

Emergency Preparedness and Response Guide

Domestic Global Learning Program Leaders



Global Education Office

24/7 Emergency Support

**(480) 965-3456, then “0” or “9” collect calls
accepted**

During Business Hours

(480) 965-5965

goglobal@asu.edu

goglobal.asu.edu

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Global Education Office Resources and Processes

24/7 Emergency Response Line: (480) 965-3456
Press “0” or “9” at prompt. Collect calls are accepted.

Disciplinary Record Check and Review

In partnership with the Office of Student Rights and Responsibilities (SRR), the ASU Global Education Office (GEO) reviews the disciplinary records of all participants.

Student Health Disclosure & Screening

All participants are required to complete an *ASU Student Health Questionnaire* within their GEO program application. Those with specific health concerns are required to visit the ASU Travel Medicine Clinic to get advice on how to manage any conditions and access healthcare in their destination(s).

Travel Intelligence Information

Through partnerships with Crisis24 and Riskline, GEO monitors health, safety and security intelligence for every location in the world where ASU operates academic programs, including within the United States. GEO coordinates with a consortium of security professionals from various institutions and program providers.

Study Abroad Health and Safety Committee

Representatives from the Office of the Provost, General Counsel, and Risk Management Services regularly review Global Education programs in locations of concern, advising GEO on issues related to travel in risky locations.

Comprehensive Crisis Response Plan

GEO has a robust emergency and communication plan and is prepared to assist you in responding to any emergencies that arise during the program.

Additional Health, Safety, and Security Resources

ASU Resources

ASU Travel Medicine Clinic > eoss.asu.edu/health

ASU Counseling Services > eoss.asu.edu/counseling

ASU Student Rights & Responsibilities > eoss.asu.edu/dos/srr

ASU Title IX Compliance > cfo.asu.edu/titleIX

ASU Campus Police > **(480) 965-3456** (press "0" or "9" at prompt)

AlertTraveler™ > goglobal.asu.edu/content/alerttraveler

Addressing Health and Safety Issues

GEO considers the safety of Global Education program participants to be our primary concern. There are several steps that you, as one of the individuals most responsible for the health and safety of the program participants, can take to anticipate, mitigate, and respond to emergency incidents that will require your immediate attention.

The following section of the *Emergency Preparedness and Response Guide* offers guidelines for the steps you should take before, during, and after your Global Education program.

Before You Depart

☒ Attend Required Emergency Response Seminar

Arizona State University requires that all GEO program leaders (i.e., Faculty Directors, Support Faculty, and Program Assistants) participate in an *Emergency Preparedness and Response Seminar* at least once every two years. Details regarding dates, times and locations of these workshops are available on the GEO website.

☒ **Familiarize Yourself with Key Travel Resources**

Log in to goglobal.asu.edu to review ASU's *Traveler Health & Safety Resources* (in your RM: ASU Domestic Global Learning Faculty/Staff application).

☒ **Identify On-Site Contacts & Resources**

You may need to rely on local contacts, such as a vendor or service provider, to assist you in responding to emergencies that arise on-site. It is important for you to have at least one other person that you can rely on for assistance. Add this info to p. 24 of this guide.

☒ **Research On-Site Emergency Services**

It is important for you to know the location of the nearest medical facilities.

☒ **Develop a Contingency Plan**

Previous programs have been interrupted by strikes, political unrest, natural disasters, and even terrorist attacks. Research the current situation in your program and think of a contingency plan in case the itinerary is interrupted and you have to relocate the program.

☒ **Upload Program Itinerary & Contact Info**

It is critical that GEO staff are able to reach you 24/7 while you are away. Be sure to upload a detailed program itinerary, including multiple avenues to reach you each day of the program (including your local mobile phone number). You should also provide contact details for at least one emergency contact (e.g., spouse or other family member) that we can call in the case of an emergency.

☒ **Review Important Details in Student Applications**

The following online forms within the students' applications contain important details for your review.

ASU Student Health Questionnaire

Disclosure of any medical or mental health issues

Emergency Contacts

Phone and/or email info for the student's emergency contacts

ASU Health Services Travel Recommendations

Notes from the student's visit to the Travel Medicine Clinic

Disciplinary Record Details

Information from SRR about any previous disciplinary incidents

Disciplinary Record Details - Student Statement

Student's explanation of any previous disciplinary violations

☒ **Conduct a Pre-Departure Orientation**

All GEO program leaders are required to conduct a mandatory, in-person pre-departure orientation session with all students (with an option for online students to connect in, (as needed)). In your orientation, the GEO expects you to:

- Create an environment in which the students feel safe approaching you should they need your assistance during the program;
- Inform students of program rules and expectations;
- Remind students that ASU prohibits all forms of discrimination, harassment and retaliation (see [ACD 401](#)).
- Encourage students to visit the ASU Travel Medicine Clinic for questions about continuation of care while on-site, but refrain from offering advice to students about taking prescription drugs, vaccines, or other medications;
- Encourage students to budget extra money for unexpected expenses, like any out-of-pocket costs for medical care;
- Distribute local emergency phone numbers;
- Remind students to download the AlertTraveler mobile app;
- Discuss the health, safety, legal, environmental, political, and cultural conditions in the program locations, giving tips on avoiding known risks unique to the program locations;
- Remind students to review the *Traveler Health & Safety Resources* in their GEO application;
- Tell students that you are a **mandatory reporter** and that some things they report to you will be reported to ASU;
- Discuss preventable accidents with students, including tips for safe road travel, pub and drinking culture, drug laws, unsafe swimming, and the hazards of walking alone;
- Be specific about unsafe behavior such as alcohol abuse, certain types of sexual behavior, and how to avoid unwanted attention.

☒ **Download AlertTraveler™ mobile app**

You will be prompted to download the app about 30 days prior to your program start date.

When You Arrive

☒ **Contact Your GEO International Coordinator**

Take a moment to check in to confirm that all participants have arrived safely or to report any students who did not arrive.

☒ **Conduct an On-Site Orientation**

You are expected to conduct a mandatory, in-person orientation with all program participants upon arrival in each program city and/or country. Specifically, GEO expects you to:

- Remind students to check in with their family members;
- Discuss the current political climate, emphasizing the importance of avoiding all demonstrations;
- Review any known risks, including crime patterns and/or parts of the city that are off-limits for your students;
- Review the local transportation system in-depth;
- Remind students of the ASU 24/7 emergency contact at 480-965-3456 as well as the local emergency contact;
- Inform students of program rules and expectations, including consequences of violating those rules;
- Discuss your expectations and cultural norms regarding the use of alcohol;
- Provide name and location of nearest medical facility;
- Distribute your 24/7 contact number;
- Collect all mobile phone numbers of program participants.

☒ **Establish an Emergency Response Plan**

While you can never predict an emergency, one important step to ensuring an effective response to unforeseen incidents is to develop an emergency response plan for the program. GEO urges you to consider the following steps:

- Secure an alternate emergency contact number (service provider, colleague, etc.).
- Maintain an easily accessible list of student mobile phone numbers so that you can easily reach all participants.
- Designate a primary and secondary meeting point for all program participants in each program location, in case of an emergency affecting the entire group.
- Establish alternative methods of communication if a physical meeting does not or cannot take place.
- Organize a phone tree.
- Communicate regularly with GEO.

After You Return

There are a number of steps you will need to take upon return to ASU. This section focuses on those steps relevant to any emergencies or incidents that occurred during the program.

- Document all incidents that occurred during the program and submit a report of each incident not already reported to GEO (if you haven't already).
- Make a list of resources used during incidents and/or emergencies, for use by others in the future.
- If you have developed any medical symptoms during the program (including fatigue, cough, fevers, rash, etc.), GEO recommends that you visit the ASU Travel Medicine Clinic before returning to work. This is both for your protection and for the protection of the broader ASU community.
- Follow up with students affected by any incidents that occurred on the program as necessary.
- Debrief with GEO on any outstanding issues related to incidents that occurred during the program.
- Provide feedback to GEO on the support you received from ASU and/or our partners, both positive and constructive.

Responding to Emergencies On-Site

GEO will keep you informed of any location-specific situations of note while you are away. Please regularly check your email if internet or wireless data access is readily available. In the case of any imminent health and safety concerns, GEO will also contact you by phone.

In case of an emergency, expect be on-call 24/7 until the emergency is resolved. GEO is responsible for coordinating ASU's management of emergencies affecting participants on all ASU Global Education programs. As a leader of an ASU Global Education program, you are expected to follow the procedures outlined in the following pages and to inform the participants about these procedures during on-site orientation.

During an ongoing emergency, it is important to keep GEO informed on a regular basis.

GEO Contact Details

Telephone: (480) 965-5965

24/7 emergency: (480) 965-3456 (*press "0" or "9"*)

Email: goglobal@asu.edu

Fax: (480) 965-4026

GEO defines an emergency as: A serious injury or illness that requires hospitalization of a participant or program leader, or one that makes it impossible for the participant or program leader to continue the program.

An emergency may also be (but is not limited to) a situation involving a criminal act against or by one or more participants in the program; an act or threat of terrorism that poses a threat to the security of the program participants; a natural disaster; an act of war; or other event causing or threatening harm to one or more participants in the program.

A *perceived emergency* results from events that are not immediately threatening to the health or safety of program participants or staff, but which may be viewed as such by family and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

Important Steps for All Emergencies On-Site

While every emergency or incident is unique, there are several steps that you should anticipate taking in response to every emergency that impacts a participant or program leader.

- Take care of the student by doing whatever is necessary.
- Seek appropriate medical care. Contact student's insurance provider, if appropriate. ***Avoid paying any provider on behalf of a student.***
- Follow the situation-specific protocol outlined for each scenario listed on the following pages.
- Contact or respond to directions of local authorities. It may be helpful to have a local contact assist you in interacting with local authorities.
- Communicate with GEO as early and often as possible.
- Protect the student's right to privacy. Urge other students to avoid discussing the emergency on social media.
- Do not call parents without participant's permission.
- Do not speak with members of the media.
- Document all details of the incident/emergency, as best as possible. Document any follow up with the student as well.
- Submit incident report in your RM: ASU Domestic Global Learning Faculty/Staff application at goglobal.asu.edu, email your incident report to GEO, or call GEO to report.
- Determine what debriefing/follow-up is required.

Remember that GEO is prepared to assist you in responding to any emergency situation that arises while you are away with a group of ASU students. GEO has contingency funding available to help offset any unanticipated expenses as the result of any emergency impacting one or more participants.

Please be sure to contact GEO as soon as is prudent after any emergency situation involving one or more members of the group to report all available details and receive further guidance.

Information Gathering and Documentation

In an emergency situation, the Faculty Director will most likely be the first person notified. It is important to begin a careful process of gathering and reporting information, including:

- Describe the imminent risk.
- Describe current status of affected participant(s): location, physical conditions, etc.
- Include the date, time and location of the incident.
- Describe urgent need or expected response.
- Describe what monitoring/assistance affected participant is receiving (police, medical, counseling, etc.).
- Describe what impact this incident has on other student participants.
- Identify who will remain with other participants if the affected student needs your priority attention.
- Report on others who may have already been notified of the incident (students, parents, local police, media, etc.).

Global Education Office

(480) 965-5965

ASU 24/7 Emergency

**(480) 965-3456 Press “0”
or “9” at prompt**

Incident-Specific Scenarios

Disciplinary Incident

Actions to take in a disciplinary emergency

- 1) Do what is necessary to ensure the safety and care of all program participants.
- 2) Document the following:
 - Details of the incident(s), including time and location
 - Has the student made any threats or assaulted anyone (including self)?
 - Details of on-site response
 - Current location of participant
 - Pictures of area or damage, if applicable
 - Is there any pending legal action that would prevent the student from leaving the program location?
- 3) Determine if the student has sufficient funds for change in housing/plane ticket dates if dismissed from program.
- 4) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 5) Request that other program participants refrain from discussing the incident on social media.
- 6) Issue a *Notice of Warning* or *Notice of Termination*, pending guidance from ASU. GEO templates are available.

Actions to take if the incident is NOT an emergency

- 1) Ensure the safety and care of program participants.
- 2) Document the following:
 - Details of the incident(s)
 - Details of any on-site response
 - Any follow up required for remainder of the program
- 3) Complete an Incident Report online through your *RM: ASU Domestic Global Learning Faculty/Staff* record at goglobal.asu.edu, call GEO at (480) 965-5965, or email goglobal@asu.edu to report the incident.
- 4) Issue a *Notice of Warning* to the student(s) involved.

Participant Has Fallen III or Been Injured

Actions to take in a medical emergency

- 1) Ensure the participant's safety.
- 2) Contact local emergency services, if necessary.
- 3) Get the participant any immediately necessary medical treatment. **Do NOT pay for the student's medical care.**
- 4) Encourage the student to contact their insurance provider, as appropriate.
- 5) Document the following:
 - Contact information of participant's current location
 - Medical treatment the participant has received
 - Contact details of the medical facility where participant is receiving medical treatment and name of physician
 - What is the diagnosis? The prescribed treatment?
 - Who is with the affected student now?
- 6) Urge the affected student to call parents/guardians. Do not call the student's emergency contacts at this stage, even if he/she is unconscious.
- 7) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 8) Ensure safety and care of other program participants.
- 9) Request that other program participants refrain from discussing the incident on social media until family can be notified.

Actions to take if the condition is NOT an emergency

- 1) Ensure the participant's safety.
- 2) Help the participant get any required medical treatment.
- 3) Urge the participant to call their parents or guardians.
- 4) Complete an Incident Report online through your *RM: ASU Domestic Global Learning Faculty/Staff* record at goglobal.asu.edu, call GEO at (480) 965-5965, or email goglobal@asu.edu to report the incident.

Participant is Experiencing Distress or Mental Illness

Actions to take in a mental health emergency

- 1) Ensure the participant's safety.
- 2) Get the participant any immediately necessary medical treatment. **Do NOT pay for the student's medical care.**
- 3) Document the following:
 - Any observations of the student's behavior.
 - Contact information of participant's current location
 - Medications prescribed to student. Does the student currently have access to medications?
 - Any medical treatment the participant has received.
 - Contact information of attending physician.
 - Contact details of the medical facility where the student has received treatment.
- 4) Ensure the safety and care of other program participants.
- 5) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.

NOTE: If you consider the situation to be an emergency, call the local emergency services number first, stay with the student, and follow the emergency action steps above.

Actions to take if the situation is NOT an emergency

1 Talk to the student in private. Review what you have seen or heard that is raising your concern. Listen carefully. Show concern and interest. Repeat back the essence of what the student has told you. Avoid criticizing or sounding judgmental. Suggest connecting with a free counselor through ASU Counseling Services. Offer to help arrange for the student to see a local counselor, if appropriate.

2) Complete an Incident Report through your *RM: ASU Domestic Global Learning Faculty/Staff* record at goglobal.asu.edu, call GEO at (480) 965-5965, or email goglobal@asu.edu to report the incident.

Spotting a Student in Distress

Being outside one's comfort zone, even for a short period of time, can be disorienting and emotionally challenging. As a Global Education program leader, it is important that you be sensitive to the participants' mental and emotional health needs and concerns. The ability to recognize signs of serious emotional distress and to have the courage to acknowledge concerns directly are often later noted by students as the most significant factors in their problem resolution.

Academic Indicators

- Negative change in performance
- Continual seeking of special accommodations
- Essays or creative work indicates extremes of hopelessness, social isolation, rage, or despair

Physical Indicators

- Deterioration of physical appearance
- Coming to class bleary-eyed, hung over, or smelling of alcohol
- Excessive fatigue and/or agitation
- Visual changes in weight
- Hyper-activity

Personal/Interpersonal Indicators

- Tearfulness
- Increased isolation
- Confusion, indecisiveness
- Change in sleep patterns – insomnia, sleeping too much
- Direct statements indicating distress, family problems, or other difficulties
- Bingeing, purging, restricting, over-exercising
- A hunch or gut-level reaction that something is wrong
- Mood swings
- Irritability
- Unprovoked anger/hostility

Safety/Risk Indicators

- Written or verbal statement of finality or suicidal tone
- Giving away of prized possessions
- History of suicidal thoughts or attempts
- Self-injuries or self-destructive behaviors

Participant Has Been a Victim of Sexual Violence (Including Harassment)

ASU prohibits all forms of discrimination, harassment and retaliation (see [ACD 401](#)).

Be sure to remind the student (at an appropriate time) that you are a **mandatory reporter** and that you will be disclosing information about the event to ASU. Let the student know that a University advocate will be contacting him/her directly to provide information about resources.

Actions to take when sexual misconduct is reported

- 1) Ensure the victim's safety.
- 2) Ensure the safety and care of other program participants.
- 3) Contact GEO at 480-965-5965 or 24/7 at 480-965-3456.
- 4) Ask the participant if s/he would like you to coordinate any of the following:
 - Contact local emergency services or law enforcement.
 - Contact local service provider for information on nearest medical and counseling facilities.
 - Get the participant any requested medical treatment, including STD testing.
- 5) Document the following:
 - Contact information of participant's current location.
 - Details of the incident.
 - Medical treatment (if any) the participant has received.
 - Contact details of the medical facility where participant has received/is receiving medical treatment.
 - Name of attending physician.
- 6) Determine if participant is interested in returning home.
- 7) If you know that other participants are aware of the event, request that they refrain from discussing on social media.

NOTE: If there are allegations of sexual violence (including harassment) against another student participant, ASU employee, or ASU vendor, managing the incident will be more complicated. In such cases, contact GEO as soon as possible to discuss next steps.

Participant Has Been the Victim of a Crime

Actions to take when a participant is a crime victim

- 1) Ensure the participant's safety.
- 2) Contact appropriate local law enforcement.
- 3) Ensure the safety and care of other program participants.
- 4) Document the following:
 - Contact information of participant's current location
 - Any medical treatment the participant has received
 - Time and location of the incident
 - Contact details of the medical facility where participant has received/is receiving medical treatment
 - Details of the incident
- 5) Determine if the participant is interested in returning home.
- 6) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 7) Request that other program participants refrain from discussing the incident on social media until the victim's family can be notified.

Participant is Missing

Actions to take when a participant is missing

- 1) Talk to other program participants to determine when student was last seen, where, and with whom.
- 2) Contact the participant through several means:
 - Email
 - Mobile phone
 - Social media (e.g., Facebook, WhatsApp, etc.)
 - Phone number of last known location
 - Visit participant's accommodation
 - If you have documented the student's plans for weekend travel or free time, contact the lodging location provided
- 3) Notify local emergency services as soon as is prudent.
- 4) Document the following:
 - Date/Time/Location participant was last seen
 - Known plans for travel or to be absent
- 5) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 6) Ensure safety and care of other program participants.
- 7) Request that other program participants refrain from discussing the incident on social media until family is notified.

Participant Has Been Arrested

Actions to take after a student has been arrested

- 1) Determine the location of the participant.
- 2) Visit the participant to ascertain detainee conditions, if possible.

1) Document the following:

- Agency that made the arrest and filed the charges
- Names, addresses, and phone numbers of arresting authorities
- Description of the charges against the student
- Description of the student's side of the story
- Were other ASU participants involved in the incident?
- Case number, if applicable
- Rights that have been granted to the detainee
- Is participant entitled to a phone call?
- Has the student spoken with his/her family?

2) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.

3) Ensure safety and care of other program participants.

4) Request that other program participants refrain from discussing the incident on social media until family is notified.

Political, Natural or Man-Made Disaster

Actions to take in a disaster situation

- 1) Determine the location of every participant.**
- 2) Meet at designated meeting point as soon as possible.**
- 3) Determine current physical and psychological condition of affected participants.**
- 4) Contact local authorities.**
- 5) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.**
- 6) Determine proximity of the event(s) to all participants.**
- 7) Determine the imminent risk to participants if they remain where they are.**
- 8) Determine if, and for how long, adequate and secure housing will be available.**
- 9) Determine if adequate food, water, and medical attention is available.**

- 10) Document the following:
- Imminent risks to participants
 - Availability of food, water, medical attention, housing
 - Advice from local authorities
 - Travel restrictions imposed by local authorities
 - Curfew imposed by local government

Pandemic/Outbreak of Disease

Actions to take in an outbreak

- 1) Determine if any participants are symptomatic.
- 2) Determine if any participants have tested positive.
- 3) Determine if medical attention is required for any participants.
- 4) Identify any available rooms in the student housing facility to be used for self-isolation or quarantine.
- 5) Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 6) Determine the imminent risk to participants if they remain in the program location.
- 7) Determine if, and for how long, participants will be able to board outbound/departing flights (in case of border closures, etc.).
- 8) Document the following:
 - Imminent risks to participants if remaining on-site
 - Availability of medical care, diagnostic tests, personal protective equipment, etc
 - Advice from local authorities
 - Travel restrictions imposed by local/state authorities
 - Curfew imposed by local government
- 9) Encourage student participants to call parents/guardians. Do not call the students' emergency contacts directly.

Terrorist Attack

Actions to take in the aftermath of a terrorist attack

- 1)** Determine the location of every participant, as well as the proximity of the event to all participants.
- 2)** Meet with all participants as soon as possible, going to designated meeting point if necessary.
- 3)** Determine current physical and psychological condition of affected participants.
- 4)** Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 5)** Determine the imminent risk to participants if they remain where they are.
- 6)** Contact local service provider to report on the location of all participants, and to seek any additional instruction from local authorities.
- 7)** Determine if on-site counseling is available for program participants, in addition to support that ASU Counseling Services can provide remotely.
- 8)** Document the following:
 - Imminent risks to participants
 - Availability of food, water, medical attention, housing
 - Advice from local authorities
 - Travel restrictions imposed by local authorities
 - Curfew imposed by local government

Participant Has Been Kidnapped or Taken Hostage

Actions to take in a kidnapping/hostage situation

- 1)** Notify appropriate local law enforcement.
- 2)** Document the following:
 - Any contact made by kidnappers
 - Negotiation support available on site
 - Contact information of local law enforcement officer providing assistance
- 3)** Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 4)** Ensure safety and care of other program participants.
- 5)** Determine if on-site counseling is available for other program participants, in addition to support that ASU Counseling Services can provide remotely.
- 6)** Request that other program participants refrain from discussing the incident on social media until the victim's family can be notified.

Participant Has Died

Actions to take if a participant dies

- 1)** Contact GEO at (480) 965-5965 or 24/7 at (480) 965-3456.
- 2)** Document the following:
 - Time, location and manner of the death
 - Current location of the remains
 - Whether an autopsy is required
 - If the local authorities have been informed
 - If the next of kin has been contacted
- 3)** Meet with all program participants (as a group or individually) to ensure their safety and care, following direction from ASU.
- 4)** Request that other program participants refrain from discussing the incident on social media until family can be notified.
- 5)** Determine if on-site counseling is available for other program participants, in addition to support that ASU Counseling Services can provide remotely.
- 6)** Gather belongings of deceased participant for repatriation.
- 7)** Be available 24/7 to ASU and the participants; expect the follow up from this to be all-consuming for at least several days after the incident.

ASU 24/7 Emergency Phone

(480) 965-3456 (press "0" or "9" at prompt)

Local Service Provider

Name: _____

Phone: _____

Nearest Medical Facility

Name: _____

Address: _____

Phone: _____

Global Education Office

P.O Box 874003
Tempe, AZ 85287-4003

Phone: (480) 965-5965

Email: goglobal@asu.edu

Fax: (480) 965-4026

This document benefits greatly from similar protocols in place at Michigan State University, Purdue University, the Ohio State University, University of Iowa, and University of Minnesota.

goglobal.asu.edu