



## INTERNATIONAL TRAVEL EMERGENCY ACTION PLAN

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### I. Introduction

Florida International University (FIU) is committed to supporting its employees (all faculty and staff) and students who travel abroad (traveler) on behalf of FIU for educational, research, service, cultural exchanges and/or business-related purposes. In combination with the International Travel Policy for Employees & Students (#320.099), this action plan serves as a resource to guide internationally traveling employees and students through the process of preparing for potential emergencies. It offers information and best practices to minimize risk exposure to the traveler as well as the institution. It should be carefully reviewed prior to the departure and be readily available to travelers as a resource during emergencies abroad.

## II. Emergency Contacts

FIU Emergency Contacts			
Traveler	Office	Emergency Number	E-mail
Employees only (including student employees)	UnitedHealthcare Global Emergency Response Center  (FIU group information: Client Name: Florida International University; ID# 902556621)	+1-410-453-6330	assistance@uhcglobal.com
Employees only (including student employees)	FIU World	+1-786-232-1084 (call or sms 24/7)	intltravel@fiu.edu
Employees traveling with students	Office of Study Abroad	+1-305-348-4288	studyabroadhelp@fiu.edu
Other FIU Emergency Contacts and Support Resources			
	Office	Emergency Number	E-mail
	Counseling and Psychological Services – psychologist on call	+1-305-348-3000	
	FIU Police	+1-305-348-5911	
	Office of General Counsel	+1-305-348-2103	
	Title IX Coordinator • Shirlyon McWorther	+1-305-348-2785	
	Victim Empowerment	+1-305-348-3000	
	Disability Resource Center	+1-305-348-3532	
	Media Relations • Maydel Santana • Madeline Baro	+1-305-348-2234 +1-305-348-2234	<a href="mailto:santanam@fiu.edu">santanam@fiu.edu</a> <a href="mailto:mbaro@fiu.edu">mbaro@fiu.edu</a>
	Matthew Rice, Genoa, Italy	011-39-3384763255 (cell phone)	<a href="mailto:mrice@fiu.edu">mrice@fiu.edu</a>
	Mr. Qian “Robin” Wan, Tianjin, China	011-86-13752234356 (cell phone)	<a href="mailto:wanqian@fiu.edu">wanqian@fiu.edu</a>
Non-FIU Emergency Contact			
	US Department of State, emergency number	+1-202-501-4444	

### III. Employee Travel (without students)

In an emergency, contact as soon as possible FIU's Global Business Travel Insurance provider, United Healthcare Global (UHC Global), for assistance at the above number. Not sure if you qualify for assistance by UHC Global? Always call and inquire. The UHC Global Emergency Response Center is staffed 24/7, 365 days to assist with major and minor incidents (insurance benefits, medical and travel assistance), and to answer your questions.

If possible, also notify FIU World at the above number so that the University can provide support and resources and, if necessary, coordinate assistance with UHC Global for a quicker response throughout an emergency.

Should the incident be a national/regional crisis (i.e. civil unrest, natural disasters, outbreak of an epidemic), monitor announcements by the U.S. Department of State, and follow the instructions by the nearest U.S. Embassy or Consulate. For questions, call the above 24-hour consular emergency line of the U.S. Department of State.

In general, keep a detailed log and records of the incident. Whenever possible, document details by taking photos.

### IV. Student Travel

Before and during an emergency abroad, it is important that the following actions are taken by the Faculty Director who is the faculty member responsible for the particular program), the OSA, and the students participating in the program.

The Office of Study Abroad (OSA) at FIU seeks to provide high-quality, meaningful, accessible, international academic opportunities as well as the support and resources required for our students to become engaged in, and connected to, the global community. The Office of Study Abroad (OSA) strives to ensure the safety and security of all program participants and Faculty Directors while abroad. In doing so, the OSA has developed this Emergency Action Plan in collaboration with the campus community to highlight potential emergencies and detailed steps to be taken in such cases. The procedures below are primarily for the Faculty Directors and Office of Study Abroad (OSA) as well as the Student Affairs professionals which support the Faculty Directors and OSA. These procedures are intended to complement program and country-specific plans set forth by faculty directors and/or the in-country program providers. The OSA at FIU will provide annual training for faculty directors going abroad and also provide students with location-specific safety and emergency information at their mandatory Pre-Departure Orientation.

#### **Faculty Director:**

##### **PRE-DEPARTURE STEPS**

1. Faculty Directors are responsible for giving the OSA the following before going abroad:
  - a. Updated itinerary
  - b. Emergency/Contingency Plan in country
  - c. Their emergency contact information while abroad
  - d. Signed **International Travel Emergency Action Plan for FIU Study Abroad Programs Booklet** Acknowledgement Form
2. Faculty directors need to review student medical forms and special needs information on Studio Abroad prior to departure. The Office of Study Abroad will review the forms to ensure that students are able to participate in Study Abroad.

## STEPS TO TAKE IN THE EVENT OF EMERGENCY

3. In the event of an emergency, the Faculty Director is responsible for assessing the emergency and ensuring safety of all program participants.
4. When faced with an emergency abroad, the Faculty Director is responsible for contacting the OSA with a detailed report of emergency **via telephone and email**.
  - a. NOTE: You can send an email, but only sending an email is not sufficient! The reason that a Faculty Director is required to contact the OSA both via phone and email is to ensure that the OSA has received the message.
  - b. Contact numbers:
    - i. During office hours: OSA (+1-305)348-1913
    - ii. Outside of office hours: Emergency OSA number: +1-305-348-4288; Emergency OSA email: studyabroadhelp@fiu.edu
      1. For any study abroad programs in Genoa, Italy, contact Program Manager Matthew Rice at 011-39-3384763255 (cell phone) or 011-39-0108603436 (home)
      2. For study abroad programs in Tianjin, contact Mr. Qian Wan at 011- 86-13752234356 (cell phone)
    - iii. If unable to reach the parties above: FIU Police +1-(+1-305) 348-5911

The Faculty Director should report the emergency in the incident reporting form at <https://cm.maxient.com/reportingform.php?FloridaIntlUniv>

## **V. Emergencies**

The Faculty Director is responsible for conducting an initial assessment of the emergency in-country and responding to students' safety and security first. In consultation with the OSA, the Faculty Director will determine the level of risk and act accordingly. Emergencies may include, but not limited to, the following:

Type of Emergency	FIU Offices / Parties Involved
Medical/Hospitalization	Office of Study Abroad, CISI Insurance
Psychiatric/Mental Health	Office of Study Abroad, Counseling and Psychological Services (Psychologist on Call – +1-305-348-3000), CISI Insurance.
Crime against a Student	Office of Study Abroad and FIU Police, local authorities, local US Consulate or Embassy. Depending on type of crime – Victim Empowerment Program Counseling and Psychological Services (Psychologist on Call) and the Title IX Coordinator. The OSA will determine whether to involve the Office of the General Counsel (OGC)
Political Emergency	Office of Study Abroad , CISI Insurance, International Travel Committee (comprised of OSA, Risk Management, Academic Affairs, Compliance and OGC)
Missing Student	Office of Study Abroad and FIU Police, local authorities, and local US Embassy or Consulate. The OSA will determine whether to involve the OGC.
Arrest of a Student	Office of Study Abroad, FIU Police, local authorities, local US Embassy or Consulate, Office of the General Counsel, Student Conduct
Behavioral/Conduct Issues	Office of Study Abroad and Student Conduct if needed.
Sexual Harassment/Assault	Office of Study Abroad, FIU Police, Title IX Coordinator, Victim Empowerment Program, Counseling and Psychological Services (CAPS - Psychologist on Call), Office of the General Counsel

Infectious Disease/Outbreaks	Office of Study Abroad, CISI Insurance, University Health Services or faculty expert from the Herbert Wertheim College of Medicine
Natural Disaster	Office of Study Abroad, CISI Insurance, International Travel Committee
Student Death	Office of Study Abroad, FIU Police, local authorities, US Consulate or Embassy, CISI Insurance, Dean of Students, Associate Vice-President for Student Affairs, CAPS, OGC
Faculty Director Emergency	Office of Study Abroad, Vice-President for Academic Affairs, Faculty Director's academic department and college

It is important to remember that any emergency should be reported immediately to the OSA if the emergency occurs during normal business hours or to the OSA Director and/or Assistant Director if the emergency occurs after hours using the emergency OSA number.

### FERPA and Disclosure

**Family Educational Records Privacy Act (FERPA)** (also referred to as the Buckley Amendment) governs the privacy of student records and generally prevents us from fulfilling the desire of parents and others to be fully briefed on both student progress and onsite emergencies unless the student consents to the disclosure or there is some statutory basis for disclosing without consent.

Students participating in FIU Study Abroad programs are required to provide the contact information for two contacts to be notified in the case of an emergency. If certain information must be disclosed for a participant's wellbeing without his/her consent to the emergency contacts and/or others, the Faculty Director should first contact the OSA before releasing FERPA-protected information so that guidance can be obtained from the OGC. In rare cases when that is not possible – in cases of a serious and urgent medical emergency, for example – the best guideline is to act in the interest of the student's safety and wellbeing and document your disclosure. FERPA permits the disclosure of student information to appropriate parties when there is a health or safety emergency if there is an articulable and significant threat. Other FERPA exceptions may apply, depending on the circumstances, which is why the OGC needs to be involved in these questions.

## **VI. Situation Specific Responses**

### **Responses Political Emergency/Acts of Terrorism**

#### Faculty Director

- Make sure all students are accounted for and safe.
  - o If a student has been injured, attend to his/her injuries by following the procedure for Medical/Hospitalization emergencies on page 9.
  - o If a student is missing, follow the procedure for Missing Student emergencies on page 5.
- Contact the OSA by telephone and/or email to provide a detailed report of the situation, including:
  - o Are all students accounted for and safe?
  - o Where are they all now? How can they be reached?
  - o Describe the local conditions. What is the local response to the situation?
  - o Does anyone need medical attention? Have they been attended to and what is their condition?
  - o Have students been in touch with their families?
- Maintain contact with the OSA and update the OSA on the group's status as the OSA and FIU Administration work on addressing the situation.
  - o The OSA will convene FIU's International Travel Committee to decide whether or not it is safe for the group to remain in the host country.

- If the University determines that it is unsafe for the group to remain in the host country, the Faculty Director will work with the OSA on implementing a political evacuation plan.
- Complete Incident Report Form with your response to the emergency when the event is over.

## OSA

- Keep a detailed log of the emergency and provide immediate assistance as needed to the Faculty Director.
- Report the incident to the Vice-President for Regional and World Locations and the International Travel Committee for an immediate response and action plan. The Vice-President for Regional and World Locations will communicate directly with the Vice President for Academic Affairs, the Vice President for Student Affairs, the Vice President for External Relations, and other appropriate members of the university leadership. In the absence of the Vice- Provost for Faculty and Global Affairs, the OSA Director will communicate directly with the Vice President for Academic Affairs.
- Communicate the situation to the OSA team.
- The OSA team will stay abreast of the situation abroad.
- OSA will contact all parties listed on the emergency contacts of the students in the program.
- Convene the International Travel Committee. The International Travel Committee will conduct an assessment and make a recommendation to the Provost regarding an action plan.
  - If the group is to remain in the country, maintain contact with the Faculty Director and the International Travel Committee.
  - If it is unsafe for the group to remain in the country, the OSA will work with the Faculty Director on the logistics of the program's cancellation – program classes, refunds, etc.
- OSA will contact CISI insurance for assistance.
- Facilitate communication and implement an action plan with the Faculty Director, insurance provider (repatriation), and University administration.
- If any student on program is not an FIU student, make sure to inform their home institution regarding the situation and keep them informed as situation develops.

## Natural Disaster

### Faculty Director

- Make sure all students are accounted for and safe.
  - If a student has been injured, attend to his/her injuries by following the procedure for Medical/Hospitalization emergencies on page 9.
  - If a student is missing, follow the procedure for Missing Student emergencies on page 5.
- Do your best to ensure your safety and that of your students, and stay away from any affected areas as much as possible.
- Contact the OSA by telephone to provide a detailed report of the situation, including:
  - Are all students accounted for and safe?
  - Where are they all now? How can they be reached? Are communication systems in the country working?
  - What is the local response to the situation? Describe the local conditions.
  - Does anyone need medical attention?
  - Have students been in touch with their families?
- Maintain contact with the OSA and update the OSA on the group's status, as the OSA and FIU Administration work on addressing the situation.
  - The OSA will convene FIU's International Travel Committee to decide whether it is safe for the group to remain in the host country.
  - If the University determines that it is unsafe for the group to remain in the host country, the Faculty Director will work with the OSA on implementing an evacuation plan.
- Complete Incident Report Form with your response to the emergency.

## OSA

- Keep a detailed log of the emergency and provide immediate assistance as needed to the Faculty Director.
- Report the incident to the Vice-President for Regional and World Locations and the International Travel Committee for an immediate response and action plan. The Vice-President for Regional and World Locations will communicate directly with the Vice President for Academic Affairs, the Vice President for Student Affairs, the Vice President for External Relations, and other members of the university leadership. In the absence of the Vice-Provost for Faculty and Global Affairs, the OSA Director will communicate directly with the Vice President for Academic Affairs.
- Communicate the situation to the OSA team.
- The OSA team will stay informed of the situation abroad.
- Contact all parties listed on the emergency contacts of the students in the program.
- Convene the International Travel Committee and include any FIU experts that can shed light on the level of risk.

The International Travel Committee will conduct an assessment and make a recommendation to the Provost regarding an action plan.

- o If the group is to remain in the country, maintain contact with the Faculty Director and the International Travel Committee.
- o If it is unsafe for the group to remain in the country, the OSA will work with the Faculty Director on the logistics of the program's cancellation – program classes, refunds, etc.
- Facilitate communication and implement an action plan with the Faculty Director, insurance provider, and University administration.
- If any student on program is not an FIU student, make sure to inform their home institution regarding the situation and keep them informed as situation develops.

## **Missing Student**

### Faculty Director

- Immediately instruct the other students to wait until the missing student's parents have been notified before sending emails or making phone calls to family and friends or posting information on social media. The FIU Faculty Director should not contact the student's parents until he or she has discussed the situation with OSA.
- Contact the OSA to give a detailed report of the student's disappearance.
- Talk to the other program participants and/or host family to learn of any and all information related to the student's disappearance including date, time, and location in which the missing student was last seen.
- Instruct student's roommate(s) and/or host family to contact you immediately if there is any news from the missing student.
- Contact the local authorities for guidance on filing a "missing persons" report (or equivalent) and checking local hospital records.
- Contact the local US Embassy or Consulate to report the incident and request aid in the search.
- Keep the OSA updated on the status of the search with a minimum of two daily updates.
- Once the student has been located, then follow the appropriate emergency procedure (e.g., Medical/Hospitalization emergencies, etc.).
- Depending on the facts at the time, the Faculty Director should continue with the program itinerary as planned upon arrival of OSA Director/OSA Assistant Director/Vice-Provost for Faculty and Global Affairs/other FIU Administrator. If there is an additional faculty director or program assistant, that person should stay in the location of missing student to assist with the search.
- Complete Incident Report Form on the emergency and your response.

## OSA

- Keep a detailed log of the emergency and provide any assistance needed to the Faculty Director, particularly in contacting the local US Embassy or Consulate.
  - Inform the Vice-President for Regional and World Locations about the missing student. The Vice-President
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for Regional and World Locations will communicate directly with the Vice President for Academic Affairs, the Vice President for Student Affairs, the Vice President for External Relations, and other members of the university leadership, as needed. In the absence of the Vice-Provost, the OSA Director will communicate directly with the Vice President for Academic Affairs.

- Once instructed by the university leadership, the OSA Director (or other designated party) will communicate with the student's emergency contacts. This contact will take place no later than 24 hours following the determination that the student is missing.
- Contact CISI insurance.
- Continue to assist the Faculty Director in the search and provide guidance.
- Contact the Disability Resource Center if needed.
- Within 48 hours, the OSA will coordinate travel of an FIU representative to the location of the missing student, if necessary.
- If the missing student is not an FIU student, make sure to inform their home institution regarding the situation and keep them informed as situation develops.

## **Crime against a Student**

### **Faculty Director**

- Ensure that the student's physical and emotional needs are met.
  - o If the student is hurt, follow the procedure for Medical/Hospitalization emergencies on page 10.
  - o If the student is traumatized or frightened, follow the procedure for Psychiatric/Mental Health emergencies on page 10.
- Learn all the facts surrounding the crime including date, time, location, people involved, and any other pertinent facts.
- Verify whether the student has been in touch with his/her family.
- Contact the OSA by telephone to give a detailed report of the situation.
- Contact the local authorities and the US consular authorities to report the crime.
- Complete Incident Report Form on the emergency and your response.

### **OSA**

- Keep a detailed log of the emergency and provide any assistance needed to the Faculty Director and the student.
- Verify whether the student has been in touch with his/her family and whether he/she wishes for the OSA to reach out to them.
- Report the incident to the Vice-Provost for Faculty and Global Affairs. The Vice-President for Regional and World Locations will communicate directly with the Vice President for Academic Affairs, the Vice President for Student Affairs, the Vice President for External Relations, and other members of the university leadership. In the absence of the Vice-Provost, the OSA Director will communicate with the Vice President of Academic Affairs.
- Report the incident to FIU Police for Clery Act compliance.
- Facilitate communication between the Faculty Director and CISI Insurance, Counseling and Psychological Services (CAPS), and Victim Empowerment Program (VEP), as needed.
  - o If the crime is sexual assault, follow the procedures in the Sexual Assault/Harassment/Domestic Violence/Dating Violence/Stalking section.
- Contact the Disability Resource Center if needed.
- Communicate with the student and Faculty Director by phone and/or email, providing them with a list of university resources for the student to access.
- If the crime committed was between student participants, the OSA will inform Student Conduct of the incident.
- Consider contacting the local US Department of State offices (Embassy or Consulate) for assistance.
- If any student on program is not an FIU student, make sure to inform their home institution regarding the situation and keep them informed as situation develops.



## **Sexual Assault/Harassment/Domestic Violence/Dating Violence/Stalking**

### **Faculty Director**

- Keep the student's confidentiality as much as possible and do not disclose the incident to the other students participating in the program.
  - o If other students already know about the incident, immediately instruct them to refrain from communicating the incident to family and friends out of respect to the alleged victim and because the incident is likely to be a police matter and they shouldn't interfere with that.
  - o The FIU Faculty Director should not contact the student's parents until he or she has convened with OSA.
- Ensure the student's safety and that his/her physical and emotional needs are met.
  - o Follow the procedure for Medical/Hospitalization emergencies on page 10, particularly if the student is hurt and needs medical attention.
  - o Reassure the student that you believe him/her and that what happened was not his/her fault.
  - o Provide contact information for resources, including FIU Counseling and Psychological Services (CAPS) and Victim Empowerment Program (VEP).
  - o Discuss with the student and the Title IX Coordinator if interim protective measures need to be taken, such as returning home early, changing sleeping accommodations, etc.
- Learn all the facts surrounding the crime including date, time, location, people involved, and any other pertinent facts without interfering with any police investigation.
- Contact the Title IX Coordinator.
- Advise the student that she has a right to file charges with the local authorities but is not required to. Contact the local authorities to report the crime, ONLY if the student wishes to do so.
- Contact the OSA by telephone and email to give a detailed report of the situation and await further instructions.
- Complete Incident Report Form with details on the emergency and the response.
- Keep the OSA updated on the student's status and on care received.

### **OSA**

- Keep a detailed log of the emergency and provide any assistance needed to the Faculty Director.
- Contact VEP and/or Counseling and Psychological Services to see that the student's emotional needs are met.
  - o The student can speak to the VEP or the psychologist on call.
  - o If the student wishes to see a counselor on-site, contact CISI Insurance for an appointment with a local mental health professional.
- Contact the Title IX Coordinator. Facilitate communication between the Faculty Director and CISI Insurance, if needed. The Title IX Coordinator will determine if there are any interim preventative measures that need to be taken, such as returning the student to the United States.
- If the student is under the age of 17 and you have a reasonable basis to know or suspect that the student has been abused, you are required to immediately report the event to the Department of Children's and Families. See attached University policy entitled Reporting Minor Abuse. <http://policies.fiu.edu/files/785.pdf> Report the incident to the Vice-Provost for Faculty and Global Affairs. The Vice-Provost will communicate directly with the Vice President for Academic Affairs, the Vice President for Student Affairs, the Vice President for External Relations, and other members of the university leadership. In absence of the Vice-Provost, the OSA Director will communicate directly with the Vice President for Academic Affairs.
- Contact the Disability Resource Center if needed.
- Report the incident to FIU Police for Clery Act compliance.
- Contact the student's emergency contacts, if the student wishes that they be contacted.
- Consider contacting the local US Embassy or Consulate.
- If any student involved in situation is not an FIU student, make sure to inform their home institution regarding the situation and keep them informed as situation develops.

## **Arrest of a Student**

### **Faculty Director**

- Immediately warn the other students to wait until the affected student's parents have been notified before sending emails or making phone calls to family and friends. Do not contact the student's parents without conferring with OSA.
- Learn all the facts surrounding the incident and the arrest including date, time, location, people involved, and any other pertinent facts but don't interfere with any police investigation.
- Contact the OSA by telephone to give a detailed report of the situation
- Communicate and maintain contact with local authorities for periodic updates.
- Contact the local US Embassy or Consulate and provide all information obtained.
  - o The Consular Officer will ensure that the student receives fair and humane treatment.
  - o The Consular Officer cannot act as an attorney for the student, but he/she can provide the names of several lawyers who can give the student the legal help he/she requires.

The Consular Officer can also notify the student's family, if authorized by the student.
- Visit the student and offer support.
- Keep the OSA updated on the student's status.
- Continue with the program itinerary as planned upon arrival of OSA Director/OSA Associate t Director/other FIU administrator or staff. If there is an additional faculty director or program assistant, that person should stay in the location of arrested student to assist.
- Complete Incident Report Form on the emergency and the response.

### **OSA**

- Keep a detailed log of the emergency and provide any assistance needed to the Faculty Director.
- Report the incident to the Vice-Provost for Faculty and Global Affairs. The Vice-Provost will communicate directly with the Vice President for Academic Affairs, the Vice President for Student Affairs, the Vice President for External Relations, and other members of the university leadership. In the absence of the Vice-Provost, the OSA Director will communicate directly with the Vice President for Academic Affairs.
- Facilitate communication between the Faculty Director and US Consulate or Embassy, if necessary.
- Contact the Disability Resource Center if needed.
- Contact the student's emergency contacts, once instructed by the Office of General Counsel.
- If arrested student is not an FIU student, make sure to inform their home institution regarding the situation and keep them informed as situation develops. The OSA will coordinate travel of an FIU representative to the location of the arrested student, if necessary.

## **Student Death**

### **Faculty Director**

- Inform the other program participants regarding the situation.
- Immediately instruct the other students to wait until the deceased student's parents have been notified before sending emails or making phone calls to family and friends or posting on social media. Do not contact the student's parents until you confer with OSA.
- Verify the identity of the student, and gather as much information as you can about the circumstances of the student's death. Include name, citizenship, time/location/manner of death, names of any witnesses and any other injured parties, and whether or not an autopsy is required.
- Determine whether other program participants are at risk.
- Contact the OSA by telephone to give a detailed report of the situation. OSA will determine (and then direct you as necessary) to contact the local State Department office.
- Begin keeping a written log of information and update it as the crisis progresses.
- Talk to the other students participating in the program to learn any information surrounding the student's death and/or the last time they saw the student including date, time, location in which the student was last

seen.

Document these and any other pertinent facts.

- Seek emotional support as necessary, including contacting the psychologist on call at FIU's Counseling and Psychological Services or a local mental health professional as provided by CISI Insurance. If the Faculty Director does not have access to the local mental health care professional, he/she should contact the OSA to obtain that information.
- Offer emotional support to other students on the program, including connecting them to the psychologist on call at FIU's Counseling and Psychological Services (CAPS) or connecting them to a local mental health professional.
- Consider whether or not the program should continue. Consult with the OSA and FIU Administration as well as with the other program participants.
- Collect and secure the student's personal belongings (or transfer them to the U.S. Embassy contact if required under local law).
- Complete an Incident Report Form with details related to the student's death and subsequent actions taken.

#### OSA

- Contact the Vice-Provost for Faculty and Global Affairs. The Vice-Provost will immediately contact the Vice President for Academic Affairs, the Vice-President for Student Affairs, the Vice President for External Relations, and other members of the university leadership. In the absence of the Vice-Provost, the OSA Director will communicate directly with the Vice President for Academic Affairs.
  - o If no foul play is suspected in the death, the Vice President of Student Affairs representative is responsible for notifying the next of kin, responding to non-medical questions, and referring medical questions to the host country medical authorities.
  - o If foul play is suspected, contact the FIU Police Department which will then be responsible for making the notification to the student's family.
- Contact CISI insurance for assistance.
- Contact the local law enforcement authorities as necessary.
- Contact the local US Embassy or Consulate and provide all information obtained. If unable to contact US Consulate or Embassy in country, contact the US Department of State emergency number in Washington DC – at 202-501-4444
- Provide the student's emergency contacts' information to the Vice-President for Regional and World Locations and the Associate Vice-President for Student Affairs. Keep a detailed log of the situation and provide assistance to the Faculty Director.
- Send a communication to the other program participants reassuring them and providing resources (Counseling and Psychological Services (CAPS), insurance provider, etc.).
- If the student is a non-FIU student but is a full-time student at another institution, notify the Director of Study Abroad at the student's home institution.
- Facilitate communication between the Faculty Director and CISI Insurance regarding repatriation of the deceased student's remains. Facilitate return of student's belongings to Miami if applicable.
- Work with family and CISI to ensure that family is able to receive the \$10,000 death benefit if applicable.
- Confer with CAPS to determine whether grievance counseling should be offered to the Faculty Director and/or student.
- Contact the Disability Resource Center if needed.
- Ensure that the deceased student's possessions are packed up and returned from abroad, possibly at FIU expense.
- Contact the US Embassy or Consulate in the host country.
- Work with the FIU Faculty Director to assist the student's family as necessary, i.e., transportation, accommodations, arranging for a meeting with the Consulate in the host country, etc. Consult with the student's family to see if they would like to appoint a family member as a liaison with the university administration.

- Notify the Dean/Chair of the student's academic department, as well as his/her Academic Advisor.
- Maintain communication with university leadership as necessary.
- Contact CISI Insurance for information about repatriation of the deceased student's remains and inform the family that repatriation costs will be covered. Inquire about any religious or cultural customs the family would like to honor with regard to the remains as well as the name of the funeral home to collect the student's remains.
- Send a personal and an institutional letter of condolence to the student's family and offer any additional support, including contacting Multi-Faith Council to coordinate a memorial service.
- Work with appropriate parties to notify the campus community.
- Make plans for FIU representatives to attend student's funeral or memorial, if appropriate.
- Contact the Registrar to see if the deceased student qualifies for posthumous degree.
- Work with Student Affairs on obtaining student record information as needed, including coordination the closing of the student's records with all appropriate University offices (Registrar, Cashiers, the student's academic dean, etc.), and requesting that any appropriate refund check be mailed to the deceased student's family. Ensure that student's family does not receive university bill.
- Friends of the deceased student can get a letter and/or email sent to their faculty regarding the death of the student by Student Affairs.

### **Medical/Hospitalization**

Examples: accidents, sickness, animal/insect bites, life-threatening injury/conditions

#### **Faculty Director**

- Assess the nature of the emergency and see that the student receives the necessary care as soon as possible. This may include accompanying the student to the nearest medical facility. Verify whether the student has been in touch with his/her family and whether he/she wishes for the OSA to reach out to them.
- Contact the OSA by telephone to give a detailed report of the situation.
- Keep the OSA updated on the student's status and on care received.
- Inform the other students to wait for your instructions before notifying family or friends of the incident. Ask students to refrain from posting information about the incident on social media out of privacy concerns.
- Depending on program itinerary and if necessary, consider staying in the location to be present with hospitalized student.
- Complete an Incident Report Form describing the incident and the response.

#### **OSA**

- Keep a detailed log of the emergency and provide any assistance needed to the Faculty Director.
- Contact CISI regarding situation.
- Facilitate communication between the Faculty Director and CISI Insurance.
- Notify the student's emergency contacts and discuss the possibility of a family member traveling to be with student.
- Support the faculty director throughout the situation.
- Be prepared to send a staff member from Office of Study Abroad if needed to be present with student during hospitalization.
- If student is not an FIU student, inform the Office of Study Abroad of his/her institution and keep them informed throughout situation. Discuss with Office of Study Abroad at other institution if the student is covered by additional insurance that may cover additional items beyond CISI coverage.
- If necessary, arrange for medical evacuation through CISI Insurance.

## **Psychiatric/Mental Health**

### **Faculty Director**

- Assess the need for additional assistance and contact the OSA.
- Determine whether the student is a danger to himself/herself and/or to other program participants. If so, then he/she must call the psychologist on call at FIU to determine what further action is necessary.
- If the Faculty Director, in consultation with the psychologist on call, deems that the student needs immediate medical attention, he/she should take the student to the nearest emergency room.
- If the Faculty Director, in consultation with the psychologist on call, deems that the student needs immediate medical attention but the student refuses treatment, the Faculty Director must follow the guidance of the psychologist on call, the OSA, local authorities, and/or General Counsel to determine what further actions are necessary.
- NOTE: The Baker Act only applies to the United States.
- If the Faculty Director deems that the student is not in immediate danger, then he/she needs to contact:
  - The psychologist on call at FIU to determine further course of action.
  - CISI Insurance for an appointment on-site with a mental health professional.
- **IMPORTANT: A student that is a danger to himself/herself and/or others must not be left alone for any amount of time.**
- Complete the Incident Report Form with details on the emergency and the responses.
- Maintain the OSA updated on the student's status and on care received.

### **OSA**

- Keep a detailed log of the emergency and the response.
- Contact the Vice-Provost for Faculty and Global Affairs. The Vice-President for Regional and World Locations will communicate directly with the Vice President for Academic Affairs, the Vice President for Student Affairs, the Vice President for External Relations, and other members of the university leadership. In absence of the Vice-Provost, the OSA Director will communicate directly with the Vice President for Academic Affairs.
- Contact CISI insurance.
- Facilitate communication between the Faculty Director and the psychologist on call and/or CISI Insurance, as needed.
- Maintain contact with FIU's Counseling and Psychological Services Center and/or the psychologist on call for guidance.
- Contact FIU General Counsel for guidelines on disclosure to emergency contacts.
- Contact the student's emergency contacts, if permissible and appropriate.
- Support the faculty director throughout the situation.
- Be prepared to send a staff member from Office of Study Abroad if needed to be present with student during hospitalization.
- If student is not an FIU student, inform the Office of Study Abroad of his/her institution and keep them informed throughout situation. Discuss with Office of Study Abroad at other institution if the student is covered by additional insurance that may cover additional items beyond CISI coverage.

## **Infectious Disease/Outbreaks**

- **Faculty Director** Assess your students for any evidence of the disease. Acquire information as to the nature and symptoms of the disease. List any symptoms and signs including fever, pulse, respiratory rate, skin changes, gastro-intestinal changes and urinary changes.
- If any students are affected, seek medical care for them by following the procedure for Medical/Hospitalization emergencies. Make sure all students participating in study abroad program. Take measures to reduce the spread of the infection during disease outbreak. Assure that students are using

standard precautions to limit the spread to others, such as: social distancing, proper washing of hands with soap and water frequently, and when hand washing is not possible adopt the use an alcohol-based hand sanitizer.

- Consider isolation of affected students. Contact the OSA by telephone or email to report the situation.
  - Keep a detailed report of your response to the emergency.
  - Maintain contact with the OSA and update the OSA on the group's status.
    - o Depending on the situation, the OSA may need to convene FIU's International Travel Committee to decide whether or not it is safe for the group to remain in the host country.
    - o The OSA may set up a SKYPE (Telemedicine) interview with an Infectious Disease provider at FIU Health and/or Student Health Services who can provide key information and help. Consider availability of Telemedicine resources).
    - o If the Committee decides that it is unsafe for the group to remain in the host country, the Faculty Director will need to work with the OSA on the logistics of program cancellation.
- Determine if the situation requires cancellation of class, avoidance of crowds, or other alteration of the schedule

#### OSA

- Keep a detailed log of the emergency and provide any assistance needed to the Faculty Director.
- Contact the local US Embassy or Consulate and the Center for Disease Control ([www.cdc.gov](http://www.cdc.gov)) for additional information.
- Contact CISI Insurance for information about the outbreak in your host country and response. Request any medical advice available regarding symptoms and threat.
- Facilitate communication between the Faculty Director and CISI Insurance.
- If necessary, convene the International Travel Committee (including a representative from University Health Services and/or expert from the Herbert Wertheim College of Medicine) to decide whether or not it is safe for the group to remain in the host country.
  - o If the Committee allows the group to stay, maintain contact with the Faculty Director and the Committee.
  - o If the Committee decides that it is unsafe for the group to remain in the host country, the OSA will work with the Faculty Director on the logistics of the program's cancellation – program classes, refunds, etc.
- If necessary, contact the emergency contacts of the students in the program.
- If any student on program is not an FIU student, make sure to inform their home institution regarding the situation and keep them informed as situation develops.

### **Faculty Director Emergency**

#### Faculty Director

- Follow the contingency plan that you submitted with your program proposal. This plan may include a second Faculty Director, a Program Assistant, or someone from your department taking over for you in the case of an emergency.
- Contact the OSA and inform them of your emergency. If you are able to turn over charge of your program to your designated person, you may do so. If not, the OSA will step in and execute your contingency plan.
- If you have a medical emergency, contact CISI Insurance for information on local medical facilities and/or coverage and go to the nearest medical facility. The OSA can assist with this, if needed.
- Keep the OSA informed throughout your emergency, if possible. If not, have Program Assistant or a designated program participant contact OSA.

#### Appointed/Interim Faculty Director

- If the Faculty Director is unable to act and needs medical attention, work with the OSA to obtain medical care for him/her.
- Maintain contact with the OSA regarding program content and status reports.

- Seek any additional support needed from your academic department.

#### OSA

- Assist the Faculty Director in executing his/her contingency plan if he/she is unable to do so.
- Keep a detailed log of the emergency and provide any assistance needed to the Faculty Director and the Appointed/Interim Faculty Director.
- Contact CISI Insurance to obtain medical care for the Faculty Director if necessary.
- Notify the Vice-Provost for Faculty and Global Affairs. In the absence of the Vice-Provost, the OSA Director will notify the Vice President for Academic Affairs.
- Notify the Faculty Director's Department Chair and Dean.
- Contact the Faculty Director's emergency contacts.
- Consider OSA or the department sending an FIU representative to assist the faculty member in the emergency.

#### **Faculty Director Death**

#### OSA

- Contact the Vice-Provost for Faculty and Global Affairs. The Vice-Provost will immediately contact the Vice President for Academic Affairs, the Vice President for External Relations, and other members of the university leadership. In the absence of the Vice-Provost, the OSA Director will communicate directly with the Vice President for Academic Affairs.
- Contact CISI insurance for assistance.
- Contact the local law enforcement authorities as necessary.
- Contact the local US Embassy or Consulate and provide all information obtained
- Provide the faculty member's emergency contacts' information to the Vice-Provost for Faculty and Global Affairs. Keep a detailed log of the situation.
- Send a communication to all program participants providing university resources (Counseling and Psychological Services (CAPS), insurance provider, etc.).
- Consider the need to send an FIU administrator to be present with the students.
- Facilitate communication with CISI Insurance regarding repatriation of the deceased faculty member's remains.
- Confer with CAPS to determine whether grievance counseling should be offered to the Faculty Director and/or student.
- Ensure that the deceased faculty member's possessions are packed up and returned from abroad.
- Contact the US Embassy or Consulate in the host country.
- Notify the Dean/Chair of the faculty member's academic department.
- Assist the faculty member's family as necessary, i.e., transportation, accommodations, arranging for a meeting with the Consulate in the host country, etc.
- Consult with the faculty member's family to see if they would like to appoint a family member as a liaison with the university administration.
- Maintain communication with university leadership.
- Contact CISI Insurance for information about repatriation of the deceased faculty member's remains and inform the family that repatriation costs will be covered. Inquire about any religious or cultural customs the family would like to honor with regard to the remains as well as the name of the funeral home to collect the faculty's remains.
- Send a personal and an institutional letter of condolence to the faculty member's family and offer any additional support, including contacting Multi-Faith Council to coordinate a memorial service.
- Work with appropriate parties to notify the campus community.
- Make plans for FIU representatives to attend faculty member's funeral or memorial.

## **Change of Itinerary**

### **Faculty Director**

- Maintain contact with your travel provider regarding options. Please ensure that changes do not involve travel to a country or destination that is level 3 or level 4 in the US Department of State advisory system. The list of travel advisories by the US Department of State can be found at <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>
- Contact the OSA and inform them of the change in itinerary.
- Inform students of itinerary changes in a detailed manner. Contact the OSA if students have questions or are hesitant to the change.
- Contact your department for any changes to travel arrangements and/or to make arrangements for any applicable payments.

### **OSA**

- Assist the Faculty Director and his/her academic department in making changes and/or in making payment arrangements to the travel provider.
- Intervene if students have questions/concerns about the change in itinerary.
- Keep appropriate documentation of the change.

## **Behavioral Problems**

### **Faculty Director**

- Keep a detailed log of any misconduct, including warnings and consequences.
- Inform the student that the OSA may require any student involved in misconduct to return home at their own expense and that this was explained to them at the pre-departure orientation. Advise students that they may be subject to other sanctions such as Student Conduct or academic in nature.
- In the case of a behavior problem, contact the OSA (during normal business hours) or contact the Director and/or Associate Director after Office hours and explain the situation.
- Await further instructions from the OSA, which will include information on the student's dismissal from the program, need to return home, and any sanctions through Student Conduct.
- The OSA will be in touch with Student Conduct at FIU.
- Complete an Incident Report Form with details on the emergency and the response.
- Keep the OSA updated on the student's status.

### **OSA**

- Contact FIU's Office of Student Conduct. Explain the misconduct abroad and provide any additional information provided by the Faculty Director.
- Keep a detailed log of all disclosures and actions taken.
- Keep the Faculty Director informed throughout the process.
- If the OSA and the Office of Student Conduct deem that the student should be subject to behavioral sanctions, the OSA will contact the student and inform him/her of their termination in the program and of any additional sanctions.
- If the student is a non-FIU student, communicate with the Office of Study Abroad at his/her home institution to discuss student's situation. Keep home institution informed throughout the situation.

## **VII. Media Inquiries**

In an emergency situation, the media may contact the traveler(s) and/or the OSA to discover and report the details of the emergency. If you are contacted by a member of the media during an emergency or incident, please use the following statement:

### **Employees traveling without students:**

*Please contact the FIU Media Relations Department for information. Thank you for understanding.*



**Employees traveling with students:**

*My first responsibility is to the students on this program, to their families, and to the university. Please contact the FIU Media Relations Department for information. Thank you for understanding.*

The Faculty Director and/or the OSA must NOT release the name of a student involved in an emergency abroad or speak on behalf of FIU without first contacting Maydel Santana-Bravo or Madeline Baro at Media Relations, who can provide support and assistance in developing responses to media inquiries.

Names and phone numbers: See Media Relations emergency contacts in section II Emergency Contacts above.