

Risk Management Protocol & Emergency Response Plans for Study Away Programs

Study Away involves a unique set of risks and responsibilities for both participants and program directors. These guidelines describe how program directors can best protect their students from harm and themselves from litigation. This section is devoted to procedures for handling crisis situations while away. Please note that these procedures for handling crises are not optional. They are to be followed exactly by all program directors or faculty in the situations described. The following details the expectations for reactions from faculty and students in the event of civil, political, or natural emergencies. **Please remember to take this document and keep it accessible during your study away program.**

Program Name _____

Program Director _____

Program Dates _____

Program Location(s) _____

Prior to departure

Center for Global Engagement (CGE) staff will provide program directors with the following information for each participant:

- Emergency contact information
- Medical information (if provided by participant)
- Insurance card
- Flight information

Program directors will provide CGE staff with the following information for each program director or faculty participating:

- Contact information, before departure or within 24 hours of arrival
- Emergency contact information
- Finalized program itinerary
- Homestay assignments (if applicable)

Program directors will communicate the emergency response plan with students and any additional program staff during pre-departure orientation.

Communication expectations

The Program Director will have regular contact with UNG for the duration of the program and create an emergency protocol prior to departure.

The program director, or designated on-site faculty/staff, must carry a program cell phone 24/7 for the duration of the program.

In addition to an emergency response protocol, program directors must communicate the following information:

1. Contact CGE within 24 hours of arriving to destination
 - Email or call designated CGE advisor, carbon copy (CC) CGE's Associate Director on emails (Alternative: Call main CGE line at 706-867-2858)
 - Information to report: Safe arrival, student head count, potential communication issues, local contact number
 - Contact CGE prior to take off from ATL if any student is unable to make the flight
2. Respond to the midway check-in by CGE
CGE will contact the program director mid-way through the program inquiring to any ongoing issues and the general safety of the students. A response to this inquiry is expected within 24 hours
3. Ensure that students submit of all independent (outside) travel itineraries/information in [Terra Dotta](#). This is only necessary if the students travel outside of the designated program location.
 - Example: Student A and Student B decide to go to Los Angeles over the weekend from San Diego, California. The students must inform the program director of their travel intentions, basic itinerary information, and contact information (address, phone number, etc.). The student **must** inform the program director and register their travels in Terra Dotta. The program director is encouraged to communicate this to CGE.
4. CGE Response to non-communication of program director
 - No contact within 24 hours: Email reminder, CC CGE's Associate Vice President (AVP)
 - No contact within 1 week: Email reminder, CC department head and dean
 - No contact within 2 weeks: Email reminder, CC Vice President and members of the cabinet
5. If the program director becomes ill, injured, or must unexpectedly leave the program, another faculty/staff member must be willing and able to travel to the program site to adopt the program director's responsibilities. Please list the information of the assigned individual.

Name

Title

Signature

Date

6. Review the [CGE Emergency Response Protocols](#).

What is a reportable incident?

Reportable incidents are any crimes or incidents reported by a student that involved bodily harm or the threat of bodily harm, or any racially motivated verbal/physical harassment. It is always critical to document when the crime or incident occurred, when it was reported, and what response protocol was used by program staff.

ALL incidents must be reported using the [CGE Incident Report form](#). Once submitted, the incident report is sent to the Center for Global Engagement.

When do I need to contact the Center for Global Engagement staff?

The program director should keep the CGE staff up-to-date with any incidents that occur in a timely manner. If a critical incident occurs, UNG should be contacted immediately using the information below:

1. University Police: **706-864-1500**. Dispatchers will contact CGE Staff to assist.

What is considered a critical incident?

A critical incident is defined as a traumatic event, or the threat of such which causes extreme stress, fear or injury to UNG students, faculty and/or staff. A critical incident can include, but is not limited to, the following incidents:

- Student arrest
- Student is the victim of a crime**
- Reporting of missing student
- Acute illness (physical or mental)
- Student hospitalization, emergency medical evacuation, or death**
- Drug and Alcohol abuse
- Sexual assault, student assault**
- Student suicide attempt
- Natural disaster, fire, explosion, bomb threat
- Civil disorder, act of terrorism

*****Indicates that incident is a Clery reportable offense***

Critical incident response

The program director or faculty member who has traveled with the group is responsible for an immediate and appropriate response to any incident occurring in a study away program. **The general rule in all crisis situations is to remain calm and act as would a responsible person under the circumstances. Remember to document all your actions.** Remember that all information related to a student or incident should be kept confidential.

The program director will contact CGE staff, at the first available opportunity, to report that a critical incident has occurred. When necessary, the CGE AVP will escalate the response by contacting senior university staff and arranging a critical incident team to respond to all ramifications of the incident.

The critical incident team may include any of the following individuals:

- President
- Dean of Students
- Country Expert
- Chief of Staff
- Director of Public Safety
- Provost/Senior VP of Academic Affairs
- Dean of program's College
- Director of Student Counseling
- AVP of International Programs
- Senior VP, Leadership and Global Engagement

Step by step responses to critical incidents

1. Medical Emergencies

Before departure it is important to identify the closest hospital/clinics to the location of your program. This information should also be provided to students during pre-departure orientation. In cases of serious medical situations, you should take the following steps:

- Take the person to a hospital/clinic, verify the nature of the emergency with a doctor, inform health care personnel about chronic medical conditions, and assist with medical insurance paperwork.
- Obtain the necessary medical help.
- Contact CGE staff with the nature of the medical emergency and keep in regular contact until the emergency has passed.
- Have the student call his emergency contact. If the student is not able to communicate, the program director will call the emergency contact and, if possible, obtain the student's permission prior to the call.
- Document all your actions and submit the [CGE Incident Report](#).

Remember, you are not the student's legal guardian, but you should try your best to get medical attention for them.

2. Natural Disasters and Group Accidents

In the case of earthquake, flood, avalanche, epidemic, bus crash, etc., you should take the following steps:

- See to the safety of all group members.
- Communicate immediately with CGE staff as to the safety and state of health of all group members, the group's location, plans, and when you will contact the CGE again.
- Consult with local police, local sponsors, etc. for advice on how to respond to the situation.
- Discuss plans with group members. This may include change of location, change in program schedule, cancellation of the program, or a shift in emphasis in the program.
- Some students may decide to return home immediately. Of course, this is their prerogative, and you should assist in making arrangements.
- Keep in touch with the CGE staff.
- Document all your actions and submit the [CGE Incident Report](#).

3. Civil Disturbance or Act of Terrorism

It is important before departure to be aware of situations and locations which can be potentially dangerous. Inform students and advise them to avoid such areas whenever possible. Discourage or forbid, if necessary, attendance at particularly sensitive political meetings, rallies, or other sizable gatherings.

- Keep CGE staff informed of developments and follow instructions issued by local authorities.
- Contact CGE staff as soon as possible so parents who call may be fully informed. Make sure you fully understand evacuation procedures to be followed in case it becomes necessary.
- Document all your actions and submit the [CGE Incident Report](#).

4. Missing Program Participant

- Inquire with friends and associates of the missing participant about her or his whereabouts.
- Notify local police and local sponsor(s) and give them your telephone number.
- Notify CGE staff, and notify the student's emergency contact. Be sure to provide CGE staff with as many details as possible regarding what happened and what is being done.
- Check with authorities daily and inform CGE staff of any new developments.
- Document all your actions and submit the [CGE Incident Report](#).

5. Student Arrest

- Call local law enforcement agency.
- Visit student in jail and determine what happened.
- Notify CGE staff.
- Have the student call his emergency contact. If the student is not able to communicate, the program director will call the emergency contact and, if possible, obtain the student's permission prior to the call.
- Assist student in obtaining funds for bail if possible.
- Document all your actions and submit the [CGE Incident Report](#).

6. Robbery

- Call local law enforcement agency.
- Assist student in obtaining funds to replace stolen money.
- Notify CGE staff.
- Have student call his emergency contact.
- Document all your actions and submit the [CGE Incident Report](#).

7. Assault

- Go through medical emergencies protocol in section 1.
- Call local law enforcement agency to report incident.
- Document all your actions and submit the [CGE Incident Report](#).

8. Rape

- Go through medical emergencies protocol above.
- Call local law enforcement agency to report incident.
- Help student find counseling. Keep in mind that in many cultures medical doctors often are the first point of contact for people struggling with emotional or psychological issues.
- Help student (if requested or required) return home.
- Document all your actions and submit the [CGE Incident Report](#).

9. Death of a Student or Faculty Member

If a student or faculty member dies while participating in the program, record all available facts accurately. The atmosphere surrounding the program will be emotionally charged, and it is very important that the tasks below are handled promptly and effectively. Take the following steps if a student or faculty member dies:

- If word comes by phone, obtain the identity of the person giving the information.
- Determine the cause of death—if an illness, what illness; if an accident, what kind, where did it happen, who else was involved, etc.
- Find out time and place of death.
- Get name and address of undertaker, if available.
- Find out participant's religion. Wait until you have heard from the family as to their wishes.
- If the participant died in an accident, inquire about the local laws regarding autopsy.
- Find out if anyone has contacted the participant's family. Discourage others from contacting family members or making social media posts until the CGE has formally notified the family of the deceased.
- Contact CGE staff regarding insurance coverage and procedures for repatriation of remains.

Reporting the information:

- Inform CGE staff immediately. CGE staff will coordinate with University Cabinet, University Police, and University Relations to inform the participant's family personally.

Follow-up:

- Continue to keep a chronological record of events and actions as they occur.
- Talk to other student participants and keep them informed and counseled.
- CGE staff will give the participant's family as much support as possible.
- CGE staff will send a letter of sympathy to the participant's parents.
- CGE staff will assist the program director in making arrangements for the repatriation of the body or remains.
- Gather the participant's belongings and make an inventory.
- Ship the belongings and inventory to CGE staff, which will forward everything to the participant's family.

Emergency Response Plans
Emergency Resources On-Site

Provide the information for the following resources for each location. One page per location.

1. Program Academic Location

Address

Phone(s): _____

2. Program Housing Location

Address

Phone(s): _____

3. Hospital / Clinic (Preferably 24-hour)

Address

Phone(s): _____

4. Psychiatric Clinic

Address

Phone(s): _____

5. Police Precinct

Address

Phone(s): _____

Emergency Response Plan - Natural Disasters and Group Accidents

In the case of a critical incident, an emergency response plan must be in place.

Program director required to make contact with students

1. HOW

- Email: _____
- Phone: _____
- Optional Facebook Group link or name: _____

2. WHEN

- What is the deadline for students to make contact with you? 30 minutes 1 hour
- What is the plan if you cannot make contact with students?

- By when should students meet with you? 1 hour after event 2 hours after event

3. WHERE

- Be as specific as possible
- Choose meeting locations in different areas of the city
- Provide students with a map of both meeting locations
- Best practice: meeting location should not be in a tourist/popular destination
- Choose a specific meeting location

- Plan A
Address:

Building/location name: _____

Landline phone number: _____

- Plan B
Address:

Building/location name: _____

Landline phone number: _____

When event occurs

Remove everyone from danger and attend to students. Program Director required to call UNG Campus Police (706-864-1500) as soon as possible. Email CGE only if phone lines are down.

1. WHEN to contact the CGE:
 - 30 minutes after event
 - 1 hour after event

2. WHAT (Information required in communication)
 - Names of all students accounted for
 - Names of students unaccounted for
 - Known status of health and safety of all students
 - Example
 - Jane Doe: accounted for, safe
 - John Smith: Not accounted for, last known location: Trevi fountain
 - Establish needs

Notify Local Authorities

Share information with students upon arrival to program location.

- Phone: _____

- Address: _____

How CGE responds in an event

- Upon receiving contact from the Program Director, CGE will notify all pertinent entities on campus and international security personnel

Following the incident

It is very important for program directors to schedule an after action review with CGE staff upon their return to UNG. This after action review is key to the continuous improvement of our processes and responses to crisis as well as the continuation of our programs.

1. Complete and submit the [CGE Incident Report](#) electronically.
2. Following the receipt of the Incident Report, the Associate Vice President of CGE will determine the need of an After Action Review.

Program Director Name (Printed)	Signature	Date
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Program Name

Emergency Response Plan - Civil Disturbance or Act of Terrorism

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If you need this document in an alternate format for accessibility purposes (e.g. Braille, large print, audio, etc.), please [email the Center for Global Engagement](#) or call 706-867-2858.