.

Depending on your emergency, your location, and the time in Denver, you can also email the International Travel Risk Analyst at courtney.niebrzydowski@du.edu or call her direct line (MST business hours only) **+1.303.871.7017**. If calling from abroad dial "001" before the area code.

If you need a referral to a hospital or clinic, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067. If calling from abroad dial "001" before the area code.

When calling DU, be prepared to provide the following information:

- Your name
- Brief description of the situation
- University Department with which you are affiliated
- Your location
- Location of others traveling with you
- Best contact information for the next 12 hours
- A time and method of contact for a responder to contact you
- What actions you wish to be taken

General Response

Each situation will differ and affect the specific steps to an emergency response. The following steps are generally recommended:

The DU Program Leader is responsible for the following in-country emergency preparedness and response activities:

- a) Coordinate all response activities abroad
- b) Make (and communicate) the decisions considered necessary to ensure traveler safety
- c) Monitor the local situation and identify potential threats to the program or group
- d) Provide regular updates to DU regarding the status of the program
- e) Ensure that the program's emergency phone numbers in-country are functional at all times
- f) Document and communicate signs of traveler crises (such as specific inappropriate behavior or illness)
- g) Take any immediate actions needed to keep travelers safe (such as, evacuate the building or set up an alternate meeting location)
- h) Document any actions taken in response to a crisis or emergency in a DU [Incident Report](#)

During or in response to the contact from the Program Leader, DU will take the following actions:

- a. Ensure that there is an active communication line with the Program Leader
- b. Document the details of the crisis/emergency situation including the following:
 - i. Traveler(s) involved and the severity of the situation
 - ii. Actions recommended by the Program Leader (e.g., need assistance with insurance, local support, embassy or consulate information, transportation or communication support; need staff support in-country)
 - iii. Local authorities or hospital involved (e.g., police, emergency room, local doctor, hospital)

- iv. Get information from local, credible sources about the location of problems, the social atmosphere
- c. Share information – The ITRA will gather and share with the Program Leader information that is available. Additionally, the ITRA will share information with the International Travel Committee, other relevant parties on campus, and in some instances, travelers' emergency contacts, to keep them apprised of the situation.
- d. Document all decisions and actions taken

Insurance Coverage

All travelers who register their travel in DU Passport are provided evacuation and repatriation coverage for the duration of their University-related international travel. Travelers traveling on personal matters before, in the midst of, or after University-related travel are strongly encouraged to purchase additional membership benefits at a personal cost to avoid any possible gaps in coverage. The International SOS website offers coverage at a discount off the normal rate when the University's membership number (11BSGC000067) is entered when logging into the site. This discounted coverage is also available for family members traveling with the student, faculty, or staff.

NOTE: The University does not provide medical insurance to travelers; therefore, all travelers must maintain personal health insurance that provides coverage while traveling internationally.

The evacuation and repatriation insurance policy generally covers political, medical, and natural disaster evacuation and repatriation expenses authorized by International SOS. Subject to certain exclusions, this policy covers most evacuation and repatriation expenses, other than International SOS administration fees.

Besides evacuation and repatriation assistance, International SOS provides many services at no additional cost that can be valuable in dealing with a sick or injured traveler, or a medical emergency. Here are examples of services that International SOS can provide:

- Health, safety, and security advice, including advice from an experienced, Western-trained doctor or security specialist
- Arrange for medical transportation or care, including evacuation to a center of medical excellence if local care is inadequate
- Locate a local doctor or other provider credentialed by International SOS medical staff
- Locate supplies of medication or equipment
- Obtain assistance due to the loss of travel documents or legal advice
- Advance funds to cover medical fees, when approved
- Monitor a traveler's medical condition and obtain advice
- Contact a traveler's family

If a traveler needs medical care, the traveler should expect to pay for services

personally while abroad, submitting receipts to the traveler's health insurer afterwards. If a medical facility will not accept a credit card or the traveler does not have enough cash to pay for services, International SOS will pay for the services and then bill the University. Your unit will be responsible for paying any International SOS invoices for advance payment for services. Your unit will then be responsible for collecting reimbursement from the traveler for amounts paid. Keep in mind that travelers may be able to pass all or some of the charges on to the traveler's health insurer. Also, your unit can make arrangements for charges incurred by a traveler to appear on the traveler's University account.

For University employees, whether the University's workers' compensation insurance covers the medical care depends on the circumstances and whether the employee was engaged in activities at the time of the injury related to University business. As such, employees must also maintain personal health insurance while traveling internationally.

International SOS charges administration fees for some services, such as advancing money for medical expenses. These administration fees can run in the hundreds or even thousands of dollars, depending on the service provided. Your unit will be responsible for paying any International SOS invoices for administration fees. Your unit will then be responsible for collecting reimbursement from the traveler for amounts paid. Travelers must reimburse the University for the full amount of any incurred administration fees, and your unit can make arrangements for the charges to appear on the traveler's University account. For University employees, the employee's unit is responsible for payment of the administration fees.

The following exclusions apply to the International SOS Plan. This is only a general overview. The specific policy terms and applicable law – not this overview – apply to any particular incident. If a traveler is injured or needs assistance while engaging in any of the following activities while traveling abroad, the traveler will not be entitled to benefits under the International SOS membership:

- Skydiving, hang gliding, parachuting, mountaineering (does not apply to school sponsored trips), any motorized speed race, bungee jumping, speed contests, spelunking or caving, heli-skiing, or extreme skiing
- Participation in any war, invasion, revolution, or insurrection
- Piloting or learning to pilot or acting as a member of the crew of any aircraft
- Commission or the attempt to commit a criminal act
- Any non-emergency treatment or surgery, routine physical examinations, hearing aids, eyeglasses, or contact lenses

For a complete list of exclusions, view the following International SOS Emergency Evacuation and Repatriation [policy](#).

Before departing, all travelers can print out a copy of the International SOS Travel Assistance ID card, which can be cut and placed inside a wallet or purse. This card has the phone number to contact in the event any services provided under this policy are needed. Additionally, a traveler can download the International SOS Assistance App, which allows for one-click dialing to the closest International SOS Assistance Center for

immediate help. Additionally, the App sends the latest medical and travel security alerts to a traveler's device.

For more information about insurance, visit Enterprise Risk Management's [website](#).

Reporting

Program Leaders are expected to report to the International Travel Risk Analyst all incidents, whether directly witnessed or reported to them by a third party. Reporting should occur as soon as possible (within 24 hours) after an initial assessment of the situation, and the situation is relatively stabilized.

Incident Reporting

If you are made aware of an incident abroad involving a DU traveler, you must submit an [Incident Report](#). Reportable incidents include but are not limited to any medical, mental health, student conduct, sexual misconduct, and criminal related issues. See the [Nature of Incident Definitions](#) list for more details about reportable incidents.

The purpose of the incident report is to document details of an incident abroad, to outline what actions have been taken, and to request additional support from Enterprise Risk Management. Also by reporting international incidents, you are facilitating DU compliance with federal law. All submitted information will remain private and will only be shared with relevant persons.

Title IX/VAWA

The University is committed to maintaining an environment free of discrimination. In support of this commitment, the University prohibits discrimination, including harassment, violence, and retaliation, based on a protected classification, including race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, or genetic information.

Inform travelers of your requirement to promptly report any concern of discrimination, including sexual assault, relationship violence, discriminatory harassment, or retaliation to DU's Title IX Coordinator. All DU employees traveling with travelers are expected to provide support for any DU victims and participate in any subsequent investigations per [Title IX](#).

All reports of this nature must be handled with extreme discretion, and you are asked to minimize the release of information of the traveler's identity.

As a Program Leader, it is recommended that you avoid any consensual relationships with any travelers while abroad.

Clery Act

The Department of Education requires that all U.S. universities request reports from local police jurisdictions regarding crimes perpetrated on any property rented to or contracted by a university for any purposes involving student travelers for one night or longer. For this purpose, an email confirming reservations constitutes a "contract." To comply with this federal regulation, you must provide to the International Travel Risk Analyst the addresses as well as dates and times of use for all properties where a crime has occurred while under a contract with DU. The properties described above include, but are not limited to: hotels, apartments, classrooms, or any other rented public or private spaces.

Communicating with the Public

The following are some important reminders about public information:

- Control (as much as possible) the flow of information within and outside of your group
- All information released to the press must be done by MarComm
- If contacted by the press, refer them to MarComm and inform the media that, "We are not prepared to comment at this time."

Incident Specific Responses

Accident

Definition: Travelers are involved in an unexpected or unintentional incident; may or may not result in an injury

Examples: Transportation accident, boating accident, slip and fall on a poorly maintained walkway

Information to Gather:

- What are known details of incident?
- Who was involved?
- Are there any injuries? If so, is medical assistance required? Where, when?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- Has anyone else been notified? Family, media, insurance company?
- Are rescue operations needed?

Action Steps:

On-site:

- a) Ensure any injured travelers receive appropriate care
- b) If assistance is needed, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067 or contact local emergency responders as needed
- c) Call DU to make an initial report and form a communication plan
- d) Begin an event log: gather background information, obtain as many details as possible, and take photos of damage and/or injuries
- e) Should there be damage to a rented vehicle, adhere to the car company's policies, take notes, and photos of damage, keep all paperwork, and report damage to Enterprise Risk Management immediately

DU:

- a) Take action as necessary for any injured travelers
- b) Maintain an event log: gather background information and obtain as many details as possible
- c) Contact appropriate additional DU staff
- d) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)

Arrest

Definition: Traveler has been legally incarcerated by local authorities.

Examples: Drug or alcohol misuse, sexual misconduct, theft

Information to Gather:

- Describe nature of incident leading to traveler's legal incarceration
- What agency has made the arrest? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses? (What are their names and contact info?)
- What rights have been granted?
- Has the U.S. Embassy /consulate been notified?
- Has the traveler been given legal representation? If so, name and phone number.
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media, etc.)?
- Is the traveler asking for assistance in contacting family?

Action Steps:

On-site:

- a) For assistance, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067 Maintain an event log: gather background information and obtain as many details as possible
- b) Call DU International Travel Risk Analyst to make an initial report and a form a communication plan
- c) Collect written reports from witnesses (other travelers), when appropriate
- d) Visit incarcerated traveler if possible and appropriate
- e) Ensure other program travelers are aware of what is happening without sharing too much information and inform them of what they should be doing while the situation is stabilized

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact appropriate additional DU staff
- d) Verify the traveler has contacted the appropriate Embassy and is obtaining legal representation
- e) Assist the traveler in contacting the appropriate Embassy if necessary
- f) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)
- Evaluate whether traveler should be referred to the Office of Student Conduct
- Coordinate with academic unit to resolve any academic credit issues

Know:

- One of the most essential tasks of the Department of State and the U.S. embassies and consulates abroad is to provide assistance to U.S. citizens incarcerated abroad. Consular Services, upon notification of arrest can visit the prisoner, provide a list of attorneys, provide information on judicial procedures, notify family, etc.

Civil Unrest/Terrorism

Definition: Public disturbance that is caused by a group of people which impacts the ability to maintain the safety of program travelers.

Examples: Rioting, Political demonstrations that turn violent

Information to Gather:

- What is the nature of the unrest?
- How widespread is the unrest?
- Is there a target of the unrest?
- Where is each program traveler currently located?
- Is the location of the program travelers safe? Long term or short term?
- What advice have local authorities given for response/ precaution?
- Has the U.S. embassy been notified? When? Who was the contact person there?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:

- a) Contact all travelers to determine their needs and whereabouts
- b) Gather group in one location if safe to do so
- c) For assistance, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067
- d) Call DU to make an initial report and a form a communication plan
- e) Identify traveler responsibilities and provide them with specific emergency evacuation plans
- f) Monitor the U.S. Embassy and State Department websites for current information
- g) Maintain an event log; gather background information and obtain as many details as possible

DU:

- a) Maintain an event log; gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact appropriate additional DU staff
- d) Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites
- e) Contact International SOS to establish action plan if needed
- f) Provide program travelers with specific emergency evacuation plans
- g) Coordinate in-country transport of travelers, if needed
- h) Arrange alternative lodging and/ or support services if needed
- i) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)
- Coordinate with academic unit to resolve any academic credit issues

Know:

- Registering with the U.S. Department of State through the STEP program provides the nearest U.S. Embassy the information they need to send alerts and warnings directly to you as well as assist in evacuation if necessary.
- International SOS provides evacuation due to political instability.

Death

Definition: The end of life for a traveler.

Examples: The permanent absence of heartbeat and spontaneous breathing.

Information to Gather:

- What are the known details surrounding the death?
- Where are the remains being kept? Hospital? Other facility?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- What is the country's death protocol?
- Does the family want the remains returned to the U.S.?
- Are counseling services available on-site?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) For assistance, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067
- b) If death occurs outside of a hospital, contact local authorities to report it
- c) Program leader should not contact the family of the deceased
- d) Call DU immediately to make an initial report and form a communication plan
- e) Maintain an event log: gather background information and obtain as many details as possible
- f) Ensure other program travelers are aware of what is happening and know what they should be doing while the situation is stabilized

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact appropriate additional DU staff
- d) Ensure that counseling services are available to program travelers
- e) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)
- Coordinate with academic unit to resolve any academic credit issues

Know:

- DU is drafting a comprehensive and consistent protocol for a university response to the death of a campus member. This protocol includes those travelers who are abroad.

Loss/ Theft of Credit Card or Passport

Definition: Traveler's credit card or debit card has been lost or stolen; traveler's passport has been lost or stolen

Examples: Traveler has been robbed or has misplaced his/her card or passport

Information to Gather:

- Has the traveler notified the bank and or police?
- What was the bank/ police's advice?
- Has a police report been filed? What is the case number? Who was the contact?
- What access to other sources of money does the traveler have? Additional cards, cash, family?
- Where/ when did this happen?
- When will the passport be needed next for travel or as part of the program itinerary?
- Has the embassy been notified?
- Does the traveler have a copy and passport photos for replacement?
- Is there time to have renewal before next flight? If not, what are the options for lodging and booking new travel?

Action Steps:

On-site:

- a) If card or passport was left behind, call last location and see if it has been found.
- b) For assistance, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067
- c) Call bank and cancel card
- d) Call local police and file a police report
- e) Call DU to make an initial report and a form a communication plan
- f) Assess financial need for remainder of program and what access to funds the traveler has
- g) Call nearest embassy/ consulate to make appointment for replacement passport.
- h) Keep in mind that traveler may have to enter Embassy without Program Leader. Ensure the traveler has all documentation necessary prior to appointment
- i) Maintain an event log; gather background information and obtain as many details as possible
- j) If travel adjustments must be made, work closely with DU

DU:

- a) Maintain an event log; gather background information and obtain as many details as possible
- b) Assist where possible in helping the traveler communicate with appropriate offices
- c) Recommend the traveler call their bank and family for assistance
- d) Familiarize yourself with replacement process on the website of the nearest Embassy
- e) Assist with any necessary travel adjustments when possible

Follow-up:

- Complete [incident report](#)

Know:

- In most cases, you will need to get a passport photo prior to arrival at the Embassy or Consulate. You will also likely need an appointment. While an Embassy or Consulate can often arrange same day, emergency replacement this is often not the case outside normal business hours of Mon-Fri 8-5.

Mental Health Issue

Definition: Any mental state which prevents the traveler from normally continuing the activities the traveler was capable of performing before the onset of symptoms.

Examples: Depression, extreme homesickness, suicidal thoughts, irrational behaviors

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the traveler a danger to themselves or those around them?
- What symptoms have been noticed?
- Does the ill traveler require emergency medical evacuation?
- Has the ill traveler sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?
- Is the ill traveler confined to the hospital? Hotel? Other facility?
- Does ill traveler want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Offer yourself as a caring group leader until professional assistance has been obtained
- b) Assist in contacting Call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067 or assist in contacting local emergency responders as needed
- c) Ensure traveler is receiving appropriate care
- d) Call DU to make an initial report and a form a communication plan
- e) Maintain an event log: gather background information and obtain as many details as possible
- f) Being respectful of the traveler's privacy, ensure other program travelers are aware that you are working on an issue and know what they should be doing while the situation is stabilized

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Contact appropriate additional DU staff
- c) Take action as necessary to remove traveler from program and or make arrangements for medical evacuation or family visit
- d) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)

Misconduct

Definition: Any action or behavior, repeated or isolated that violates local law, DU code of conduct, reasonable expectations of adult behavior, the rights of other program travelers and/ or impedes the progress of the course/ program/ itinerary.

Examples: Excessive drinking, drug use, abuse, vandalism, disrespectful behavior, unexcused and repeated absence, refusal to follow instruction

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the traveler a danger to themselves or those around them?
- What behavior has been observed?
- Has the traveler been given a warning or been talked to?
- Does the traveler require immediate removal from the program?
- Are the local authorities or 3rd parties involved?
- How long has the behavior been going on?
- Is there any known cause for the behavior?
- Is the traveler confined to the hospital? Hotel? Other facility?
- Does traveler want to return to the U.S.?
- What are other travelers saying about this traveler's behavior?

Action Steps:

On-site:

- a) Discuss behavior with traveler and inform them that a violation of the DU code of conduct could be grounds for immediate removal from the program
- b) If necessary, insist that the traveler remain isolated while situation is resolved
- c) Call DU to make an initial report and form a communication plan
- d) Assist in contacting Call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067 or assist in contacting local emergency responders as needed
- e) Maintain an event log: gather background information and obtain as many details as possible
- f) Ensure other program travelers are aware that you are working on an issue and know what they should be doing while the situation is stabilized

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Contact appropriate additional DU staff
- c) Speak with the misbehaving traveler and detail the repercussions of their actions
- d) Take action as necessary to remove traveler from program

Follow-up:

- Complete [incident report](#)
- Report any contact the traveler continues to have after being dismissed from program
- Coordinate with the Office of Student Conduct for appropriate sanctions

Know:

- DU will largely rely on the opinion of the Program Leader when deciding to remove a traveler from a program. Traveler will be responsible for paying all costs incurred to leave the country immediately. DOCUMENTATION OF ALL EVENTS AND CONVERSATIONS IS EXTREMELY IMPORTANT.

Natural Disaster

Definition: A natural event that causes heavy damage and/or loss of life.

Examples: Earthquake, Hurricane, Flood, Volcanic Eruption

Information to Gather:

- What is the nature of the disaster?
- How widespread is the damage?
- Is there a likelihood of a continuing safety risk?
- Where is each program traveler currently located?
- Is the location of the program travelers safe? Long term or short term?
- What advice have local authorities given for response/ precaution?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- What are available travel options?
- What is the availability of resources? Food, water, shelter, medical supplies/ attention?
- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:

- a) Contact all travelers to determine their needs and whereabouts
- b) Gather group in one location if safe to do so
- c) For assistance, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067
- d) Call DU and make an initial report and a form a communication plan
- e) Monitor the U.S. Embassy and State Department websites for current information
- f) Identify a source of resources: food, water, shelter, medical facilities
- g) Maintain an event log: gather background information and obtain as many details as possible

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact appropriate additional DU staff
- d) Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites
- e) Contact International SOS to establish action plan should one be needed
- f) Provide program travelers with specific emergency evacuation plans
- g) Coordinate in-country transport of participants if needed
- h) Arrange alternative lodging and/ or support services if needed
- i) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)

Serious Illness

Definition: Any illness which prevents the ill traveler from normally continuing the activities the traveler was capable of performing before the illness occurred.

Examples: High Fever, gastrointestinal problems, severe allergic reaction, other illness requiring hospitalization

Information to Gather:

- What are known details of incident?
- Who was involved?
- How did the illness occur?
- Does the ill traveler require emergency medical evacuation?
- Has the ill traveler sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?
- Is the ill traveler confined to the hospital? Hotel? Other facility?
- Does ill traveler want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Assist in contacting Call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067 or assist in contacting local emergency responders as needed
- b) Ensure ill traveler is receiving appropriate care
- c) Call DU to make an initial report and a form a communication plan
- d) Maintain an event log: gather background information and obtain as many details as possible
- e) Ensure other program travelers are aware of what is happening and know what they should be doing while the situation is stabilized

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact appropriate additional DU staff
- d) Take action as necessary to remove traveler from program and or make arrangements for medical evacuation or family visit
- e) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)

Serious Injury

Definition: Any injury, other than a fatal injury, which prevents the injured traveler from walking or normally continuing the activities the traveler was capable of performing before the injury occurred.

Examples: Severe lacerations, broken or distorted limbs, skull, chest, or abdominal injuries, unconsciousness

Information to Gather:

- What are known details of incident?
- Who was involved?
- How did the injury occur?
- Are rescue operations needed?
- Has the injured traveler sought medical assistance? Where, when?
- Is the injured traveler confined to the hospital? Hotel? Other facility?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- Does injured traveler want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Assist in contacting Call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067 or assist in contacting local emergency responders as needed
- b) Ensure injured traveler is receiving appropriate care
- c) Call DU to make an initial report and a form a communication plan
- d) Maintain an event log: gather background information and obtain as many details as possible
- e) Ensure other program travelers are aware of what is happening and know what they should be doing while the situation is stabilized

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact appropriate additional DU staff
- d) Take action as necessary to remove traveler from program and or make arrangements for medical evacuation or family visit
- e) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)

Sexual Assault

Definition: Sexual contact or behavior that occurs without the explicit consent of the victim.

Examples: Rape, attempted rape, inappropriate touching

Information to Gather:

- What are known details of incident?
- Who was involved?
- Where is the accused?
- Is the person allegedly responsible a fellow program traveler, faculty, staff, local, etc.?
- Has victim sought medical assistance? Where, when?
- Has incident been reported to local law enforcement? What agency, case number, contact person?
- Does the victim want to seek medical assistance?
- Does the victim want to report to local law enforcement?
- Are there witnesses?
- Is counseling available? In English? Where?
- Does victim want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?
- What are the country's laws regarding the report of a sexual assault? Will victim and accused be detained? (Department of State & International SOS can assist with this)
- What is the local cultural outlook on sexual assault? Does the culture support a woman's right to file a police report?

Action Steps:

On-site:

- a) Ensure victim is safe and separated from accused
- b) Tell the victim that it is not his/her fault
- c) Do not force victim to seek medical attention or to file a report
- d) Do not promise to be a confidential resource. DU program leaders MUST report the incident, including names of victims to the Title IX coordinator
- e) For counseling and legal guidance assistance, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067
- f) Get victim medical treatment if victim desires to do so
- g) Call DU and make an initial report and a form a communication plan
- h) Report assault to law enforcement if victim desires to do so and approved by DU
- i) Maintain an event log: gather background information and obtain as many details as possible

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact Title IX coordinator and report. Names of victim and accused, if known, are required
- d) File Clery report as required (depends on location of incident)
- e) Contact appropriate additional DU staff
- f) Contact the appropriate Embassy for advice on country specific laws. Alternatively the Dept. of State can be called at 1-888-407-4747 from the U.S.
- g) Contact International SOS for legal guidance in terms of reporting
- h) Take action as necessary to remove victim and/or accused from program
- i) Refer any media inquiries to MarComm

Follow-up:

- Complete [incident report](#)

Unexplained Absence of Traveler

Definition: Traveler has not arrived at pre-determined meeting location and has been unable to be contacted for an inordinate amount of time.

Examples: No return from night out, did not disembark booked flight

Information to Gather:

- When and where was the missing traveler last seen?
- Was the missing traveler seen with someone else?
- Who was the missing traveler's last contact?
- How was the traveler traveling? Plane, train, foot?
- How long has the traveler been missing?
- What was the missing traveler wearing when last seen?
- How familiar is the missing traveler with the location/ resources available?
- Who might the missing traveler contact?
- When/ where would the missing traveler be expected next?
- Are there search/ rescue services available locally?
- Is the traveler on any medications or have a significant medical history?
- Photograph, description, passport number.
- If contacted, where should the missing traveler go to reunite?

Action Steps:

On-site:

- a) Determine location of all other program travelers and organize as a group in one place
- b) Ask every traveler if they have any information about the missing traveler's whereabouts
- c) Remain at expected meeting point or proceed to next as appropriate
- d) For assistance, call International SOS at **+1.215.942.8478** and provide them with DU's membership number: 11BSGC000067 or assist in contacting local emergency responders as needed
- e) Call DU to make an initial report and a form a communication plan
- f) Contact local police, if determined necessary
- f) Contact the U.S. Embassy, if determined necessary
- g) Maintain an event log: gather background information and obtain as many details as possible
- h) Ensure other program travelers are aware of what is happening and know what they should be doing while the situation is stabilized

DU:

- a) Maintain an event log: gather background information and obtain as many details as possible
- b) Convene International Travel Committee
- c) Contact appropriate additional DU staff

- d) Verify travel plans where appropriate
- e) Attempt to make contact with missing traveler
- f) Contact traveler's emergency contact for information, if determined necessary

Follow-up:

- Complete [incident report](#)

Know:

- If you are concerned about a U.S. citizen who is traveling abroad, you can call the State Department at +1-888-407-4747. The Embassies and Consulates abroad can use the information gathered to check with local authorities to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate. If necessary they may personally search hotels, airports, hospitals or even prisons.