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Sections I-IV were adapted from *Emergency Administrative Response Manual*. Published by the Georgetown University Office of Student Affairs.

Introduction

Purpose of Handbook

The health and safety of program participants have always been a primary concern of both University of Missouri-Columbia (MU) and our partners overseas. This handbook is an attempt to put in writing an understanding of professional responsibilities in these areas and to clarify the lines of communication between our overseas partners and University of Missouri-Columbia in case an emergency should occur.

Recently, U.S. students who have been harmed while studying abroad and/or their parents have filed a number of lawsuits against U.S. universities and other agencies that sponsor overseas studies programs. These cases have prompted U.S. universities that provide study abroad programs to re-evaluate their programs and procedures in order to make sure that significant steps are being taken to assure the safety of our students. As those of you who spent time in the U.S. know, a unique characteristic of U.S. society is the degree to which lawsuits are a reality of everyday life. When reviewing cases brought against U.S. universities and other study abroad providers, the courts have looked to see that the persons who are responsible for the students have used “reasonable care” in designing and operating their programs. “Reasonable care” indicates that the people in charge have been responsible in helping a student to avoid harm to himself/herself or his/her property. Another legal issue that has come to the forefront is a question of the degree to which the duty of “in loco parentis” applies to overseas studies programs. “In loco parentis” means that the university, or overseas studies program, assumes the role of the student’s parents. The courts have generally found that “in loco parentis” does not apply on the campus of the home university. However, it does appear that the courts are taking a different view overseas where a student’s lack of familiarity with the host country and culture causes the student to need more support. Pragmatically, this has meant that the courts are holding the universities responsible for conveying to the students enough information to ensure their safety in an unfamiliar environment. This includes providing information regarding the host country and culture through comprehensive orientations, written materials, and individual student advising.

In this handbook, we will attempt to clarify University of Missouri-Columbia’s expectations regarding the measures, which, under U.S. law, should be taken by our overseas contacts to ensure the safety of our students. Specifically, we will indicate the information and advising that University of Missouri-Columbia provides to students as well as the information and advising that our overseas contacts need to provide. We will also outline procedures for dealing with a crisis situation and for ensuring clear communication with University of Missouri-Columbia in such an event. Obviously each individual situation will demand a unique response, and we trust your judgment as professionals working in conjunction with University of Missouri-

Columbia in weighing all of the factors and taking appropriate action within the guidelines provided. As University of Missouri-Columbia's primary contacts overseas, you serve as our students' main link with their home campus. No doubt you are aware of this on a daily basis as our students appear in your offices with various concerns. Of particular value to us is your knowledge of the country and culture in which the student is studying, the orientations and written materials that you provide to our students on-site, and the day-to-day advising that you provide for our students. Before students leave University of Missouri-Columbia, we give them as much specific information as possible in pre-departure materials and orientations. However, we recognize that much of the specific information that students need is better imparted and received overseas.

Emergency Contact Numbers

In any emergency situation, you will need to be in contact with the International Center at University of Missouri-Columbia and the appropriate staff member from the Study Abroad Team. Following is a listing of important contact numbers.

The International Center (IC): (573) 882-6007 (Monday- Friday 8:00 AM-5:00 PM Central Standard Time)

IC 24-hour Emergency Contact number: (573) 882-7201 (This is the University of Missouri-Columbia Police Department. They will contact an IC staff member at home)

International Student Identity Card (ISIC) 24-hour emergency number: Call collect (713) 267-2525 (All University of Missouri-Columbia students have supplementary insurance through this card. Benefits include this 24-hour traveler's assistance number and medical evacuation)

Study Abroad Team (home telephone numbers). NOTE: Please *do not* give these numbers to students. They are for your use only:

Section 1: Health Emergencies

Health Insurance in the United States:

This introduction is intended to provide you with basic information about health care and insurance in the U.S., so that you will be better able to assist University of Missouri-Columbia students with medical situations.

As you probably know, there is no national health care system in the U.S. Instead, Americans enroll in private health insurance programs. Typically, Americans are insured through health insurance policies, which are part of a benefit package offered by their employers. Despite cost-sharing between employers and their employees, health insurance is expensive in the U.S. Americans are accustomed to paying for more than just the health insurance premium. Insurance policies require patients to pay part of their health care costs.

As the cost of medical care has skyrocketed in the U.S., health insurance companies have become more stringent with regards to what medical services they will cover. A list of covered services is normally provided as part of the health insurance policy. However, insurance companies sometimes question whether the patient actually needs certain medical services even if they are recommended by the patient's doctor. This can be a cause of great stress to the patient and his/her family. This factor, however, should never prevent you from encouraging a student to obtain the medical attention that he/she needs.

University of Missouri-Columbia requires that all University of Missouri-Columbia students have insurance coverage through the University of Missouri-Columbia student health plan or another comprehensive insurance plan that provides coverage while they are overseas. Some students are insured through their parents' insurance policies. It is the responsibility of the student to understand his/her health insurance policy. During pre-departure orientation at University of Missouri-Columbia we provide a checklist called "**Using Your Health Insurance Abroad**" (see **Appendix I**) to make certain that all students are prepared in the event of illness overseas. Unless they are covered by a national health insurance plan in their host country, University of Missouri-Columbia students will be asked to pay for all medical expenses up front and will be reimbursed at a later date for a portion of these expenses (generally 70%) by their U.S. health insurance policies, not by University of Missouri-Columbia. If students are having difficulties securing treatment because they do not have enough money with them, they have been instructed to call collect the 24 hour traveler's assistance service that is a benefit of their International Student Identity (ISIC) card (see below).

International Student Identity Card (ISIC) Traveler's Insurance

All University of Missouri-Columbia students on your program also have supplementary insurance coverage through the International Student Identity Card (ISIC). This insurance provides Medical Evacuation or "Medivac" coverage (in the event that a student needs to be transported to another country in order to obtain medical care). The ISIC policy also provides a **24-hour travelers' assistance number that students can call collect** from any country in the world at **(713) 267-2525**. As indicated above, students have been instructed to call this number if they are having difficulty obtaining treatment. In addition to financial assistance, the traveler's assistance line offers help in translation and interpretation.

Assist America Traveler's Insurance

(part of the University of Missouri-Columbia Student Health Insurance)

The University of Missouri-Columbia Student health insurance provides traveler's assistance through **Assist America**. Assist America provides a more deluxe version of the traveler's assistance services offered by the ISIC card (i.e., no monetary limit on the costs of Medivac coverage, 24 hour traveler's assistance number, provision for a family member or friend to visit if a student has a long-term illness, etc.). Assist America is generally offered by multi-national corporations in the U.S., hence the higher level of service. With these facts in mind, if a University of Missouri-Columbia student is covered by the University of Missouri-Columbia Student Health Insurance, please encourage him/her to utilize Assist America rather than ISIC for traveler's assistance.

WHAT STUDENTS KNOW BEFORE THEY GO: During our orientations at University of Missouri-Columbia we concentrate on health and safety issues. In regard to health, all students are provided with a checklist "**Using Your Health Insurance Overseas**" (see **Appendix I**), basic information regarding the health care system of the host country, and guidelines regarding transporting prescription medications overseas (see **Appendix 1 -- "Health Care Information Sheet"**). Through this sheet, and in orientation, we provide instruction on what to do if they become ill overseas (i.e., inform the University of Missouri-Columbia Overseas Program Contact and seek appropriate medical care before calling home for reassurance). Where applicable, we provide information on necessary immunizations, anti-malarials, malaria prevention and basic food and water safety. In these cases, students are given printouts from the Center for Disease Control (CDC) web page and are advised to check this site regularly <<http://www.cdc.gov>>.

In addition, all students over 21 years of age, or the parents of students under 21 years of age, have signed a "**Assumption of Risk and Release Form**" (see **Appendix I**) giving you, the University of Missouri-Columbia Overseas Program Contact at the host institution, permission to make necessary medical decisions for the student.

WHAT STUDENTS NEED ON-SITE: During the on-site orientation, however, you are in a better position to provide information regarding local doctors and hospitals and, where applicable, information concerning the national healthcare system of the host country. If there is a national health care system, we would appreciate any help that you could give students in enrolling in this system and in providing instructions for its use. We also ask that you review procedures for dealing with illness so that students are encouraged to take appropriate action before calling their parents and unnecessarily alarming them.

Students need to have a 24-hour number where they can contact you, or another university representative or program contact, in the event of serious illness or injury and you will be expected to provide such a number by University of Missouri-Columbia. Emergency procedures are detailed in the section that follows.

EMERGENCY PROCEDURES

A. SERIOUS ACCIDENT OR ILLNESS

Not Leading to Immediate Death of Student

Typical problem Auto accidents, recreational injury, serious illness, drug overdose, loss of consciousness

RESPONSE (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”)

1. Assist the student in finding appropriate medical care in a hospital/clinic, which you trust. Assess the extent or severity of the accident/illness, usually through talking with the physician treating the student. Keep a log that will include notes regarding the circumstances leading up to the accident/illness, the outcome of any discussions with the attending physician, notes from conversations with University of Missouri-Columbia personnel and the course of the medical treatment as it progresses.
2. Contact the MU Study Abroad Advisor that you normally speak with and brief her about the student’s condition (see “**Emergency Contact Numbers**” p. 2). The MU Study Abroad Advisor consults with the Director of Study Abroad. With all due attention to maintaining the privacy of the injured person, the University of Missouri-Columbia MU Study Abroad Advisor and the Overseas Program Contact follow steps 3-10.
3. Depending on the severity of injury/illness, the University of Missouri-Columbia MU Study Abroad Advisor or the Director of Study Abroad contacts the person designated by the student as “Emergency Contact.”

4. The attending physician monitors the emergency situation as it develops and briefs the Overseas Program Contact, who, in turn briefs University of Missouri-Columbia. In some cases, the student may need to be evacuated in order to receive appropriate medical treatment. All students have insurance to cover medical evacuation (**please see “International Student Identity Card (ISIC) Traveler’s Insurance,” p. 4 and “Assist America,” p. 4).**
5. The University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad may consult with the University of Missouri-Columbia Student Health Service to obtain a second opinion in regard to the medical treatment being given the student. Where feasible, the physician at the University of Missouri-Columbia Student Health Service may be put in contact with the host country physician treating the student.
6. The University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad may inform other campus officials such as the Dean of Students, the student’s academic dean, and other appropriate University of Missouri-Columbia offices as soon as possible. If it appears necessary, a Crisis Management Team, including the attending physician from the University of Missouri-Columbia Student Health Center, will be convened.
7. If appropriate, the University of Missouri-Columbia MU Study Abroad Advisor will inform the University of Missouri-Columbia News Bureau to prepare for media inquiries. The University of Missouri-Columbia Study Abroad Advisor or Director of Study Abroad will brief you in order to prepare you for media inquiries (**please also see “Guidelines for Media Inquiries,” p. 23).**
8. The Overseas Program Contact informs the student’s professors at the host university that the student will be absent from classes.
9. The Overseas Program Contact and the University of Missouri-Columbia Study Abroad Advisor provide appropriate information and reassurances to other University of Missouri-Columbia program participants.
10. In the unfortunate case of the death of a student, protocol for “Death of Student” is activated.

B. Psychiatric Emergencies: Disruptive Behavior, Psychotic Behavior, Suicide Attempt

- Typical Problem**
- * A student is exhibiting severe disruptive behavior that appears to have a psychiatric basis.
 - * A student is believed to be severely emotionally disturbed and is creating disturbances or is a danger to self or others
 - * A student has made a suicide attempt or threat or has spoken with someone about the plan to do so
 - * A student is severely disruptive due to alcohol or drug use

RESPONSE (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”)

1. The University of Missouri-Columbia Overseas Program Contact should talk to the participant and identify as many key people in the situation as possible.
2. The University of Missouri-Columbia Overseas Program Contact should gather information on the actual behavior exhibited and the history of the problem. Begin keeping a written log of this information. Continue keeping a log as the crisis develops.
3. The University of Missouri-Columbia Overseas Program Contact should assess the extent of the emergency.
4. The University of Missouri-Columbia Overseas Program Contact should assess the student’s support network (family, friends, roommates, etc.)
5. The University of Missouri-Columbia Overseas Program Contact should assess whether or not the student will voluntarily seek help.

A. If Yes, the University of Missouri-Columbia Overseas Program Contact should follow the procedures below. **If no, see B.**

1. Arrange to have the student seen by a counseling professional immediately. Have the student escorted to the designated location of the appointment, preferably with one or two interested and supportive people.
2. If necessary, arrange and carry out hospitalization.
3. Contact the appropriate University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad and brief her regarding the details of situation (see “**Emergency**”

Contact Numbers” p. 2). The University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad will consult with the Director University of Missouri-Columbia’s office of Counseling Center. The Director of the Counseling Center will be available to consult regarding appropriate treatment for the student’s condition. Where possible, the Director of the Counseling Center will be put in contact with the host country person treating the student’s condition. In some cases, a student may need to be evacuated in order to receive appropriate treatment (see **“International Student Identity Card (ISIC) Traveler’s Insurance,” p. 4, and “Assist America,” p. 4)**

4. With the student’s consent, arrange to notify his/her designated “Emergency Contact” and other involved parties on a need-to-know basis.
5. In the absence of consent, work with information that is available from non-privileged sources in planning follow-up support.
6. Prepare to assist and support other involved persons using available resources.

NOTE: If the student’s behavior remains a serious impediment to the educational process or a threat to safety, contact the University of Missouri-Columbia Study Abroad Team. They will work with the University of Missouri-Columbia Dean of Students, Director of the Counseling Center, and other appropriate University of Missouri-Columbia personnel to determine what other measures are necessary.

B. If Student will NOT voluntarily seek help and *appears to be dangerous to self and/or others, the Overseas Program Contact should follow the procedures below:* (If a student will not seek help and *does not* appear to be a threat to self/others, see C.) In all cases, continue to keep a detailed log of all events concerning this situation.

1. Assess who can be called upon to persuade the student to seek help (i.e., friend, roommate, or therapist). Work with those people to persuade the student to obtain treatment.
2. Continue to encourage the student to seek help.
3. Contact the appropriate University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad and brief her regarding the details of situation (**See “Emergency Contact Numbers” p. 2).** The University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad will consult with the Director University of Missouri-Columbia’s Counseling Center. The Director of the Counseling Center will be available to consult regarding appropriate treatment for the student’s condition. Where possible, the Director of the Counseling Center will be put in contact with the host country person treating the student’s condition.
4. If appropriate, and if such procedures exist in the host country, in certain cases the Overseas Program Contact may petition to have the student involuntarily committed to the hospital. In most circumstances, however, arrangements will be made to have the student sent back to the United States for hospitalization.

C. If the student will not voluntarily seek help BUT does not appear to be dangerous to self and/or others, the Overseas Program Contact should follow the procedures below:

1. Assess who can be called upon to persuade the student to seek help. Work with those persons to persuade the student to obtain treatment.
2. Continue to encourage the student to seek treatment.
3. As soon as the student is stable, contact the appropriate University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad and brief her regarding the details of situation (**See “Emergency Contact Numbers” p. 2**). The University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad will consult with the Director of University of Missouri-Columbia’s Counseling. The Director of the Counseling Center will be available to consult regarding appropriate treatment for the student’s condition. Where possible, the Director of the Counseling Center will be put in contact with the host country person treating the student’s condition.
4. Establish behavioral limits and carry them out to the extent that the student will cooperate.
5. If the student is breaking the law (i.e., vandalism, destruction of property) and continues to refuse to seek help, the University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad will consult with the Director University of Missouri-Columbia’s Counseling Center and Office of Student Affairs. The Director of the Counseling Center will advise regarding appropriate treatment for the student’s condition
6. If disruptive behavior continues, notify and brief the Director of Study Abroad at the University of Missouri-Columbia. She will determine, after consultation with the University Counseling Center, the Dean of Students and other involved personnel, the need for other emergency measures as may be appropriate, including suspension from the overseas studies program.

C. Potentially Serious Mental Health Problems	
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Typical Problem

- * Student is missing classes
- * Student asks to take less than a full academic program
- * Student withdraws from friends and favorite activities
- * Student’s host family reports unusual behavior

Possible Causes

- * Clinical Depression (**see brochure in Appendix III**)
- * Eating Disorder (Anorexia or Bulimia) (**see brochure in Appendix III**)
- * Alcoholism (**see brochure in Appendix III**)
- **Note:** Obviously these are just a few of the many possible causes of the typical problems described above.

RESPONSE (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”). The University of Missouri-Columbia Overseas Program Contact should:

1. Gather details about the situation. Make notes of these.
2. Contact the MU Study Abroad Advisor that you normally speak to at University of Missouri-Columbia and inform her of your observations (**See “Emergency Contact Numbers,” p. 2**). She will contact the Director of University of Missouri-Columbia’s Counseling Center. The Director of the Counseling Center will discuss potential causes of the student’s behavior and an appropriate course of action.
3. The University of Missouri-Columbia Study Abroad Advisor will inform the University of Missouri-Columbia Overseas Program Contact of the recommendations of the Director of the Counseling Center. If follow-up, such as locating an appropriate psychologist/psychiatrist, is required, the University of Missouri-Columbia Study Abroad Advisor, in conjunction with the Director of the Counseling Center, will work with the Overseas Program Contact to arrange this.
4. If it is recommended that a student see a psychologist/psychiatrist, with the student’s approval, the Director of the Counseling Center will be put in contact with the host country person treating the student’s condition and will monitor this treatment.
5. The University of Missouri-Columbia Overseas Program Contact will inform the University of Missouri-Columbia Study Abroad Advisor of any changes in the student’s behavior.

Section 2: Legal Emergencies

In the history of University of Missouri-Columbia’s overseas studies programs, only a small number of students have been victims of crimes. Even fewer have committed crimes. In this section, we will detail what students are told before they leave University of Missouri-Columbia regarding legal issues as well as the type of information that we would like for them to receive on-site in this regard. General guidelines for support, intervention, and communication in event of a legal emergency will be detailed.

WHAT STUDENTS KNOW BEFORE THEY GO:

Crimes Against a Student: Since approximately one third of University of Missouri-Columbia are from St. Louis, a fairly large city with a fairly high crime rate, many University of Missouri-

Columbia students are familiar with the precautions that one can take to avoid being a victim of a crime in an urban area. However, you will also find that many University of Missouri-Columbia students come from small towns with virtually no crime. In addition, Columbia, MO, itself has historically had a low crime rate, so students may not be used to taking the precautions to prevent crimes that are necessary in large cities.

During pre-departure orientation, the MU Study Abroad Advisors stress that students will need to take precautions against crime while abroad. In the University of Missouri-Columbia “Orientation Handbook,” and on our website: www.missouri.edu/~icweb/studyabroad, students are provided with guidelines for protecting themselves and their belongings while abroad. In the pre-departure information given to students, University of Missouri-Columbia provides information regarding services to U.S. citizens that are provided by the U.S. Department of State abroad and stresses the importance of registering their passports with the U.S. consulate or other appropriate consulate. Please give specific directions to the U.S. consulate or other appropriate consulate and follow-up to ensure that students have registered their passports. Study Abroad Advisors at University of Missouri-Columbia also provide students with “Consular Information Sheets” issued by the U.S. Department of State <<http://travel.state.gov>>. These sheets list information about crime in the country where the University of Missouri-Columbia student will be studying and suggested precautions. Students are advised to consult the U.S. Department of State web page for updates. In addition, University of Missouri-Columbia faculty members with expertise regarding the host country lecture at orientations and point out any areas of the host country that may experience political instability that would pose a risk to the student’s safety.

While important, these are clearly no substitute for your firsthand knowledge regarding potentially unsafe areas of the city and/or country where the student is studying. Obviously, you are in a better position to alert students to these and to monitor any unstable situations that may arise.

Crimes Committed by a Student: During orientation at University of Missouri-Columbia, students are told that they are subject to the laws of the host country in which they are studying or traveling. Students are informed that the U.S. Embassy can not get them out of jail if they commit a crime overseas, and that all that the U.S. Embassy can do is try to ensure that their human rights are not violated. The University of Missouri-Columbia “Assumption of Risk and Release Form” that all students sign states: “I understand that each foreign country has its own laws and standards of acceptable conduct, including dress, manners, morals, politics, drug use and behavior. I recognize that behavior which violates those laws or standards could harm the University's relations with those countries and the institutions therein, as well as my own health and safety. I will become informed of, and will abide by, all such laws and standards for each country to or through which I will travel during the Program.”

During orientation at the University of Missouri-Columbia, we go over publications by the U.S.

Department of State that emphasize this fact, particularly in relation to illegal drugs. MU Study Abroad Advisors and University of Missouri-Columbia faculty members with expertise regarding the region where students will be studying point out differences in the host country legal system that may come as a surprise to U.S. students.

WHAT STUDENTS NEED ON-SITE: Much of what students need to learn on site has been mentioned above. A few particularly important points are reiterated below.

A. Crimes Against a Student

While students receive general information from the U.S. Department of State prior to departure, as our contact on-site, you have more direct access to information regarding the safety of various areas of your city and, if applicable, various regions of your county. We would like to have our students briefed regarding this information during the orientation that you conduct on-site.

While some of our students may be used to living in a large city, it is safe to assume that none of our students will be attuned to all of the nuances of safe and unsafe behavior in their new city, particularly when these may be due to cultural differences. We highly appreciate any guidelines for appropriate behavior that you, the U.S. Embassy Information Officer, or city or university police are able to provide.

B. Crimes Committed by a Student

During on-site orientation, University of Missouri-Columbia would like for you to reinforce to our students the fact that they are now subject to the laws of the country in which they are studying or traveling. We would also like for you to highlight important differences between the U.S. laws and those of the host country where the student will be studying, particularly in relation to illegal drugs and, if applicable, alcohol and sexual behavior.

EMERGENCY PROCEDURES

A. Crime Against a Student *not including Sexual Assault*

Typical Problem A student is a victim of a robbery, an assault or a fight.

Note: For Sexual Assault see p. 13
For Serious Injury see p. 5

RESPONSE (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”). The University of Missouri-Columbia Overseas Program Contact should:

1. Contact campus security and the local police.

2. Ensure that the physical and emotional needs of the student(s) are being attended to.
3. Talk to the person who reported the crime; identify as many of the key persons involved and facts as possible. Determine identity and present location of the victim(s) and perpetrator(s). Keep a log of all facts obtained.
4. Contact University of Missouri-Columbia (see “**Emergency Contact Numbers,**” p. 2). In conjunction with the Study Abroad Team at University of Missouri-Columbia, we will determine which people at the host university and at University of Missouri-Columbia need to be involved in order to ensure necessary support to the victims and the community.
 - a. For serious injury see protocol for *accident or serious injury not leading to immediate death of a student* (p. 5).
 - b. When a victim exhibits fear/fright or shock, activate protocol for psychiatric emergencies (p. 7)
5. Brief the MU Study Abroad Advisor at University of Missouri-Columbia on at least a daily basis until the crisis has subsided. Inform her of any media inquiries.
6. ***What if you are contacted by a representative of the media?*** If a University of Missouri-Columbia student is involved, do NOT give the name of this student or speak on behalf of University of Missouri-Columbia without following these steps. **Contact the University of Missouri-Columbia Study Abroad Advisor before you respond.** The University of Missouri-Columbia Study Abroad Team, working with the University of Missouri-Columbia News Bureau, will develop responses to media inquiries and make these available to you. Also, please see the section of the handbook entitled “***Guidelines for Media Inquiries,***” p. 23.

B. Crime Against a Student: Sexual Assault

Typical Problem *A student is a victim of rape, attempted rape, or other violent sexual assault

RESPONSE (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”)

The University of Missouri-Columbia Overseas Program Contact should:

1. Talk to the person reporting the crime, and determine the identity and location of the victim.

2. Clarify with the student the degree to which he/she wishes to involve local authorities, i.e, the university and/or local police.
3. Discern any obvious physical and emotional disturbance.
4. If there is obvious physical injury, make sure the student is taken to a hospital/clinic that you trust for urgent care.
5. If there are signs of obvious emotional disturbance, consult psychologist/psychiatrist and provide immediate support to victim.
6. Inform the student of the laws and procedures for dealing with sexual assault in the host country, as these may vary from those in the U.S. For example, in the United States it is important to preserve the evidence of a sexual assault as this may be used as evidence in a court of law.
7. If there is no obvious physical injury, with victim's consent, have victim transported to the hospital/clinic that you trust.
8. Contact the University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad and brief her of the situation (**See "Emergency Contact Numbers," p. 2**). She will consult the Director of the Counseling Center to obtain advice for dealing with the crisis. With the student's consent, she will also inform the student's designated "Emergency Contact" and aid the student in activating his/her support network.
9. Begin writing a log, which you will update as crisis unfolds.
10. Provide regular briefings to the University of Missouri-Columbia Study Abroad Advisor or Director of Study Abroad.
11. ***What if you are contacted by a representative of the media?*** If a University of Missouri-Columbia student is involved, do NOT give the name of a University of Missouri-Columbia student or speak on behalf of University of Missouri-Columbia without following these steps. **Contact the University of Missouri-Columbia MU Study Abroad Advisor before you respond.** The University of Missouri-Columbia Study Abroad Team, working with the University of Missouri-Columbia News Bureau, will develop responses to media inquiries and make these available to you. Also, please see the section of the handbook entitled ***"Guidelines for Media Inquiries," p. 23.***

If the victim DECLINES assistance, the University of Missouri-Columbia Overseas Contact will:

1. Escort/transport victim to home or designated location
2. Inform victim that he/she will be contacted later to determine if assistance is desired
3. Provide victim with number of hospital/clinic, psychologist/psychiatrist, and any other rape crisis resources that may exist, as well as a law enforcement authority.
4. Contact a local psychologist/psychiatrist, brief him/her of the situation, inform him/her that the victim has refused assistance, but that the victim may be contacting him/her.
5. Contact the University of Missouri-Columbia Study Abroad Advisor or Director of Study Abroad and brief her of the situation (**See “Emergency Contact Numbers,” p. 2**). She will consult the Director of the Counseling Center to obtain advice for dealing with the crisis. With the student’s consent, she will also inform the student’s designated “Emergency Contact” and aid the student in activating his/her support network.
6. Begin writing a log with a clear notation of the circumstances surrounding the offer of assistance and the student’s refusal to accept such assistance. You will update as crisis precedes.
8. Provide regular briefings to the University of Missouri-Columbia Study Abroad Advisor or Director of Study Abroad.
9. ***What if you are contacted by a representative of the media?*** If a University of Missouri-Columbia student is involved, do NOT give the name of a University of Missouri-Columbia student or speak on behalf of University of Missouri-Columbia without following these steps. **Contact the University of Missouri-Columbia MU Study Abroad Advisor before you respond.** The University of Missouri-Columbia Study Abroad Team, working with the University of Missouri-Columbia News Bureau, will develop responses to media inquiries and make these available to you. Also, please see the section of the handbook entitled “***Guidelines for Media Inquiries,***” p. 23.

The following information should be used as guidelines for accomplishing steps 3 and 4 listed above. This text is written as if one is actually speaking to a person who has been raped.

1. This is not a time to be alone. You need emotional support. You should get that support now, no matter when the rape occurred.
2. You should get medical attention. Go to the hospital or student health service to be examined immediately and treated for possible sexually transmitted diseases. You may have internal injuries of which you are not aware (if rape is very recent).

3. Report the attack to police and appropriate host university officials. It is a good idea to have someone accompany you when you speak with the authorities. Remember, rapists rarely attack only one person. If you turn the rapist in, you may break the pattern and potentially save someone else from a similar attack.
4. Get help and support, such as professional counseling. You have been through a trauma and you owe it to yourself to get the help you need to deal with the event and your feelings. People who do get counseling get over their experience faster and with fewer lasting effects than those who get no help.
5. Do not blame yourself. You did not ask to be assaulted and you are truly a victim of what happened to you.
6. The following resources are available to you ... (list specific resources)

C. Crimes Committed by a Student

Typical Problem *Student is arrested for theft, assault, or drug possession

RESPONSE (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”). The University of Missouri-Columbia Overseas Program Contact should:

1. Quickly assess the situation by obtaining as many details as possible (i.e., determine who, what, when, where, how and why). Begin writing a log of the crisis situation. You will add to this log as the crisis develops.
2. Immediately contact the U.S. Embassy Consular Officer. Ask the Consular Officer for the names of lawyers who can give the student the legal help he/she requires and provide this information to the student. The Consular Officer will also work to ensure that the student’s human rights are not violated.
3. As soon as possible, contact the MU Study Abroad Advisor that you normally work with in the Study Abroad Team at University of Missouri-Columbia (**please see “Emergency Contact Numbers,” p. 2**). Brief her of the situation. The Director of Study Abroad will contact the person designated by the student as “Emergency Contact.” The Director of Study Abroad will provide this person with contact information for the U.S. Embassy Consular Officer.
4. The University of Missouri-Columbia Study Abroad Advisor and the Director of Study Abroad will convene a Crisis Management Team. They will provide serve as a resource and provide recommendations as appropriate for continuing action.

5. The University of Missouri-Columbia Overseas Program Contact will visit the student wherever he/she is being held, reassure the student, and explain the legal procedures of the host country. The Overseas Program Contact will also be in close contact with the U.S. Embassy Officer assigned to the student.

6. The University of Missouri-Columbia Overseas Program Contact will provide regular updates (at least on a daily basis) to the Study Abroad Advisor at University of Missouri-Columbia. The University of Missouri-Columbia MU Study Abroad Advisor will be in contact with the student's designated "Emergency Contact" and the Crisis Management Team. Daily contact between the Overseas Program Contact and the University of Missouri-Columbia Study Abroad Advisor will continue until the crisis has been resolved.

7. ***What if you are contacted by a representative of the media?*** If a University of Missouri-Columbia student is involved, do NOT give the name of a University of Missouri-Columbia student or speak on behalf of University of Missouri-Columbia without following these steps. **Contact the University of Missouri-Columbia MU Study Abroad Advisor before you respond.** The University of Missouri-Columbia Study Abroad Team, working with the University of Missouri-Columbia News Bureau, will develop responses to media inquiries and make these available to you. Also, please see the section of the handbook entitled "***Guidelines for Media Inquiries,***" p. 23.

Section 3: Report of a Missing Student

Typical Problem * Student is reported missing by roommate, other program participants, or host family or professor

RESPONSE: (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the "University of Missouri-Columbia Overseas Program Contact"). The University of Missouri-Columbia Overseas Program Contact should:

1. Notify the university and local police. Ask them to check hospital admissions and city records for possible police information. Contact the University Student Health Service (if applicable). Contact the University Psychiatric Services (if applicable) on chance that the student has been admitted to their facilities. Begin writing a log of information that you have been given and actions that you have taken. You will update this log as the crisis progresses.
2. Contact the Study Abroad Advisor that you normally speak to at University of Missouri-

Columbia or the Director of Study Abroad and inform her that the student has been reported missing (see “**Emergency Contact Numbers,**” p. 2).

3. If the student lives on-campus, notify the responsible person in his/her building. This person should contact the student’s roommate and friends in the immediate vicinity of the student’s room and report any findings to him/her. This person will in turn report information to the University of Missouri-Columbia Overseas Program Contact. The University of Missouri-Columbia Overseas Program Contact will relay information to the University of Missouri-Columbia Study Abroad Advisor or the Director of Study Abroad.

4. If the student lives off-campus, talk with the student’s roommate, or host family, and neighbors. Ask them to contact you immediately if the student returns. If the student lives alone, ask the landlord to accompany you to the apartment of the missing student so that you can look for information that may indicate where the student is.

5. Contact the student’s professors to determine when the student was last seen. Gather information on any unusual behavior that may have been exhibited.

6. If the student has not been located within 24 hours of the first report of disappearance, file a report with the local police.

7. Contact the Study Abroad Advisor at University of Missouri-Columbia. The MU Study Abroad Advisor and the Director of Study Abroad will convene a Crisis Management Team that will include staff from the University of Missouri-Columbia Office of Student Affairs. The Crisis Management Team will coordinate appropriate actions. These actions may include contacting the student’s designated “Emergency Contact” person. Appropriate follow-up will be planned.

8. If applicable, the University of Missouri-Columbia Overseas Program Contact will work with the Student Affairs office at the host university to coordinate appropriate actions and follow-up.

9. The University of Missouri-Columbia Overseas Program Contact and the University of Missouri-Columbia Study Abroad Advisor provide appropriate information and reassurances to other University of Missouri-Columbia program participants.

10. Once the student has been located, inform appropriate persons on-site and the University of Missouri-Columbia MU Study Abroad Advisor of this fact. The University of Missouri-Columbia Study Abroad Advisor will notify other appropriate persons in the United States. Notify all appropriate persons on-site. If necessary, activate other protocol, such as “**Serious Accident or Illness,**” p. 5 or “**Crimes Against a Student,**” p. 12.

11. ***What if you are contacted by a representative of the media?*** If a University of Missouri-Columbia student is involved, do NOT give the name of a University of Missouri-Columbia student or speak on behalf of University of Missouri-Columbia without following these steps. **Contact the University of Missouri-Columbia MU Study Abroad Advisor before you respond.** The University of Missouri-Columbia Study Abroad Team, working with the University of Missouri-Columbia News Bureau, will develop responses to media inquiries and make these available to you. Also, please see the section of the handbook entitled “*Guidelines for Media Inquiries,*” p. 23.

Section 4: Death of a Student

Typical Problem * Fatal accident or illness, suicide, homicide

RESPONSE: (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”). The University of Missouri-Columbia Overseas Program Contact should:

1. Verify the identity of the student. Gather as much information about the circumstances surrounding the student’s death as possible. Begin writing a log. You will update this log as the crisis progresses.
2. Contact the Study Abroad Advisor that you normally speak with at University of Missouri-Columbia or the Director of Study Abroad (*see “Emergency Contact Numbers,” p. 2*).
3. The University of Missouri-Columbia Study Abroad Advisor and/or the Director of Study Abroad, in conjunction with the University of Missouri-Columbia Dean of Students, will notify the student’s designated “Emergency Contact” (in person, if possible) and offer other appropriate support. The University of Missouri-Columbia Study Abroad Advisor will work with the University of Missouri-Columbia Overseas Program Contact in assisting the family, i.e., transportation arrangements, accommodations, housing accommodations, arranging for a meeting with the physicians.
4. Notify the U.S. Embassy or Consulate.
5. The University of Missouri-Columbia Overseas Program Contact and the University of Missouri-Columbia Overseas Studies Advisor, working with the University of Missouri-Columbia Office of Student Affairs, will coordinate a plan for dealing with the situation. They will construct a network to offer appropriate support to all involved parties, such as close friends, roommates or housemates, the host family, other University of Missouri-Columbia program participants, and the person who may have discovered the body.

6. Once the network is in place, the Overseas Program Contact will inform the student's roommates or house mates and close friends.

7. The University of Missouri-Columbia Study Abroad Advisor, working with the office of Student Affairs, will notify appropriate offices at University of Missouri-Columbia. She will make sure that all the appropriate paperwork is completed. The Dean of Students at University of Missouri-Columbia will also follow-up to see if all appropriate contacts have been made. A letter will be sent to the campus community if deemed appropriate.

8. *What if you are contacted by a representative of the media?* If a University of Missouri-Columbia student is involved, do NOT give the name of a University of Missouri-Columbia student or speak on behalf of University of Missouri-Columbia without following these steps. **Contact the University of Missouri-Columbia MU Study Abroad Advisor before you respond.** The University of Missouri-Columbia Study Abroad Team, working with the University of Missouri-Columbia News Bureau, will develop responses to media inquiries and make these available to you. Also, please see the section of the handbook entitled "***Guidelines for Media Inquiries,***" p. 23.

Section 5: Political Emergencies and Natural Disasters

While it is unlikely that a coup d'état or a major earthquake will occur in any of the countries in which University of Missouri-Columbia conducts overseas studies programs, many of the structures that need to be in place to deal with a crisis of this magnitude are the same ones that ensure safe running of the program on a day to day basis. No doubt many of the procedures listed below are already in place. *Some of these structures are most appropriate for programs that mainly enroll U.S. students.* In addition, procedures for dealing with catastrophic event will be detailed in this section.

General Security Precautions to be Taken by University of Missouri-Columbia Overseas Program Contacts: (adapted from Council on International Educational Exchange (CIEE) *General Security Precautions to be Taken On Site*)

- * Make sure that there are no signs posted that identify your program as having an affiliation with the United States
- * Encourage students to register their passports and their addresses and telephone numbers with the U.S. Embassy or other appropriate government agency
- * Establish and maintain contact with the local police. If appropriate, invite them to make a presentation on security during orientation.
- * Keep a copy of this brochure and University of Missouri-Columbia Emergency contact numbers within easy access

- * Keep up to date contact information (addresses and telephone numbers) for each student. Establish a procedure for contacting them in case of emergencies.
- * Make sure that students know how to reach you 24 hours a day in case of emergency
- * If a student is going to be away overnight, ask him/her to provide you with contact information.
- * Discourage students from congregating in groups of Americans or foreigners and from spending time in restaurants and bars that are known to be frequented primarily by foreigners (this has a negative effect on integration with people from the host country in any case.)
- * Identify a travel agency that you would trust in case the students would need to be evacuated
- * **If the majority of program participants are from the U.S.:** Establish contact with the U.S. Embassy and keep a copy of the Embassy phone numbers handy. Make sure that U.S. Embassy officials know how to reach you day and night.

Typical Problem (Political Unrest) *Coups d’etat, violence toward Americans, severe rioting and civil unrest

Typical Problem (Natural Disaster) * Earthquake, typhoons, floods

RESPONSE: (in all cases, the person overseas charged with responsibility for University of Missouri-Columbia students is referred to as the “University of Missouri-Columbia Overseas Program Contact”). Some procedures were adapted from “Special Report: Real and Perceived Emergencies in Study Abroad.” Brenda A. Robinson, California State University. *NAFSA Newsletter*, November 1990). **The University of Missouri-Columbia Overseas Program Contact should:**

1. Contact all students to make sure that they are accounted for and are safe. If a student has been injured, have his/her physical injuries attended to (see “**Serious Accident or Illness**” p. 5). Caution students about speculative communication and advise them to wait until clear information is available before contacting home.
2. Contact the U.S. Embassy or other official government agency and ask for advice and assistance. If the U.S. Embassy is closed, find determine the location from which Embassy is operating (i.e., other embassy within the country, U.S. embassy in a neighboring country). Gather information regarding: the target of unrest and possible danger to U.S. citizens; advice regarding minimizing danger to students; the probable impact of the event on availability of food, water, and medical supplies; the intensity of the emergency or political unrest; the presence of emergency or military personnel; the feasibility of continuing classes, etc. Gather as much information as possible. Begin writing a log. You will continue to update this log as the emergency progresses.

3. Immediately contact the MU Study Abroad Advisor at University of Missouri-Columbia that you generally speak with or the Director of Study Abroad and brief her regarding the situation (see “**Emergency Contacts,**” p. 2). She will do the following:

- A. Contact the U.S. Department of State’s Citizen Emergency Center at (202) 647-5225 for suggestions and assistance
- B. Contact the U.S. Embassy abroad
- C. Contact U.S. study abroad offices at other institutions that have programs in the region to develop a common plan of action. She will continue to be in contact with these offices as the situation develops.

4. The University of Missouri-Columbia MU Study Abroad Advisor will convene a Crisis Management team made up of senior administrators at University of Missouri-Columbia. Dependent on specific circumstances, members of the Crisis Management Team may include: the University of Missouri-Columbia Provost, the Dean of Students, the Senior Associate Dean of Students, the Director of the University of Missouri-Columbia Emergency Management Program, the Director of Public Safety, the Director of Public Relations, faculty and community residents with expertise in the region, the Director of Counseling and Psychiatric Services, University Counsel, and representatives from Campus Ministries. The Crisis Management Team will consider:

- A. Immediate measures needed to ensure the health and safety of students and staff
- B. Additional issues regarding health, safety, academics, financial aid, public relations and legal liability
- C. Appropriate actions to be taken overseas, including dealing with initial student concerns and recommendations regarding appropriate student behavior. The Crisis Management Team will develop a written action plan to be sent to each student. If conditions permit, students will submit written acknowledgment of receipt of the action plan to the University of Missouri-Columbia Overseas Contact.
- D. If the Crisis Management Team considers it appropriate, an evacuation plan will be developed. This plan will take into consideration the relative safety of various modes of transportation and travel routes, the costs of evacuation and means for meeting these costs, the possibility of splitting up the students into smaller groups and having them reconvene later in a different locations and resources available in the host country.
- E. The Crisis Management Team will develop guidelines to be utilized when speaking to the media or other individuals about the crisis in order to prevent unnecessary concern and to promote consistency and accuracy in responses. One member of the team will be designated to speak with the media. Another member will provide back-up for this person.
- F. The Crisis Management Team will prepare a list of people to be alerted once the crisis management plan is in place. This list will include the parents and families of students abroad, members of the home university community, state officials and legislators and the media.

- G. The Crisis Management Team will develop a plan for daily communication with key people and organizations. The University of Missouri-Columbia Study Abroad Advisor will serve as the link with the University of Missouri-Columbia Overseas Contact person. The University of Missouri-Columbia Overseas Contact person and other designated key people will be contacted on a daily basis until the crisis is resolved.
- H. A log of all events will be kept by the University of Missouri-Columbia Study Abroad Advisor and a final report written after the crisis ends

5. The University of Missouri-Columbia Study Abroad Advisor will brief the University of Missouri-Columbia Overseas Program Contact concerning the plan of action developed by the Crisis Management Team. The University of Missouri-Columbia Study Abroad Advisor and the University of Missouri-Columbia Overseas Program Contact will work together to determine an appropriate course of action and means of disseminating information to students. If the University of Missouri-Columbia Overseas Contact believes that the plan of action needs to be modified, he/she will inform the Study Abroad Advisor, who will, in turn, make recommendations to the Crisis Management Team.

6. The University of Missouri-Columbia Overseas Program Contact will utilize available resources to carry out the plan of action decided upon in conjunction with the University of Missouri-Columbia Crisis Management Team.

7. Once the crisis has ended, the University of Missouri-Columbia Study Abroad Advisor and other members of the Crisis Management Team will work with the University of Missouri-Columbia Overseas Contact to assess the impact of the event and provide any follow-up that may be needed.

Section 6: Guidelines for Media Inquiries

If a University of Missouri-Columbia student is involved in an incident, all official University of Missouri-Columbia responses, statements, or comments on any issue or situation are either made by or coordinated through the University of Missouri-Columbia News Bureau. In the event of a crisis situation that could involve students or staff members from the Study Abroad Team, any response to media inquiries would be coordinated by administrative leadership in the Study Abroad Team (either the Director or her/his designee) in conjunction with the University of Missouri-Columbia News Bureau (either Mary Jo Banken, Director of the News Bureau, or Christian Basi, the Assistant Director of News or her/his designee).

Initial contact regarding any crisis situation or potential crisis situation should be made with either the Study Abroad Team and/or the University of Missouri-Columbia News Bureau. If

contact cannot be made with Overseas Studies initially, then the University's paging system can be employed. The Office of Communications maintains an on-call system, with University representatives available 24 hours a day, 7 days a week.

MU News Bureau Contact Numbers:

MU News Bureau: (573) 882-6211 (Monday - Friday, 8:00 AM - 5:00 PM Central Standard Time)

News Bureau On-Call Service:

REMINDER: *If a University of Missouri-Columbia student is involved in an incident, do NOT speak with the media before following these steps.* First, call the Study Abroad Team at University of Missouri-Columbia. The Study Abroad Team will work with the University of Missouri-Columbia News Bureau to coordinate a response to media inquiries. The following are some helpful hints for preparing yourself to provide the information that will be requested by the Study Abroad Team. These include suggestions regarding what you can do before a potential crisis situation, what to do as a crisis breaks, and a likely communications plan that would be provided for you during such a situation.

Before a crisis:

- Make sure all program and contact information (i.e., student addresses and telephone numbers and University of Missouri-Columbia telephone numbers, embassy phone numbers) is up-to-date and easy to access.
- Forecast potential disasters and develop “what-if” scenarios. Think about aspects of your program that are more likely to be crisis prone, and consult with the University of Missouri-Columbia Study Abroad Team regarding these scenarios.

As a crisis breaks: University of Missouri-Columbia will assume full responsibility for dealing with the media. Following is a general description of how this will happen:

- The University of Missouri-Columbia Overseas contact will gather facts as quickly as possible; confirm facts with key insiders and inform the Study Abroad Advisor at University of Missouri-Columbia. A clear plan for conducting ongoing communications between you and University of Missouri-Columbia officials will be put in place to ensure ongoing updates and accurate information as the situation develops.
- The University of Missouri-Columbia News Bureau will establish a University spokesperson. No one aside from this person (or combinations of designated persons) should speak to the media on behalf of University of Missouri-Columbia.

- University of Missouri-Columbia will bring together a **Crisis Management Team** with News Bureau staff, content area experts, and if available/necessary, in-house counsel and/or other representatives of the administration.
- Depending on the situation, the Crisis Management Team may establish a “communication central” phone number and inform campus operators and all involved personnel to direct callers to this number. Calls would be logged, prioritized, and returned systematically.
- The University of Missouri-Columbia Crisis Management Team and the News Bureau will develop a communication plan for disseminating information. They will determine all of the individuals and groups, internal and external, that need to be informed of the situation, and determine whom they need to hear it from and in what order, recognizing that press is also likely to request or make contact with students’ families.

As the crisis unfolds:

If necessary, the Crisis Management Team at University of Missouri-Columbia will hold briefings with important constituents (internal and external) as the situation evolves.

- As necessary, the News Bureau--in coordination with The Crisis Management Team and the Office of Overseas Studies--will develop formal, written communications, likely in the form of a situation fact sheet that can be handed to staff at all levels, faxed in response to media queries, and even posted on a web site. A fact sheet might include:
 - The confirmed facts of the situation
 - Official University statements
 - Contact information and phone numbers
 - Information regarding university (host university and University of Missouri-Columbia) resources that have been committed to rectify the situation
 - A time line for action

All such fact sheets are considered works in progress, and would be updated appropriately as a situation develops.

After the crisis:

- The University of Missouri-Columbia Crisis Management Team will contact you to

University of Missouri-Columbia

debrief and discuss potential changes to future practice and to make sure that all key constituents have received relevant information.

Sections I-IV were adapted from *Emergency Administrative Response Manual* published by the Georgetown University Office of Student Affairs.