



**Missouri
State**TM

OFFICE OF
EDUCATION ABROAD

EMERGENCY RESPONSE PLAN

JULY 2024 VERSION 2.9

www.MissouriState.edu/EducationAbroad

EMERGENCY RESPONSE PLAN

JULY 2024 VERSION 2.9

Emergency Response Plan for Crises	3
<i>Crisis or Emergency Event: Definitions</i>	3
<i>State Department Travel Advisories</i>	4
<i>Missouri State Policy Group and Education Abroad Emergency Response Team</i>	5
<i>General Procedures for Response to Emergency</i>	7
<i>Prevention</i>	8
Action Plans	9
<i>Student Misconduct</i>	9
<i>Mental Health</i>	10
<i>Injury/Major Medical Incident</i>	12
<i>Unexplained Absence of a Student</i>	14
<i>Arrest of a Student</i>	16
<i>Natural Disaster, Civil Unrest, or Terrorism</i>	17
<i>Crimes Against a Participant</i>	20
<i>Physical or Sexual Assault</i>	21
<i>Death of a Student on a Faculty-Directed Program</i>	22
<i>Death of a Program Director</i>	24
<i>Death of a Student on a Semester or Year-Long Program</i>	26
<i>Kidnapping / Hostage Situation</i>	28
<i>Death or Serious Illness of Family Member</i>	29
<i>Pandemic or Regional Health Threat</i>	30
<i>Late Cancellation of a Program</i>	32
Appendix I: Emergency Contact Information	33
Appendix II: International Phone Calls	34
Appendix III: Passport Q & A	37
Appendix IV: General Information	39
Appendix V: Role of the U.S. Department of State	40
Appendix VI: Medical Evacuation Procedure	43
Appendix VII: Example Behavioral Contract	44
Appendix VIII: Responsibilities of Program Sponsors in Developing an Emergency Response Plan	46
Appendix IX: Incident Report Forms	48
Appendix X: Education Abroad Health Questionnaire and Health Assessment Form	49

I. EMERGENCY RESPONSE PLAN FOR CRISES

Missouri State University is committed to maintaining the safety of all students both on campus and abroad. In this manual, the definitions of “Crisis” or “Emergency” events and what to do are presented for the use of Faculty-Led programs, and as a back-up to plans put in place by specific affiliated programs, as well as a supplement to the University’s Emergency Response Plan <http://www.missouristate.edu/safetran/erp.htm>.

CRISIS OR EMERGENCY EVENT DEFINITIONS

Real Emergency:

A genuine or imminent threat to students or faculty.

- Serious illness, injury, or death of student or faculty member
- Emotional or psychological state of student or faculty member that requires removal from the situation or professional attention
- Being the victim of a crime – e.g. theft, assault, harassment, etc. – or being accused of committing a crime
- A situation in country that causes serious concerns – e.g. a political uprising or a natural disaster

Perceived Emergency:

No immediate risk, but rather, cause for concern that requires monitoring for preventative measures.

- Sensationalized reporting of conditions in foreign countries
- Anxiety of family members with little or no international experience
- Distorted information provided by participant

Critical Incident:

Situations involving threats of harm to students, faculty, or facilities. In addition, academic or conduct violation, disruption of group, and potentially dangerous situations are considered critical incidences.

- Tardiness or missing class or group functions
- Drug or alcohol misuse; belligerence
- Cultural inappropriateness or sexual harassment
- Academic misconduct, cheating, or plagiarism

STATE DEPARTMENT TRAVEL ADVISORIES

MISSOURI STATE UNIVERSITY POLICY ON TRAVEL TO RESTRICTED TRAVEL AREAS

Students wishing to study abroad or engage in university-affiliated travel in a location considered a Restricted Travel Area must petition the Office of Education Abroad to request special approval.

“Restricted Travel Area” is defined as any location for which:

- The [U.S. Department of State \(DOS\)](#) has issued an overall Level 3 or Level 4 Travel Advisory,
- The [Centers for Disease Control and Prevention \(CDC\)](#) has issued a Warning Level 3,
- or Missouri State University has restricted travel

Any student wishing to study abroad or engage in university-affiliated travel in a country in which the U.S. Department of State has issued an overall Level 1 or 2 but contains areas of Level 3 or 4 and where the student is not planning to travel to any Level 3 or 4 area must discuss the risks with the Office of Education Abroad and sign a Special Release and Hold Harmless Agreement indicating their understanding and acceptance of the risks. However, a full petition is not required.

If travel is planned to a country for which a DOS Travel Advisory is an overall Level 3 or Level 4 or a CDC Warning Level 3 is issued before departure, the Education Abroad Director, Education Abroad Advisor, and student(s) will meet to discuss whether travel will be permitted.

GROUP TRAVEL

Faculty/staff planning an Education Abroad Program and leaders of student organizations planning university-affiliated group travel to a Restricted Travel Area must discuss with the Education Abroad Director or designee their intended plans and initiate the petition process on behalf of the group.

PETITION APPROVAL

Following review of the documents submitted, petitions will be accepted or denied by the Office of Education Abroad, in consultation with the Education Abroad Emergency Response Team, based on the materials submitted, and on the specifics of the U.S. DOS Travel Advisory and/or CDC Warning, including but not limited to geographic regions named in the Advisory or Warning, level of threat involved, and severity of warning.

MISSOURI STATE UNIVERSITY POLICY GROUP

Missouri State’s Policy Group establishes the specific policy for how an emergency incident is managed, while the Education Abroad Emergency Response Team takes action. The Policy Group consists of the following persons.

PRIMARY

President – Richard Williams
Executive Vice President – Zora Mulligan
Provost – John Jasinski
Chief of Staff – vacant
Vice President, Administrative and Financial Services – Matt Morris
Vice President, Student Affairs – Dee Siscoe
Vice President, Communications and Marketing – Suzanne Shaw
General Counsel – Rachael Dockery
Chief Information Officer – Jeff Coiner
Director, University Safety – David Hall

ALTERNATES

Zora Mulligan
Brad Bodenhausen
TBD
N/A
Jen Cox and Cindy Schull
Andrea Weber
Andrea Mostyn
Jeff Mitchell
Rob Martin
Jimmy Stewart

EDUCATION ABROAD EMERGENCY RESPONSE TEAM

Emergency action by the Program Director and Emergency Response Team should include the following:

- Full identification of emergency and all related information.
- Development of a recommended action sequence.

The Emergency Response Team uses emergency response procedures to help administrators who will:

- Gather information;
- Establish communication with the family;
- Disseminate accurate information to faculty, students, and media;
- Intervene directly with students most likely to be affected; and
- Increase the available support for students and staff.

Guiding Principles for emergency procedures:

- Prevent life threatening situations.
- Provide a climate of safety.
- Maintain confidentiality where important.
- Maintain communication with appropriate personnel.

EDUCATION ABROAD EMERGENCY RESPONSE TEAM, CONTINUED

Emergency Response Team will consist of the on-site Program Director, as well as the following members of staff at Missouri State University:

PRIMARY

Director, Education Abroad

ELIZABETH STRONG

ElizabethStrong@MissouriState.edu

Office: (417) 836-6368

Cellphone: (417) 225-8430

Vice President, Global & Community Partnerships

BRAD BODENHAUSEN

BradBodenhausen@MissouriState.edu

Office: (417) 836-4988

Cellphone: (417) 894-0877

Director, University Safety

DAVID HALL

DHall@MissouriState.edu

Office: (417) 836-8444

Cellphone: (417) 839-2091

Asst. VP Student Affairs / Dean of Students

ANDREA WEBER

AndreaWeber@MissouriState.edu

Office: (417) 836-5527

Cellphone: (417) 766-1308

Asst. VP Global Education & Engagement

PAULA MOORE

PaulaMoore@MissouriState.edu

Office: (417) 836-3009

Cellphone: (417) 315-1850

ALTERNATES

MORGAN MARLER

MorganMarler@MissouriState.edu

Office: (417) 836-6368

Cellphone: (417) 872-5468

DANDAN LIU

DandanLiu@MissouriState.edu

Office: (417) 836-8501

Cellphone: (417) 837-9328

TODD REVELL

TRevell@MissouriState.edu

Office: (417) 836-4600

Cellphone: (417) 224-1040

DEE SISCOE

DSiscoe@MissouriState.edu

Office: (417) 836-5526

Cellphone: (214) 918-4470

PATRICK PARNELL

PatrickParnell@MissouriState.edu

Office: (417) 836-6619

Cellphone: (202) 286-5772

Other administrators will be added to the Education Abroad Emergency Response Team as the situation dictates. In the event of an emergency outside of office hours, faculty/staff should call University Safety at (417) 836-5509.

University Safety serves as first responder to events abroad that may affect Missouri State University's travelers by monitoring world events, tracking Missouri State University travelers, taking emergency phone calls, sending alerts or emergency bulletins as needed, and communicating with a variety of stakeholders in the event of a crisis or emergency situation. Coordinates the execution of response plans, and liaises with various departments, such as University Safety, Student Conduct, Magers Health and Wellness Center, Counseling and Testing, and General Counsel.

GENERAL PROCEDURES FOR RESPONSE TO EMERGENCY

The in-country Program Director will most likely be the first person notified or aware of an on-site emergency. The on-site contact should begin a careful process of gathering and reporting information which includes the following:

- Describe the imminent risk
- Describe current status of affected participant(s) (location, physical condition, etc.)
- Describe what monitoring/assistance affected participant(s) is receiving
- Describe what impact this incident has on the entire group/program
- Report on others who may have already been notified of the incident (students, parents, local police, media, etc.)
- Describe urgent need or expected response

The Program Director should call the primary contact person at Missouri State University. In the event of an emergency outside office hours, the Program Director should call University Safety at (417) 836-5509.

The Program Director should consider the following:

- On-site assessment of the situation
- Determination of real or perceived risk
- Health and welfare of participants
- Academic credit and consequences
- Family involvement
- Available alternatives on-site
- Refund policy for the program
- News media
- Missouri State University responsibility

PREVENTION

Missouri State University has several procedures in place to help educate students and prepare them for life in another country, which in turn helps to avoid crisis situations. These procedures include:

- Pre-departure orientation
- Statement of Responsibility, Release, Waiver of Liability & Hold Harmless Agreement
- Participant Off-Campus Study Agreement Form
- Education Abroad Health Questionnaire which is mandatory and must be filed with the Director of Education Abroad. These forms are FERPA protected. Student health information will be given to each program director. Faculty are required to review the information as a means of preparing for emergencies, but protect the information according to FERPA. Faculty are also required to shred the health documents at the program's conclusion and inform Education Abroad accordingly. Education Abroad staff will then shred its copies of the student health forms.
- Ensuring students and program leaders have submitted a copy of their passports to The Office of Education Abroad
- Mandatory enrollment in GeoBlue insurance, which contains international medical, emergency evacuation, and repatriation coverage.

II. ACTION PLANS

STUDENT MISCONDUCT

Definition: Student behavior that results in sufficient disruption to the educational process such that disciplinary action is warranted. Students may be issued a probationary warning or dismissed from an Education Abroad program; the choice should be determined in consultation with the Education Abroad Director and the Vice President of Student Affairs. This is intended to be an interim solution to deal with an urgent situation and does not necessarily impact overall student status. University policies, procedures, and due process for suspension must be considered in any such action.

Examples: Substance or alcohol misuse, tardiness, missing class or group activities.

PREVENTATIVE MEASURES:

- Mandatory pre-departure orientation: establish clear alcohol policies; explain differences in attitude toward drunkenness; encourage students to watch out for each other.
- Acknowledgement and acceptance forms signed by student (Appendix VII).

INFORMATION TO GATHER:

- Describe behaviors/actions at issue.
- Describe consequences of behavior/actions to program.
- Describe warnings or sanctions imposed.
- Describe proposed logistics of student exiting program and transportation issues.

ACTIONS:

- Begin an event log by gathering background information and reporting developments and responses.
- Discuss issue with student by explaining how actions/behaviors are incompatible with success of program.
- If circumstances permit, the student can receive disciplinary probation. If possible, the warning will be issued with another program administrator or faculty member present and signed and dated by the student and Program Director. A warning should include:
 - written document of warning.
 - description of behavior that warrants dismissal or correction.
 - clear expectation that misconduct is not to reoccur.
 - clear indication of probationary status action to take place if student is dismissed (no academic credit, financial cost borne by student, escort to airport, etc.).
- The student may decide to terminate the program and return home at own expense.

STUDENT MISCONDUCT, CONTINUED

ACTIONS, CONTINUED:

- Depending on the severity of issue, student may be dismissed without a probationary warning although it is advisable that Program Director get a second opinion from appropriate contacts at the University before taking such action. The following warnings must be given by the suspending official:
 - You are hereby given disciplinary suspension. This action means you will be barred from the program and must return to the U.S. at your own expense.
 - You may request an appeal hearing from the Vice President of Student Affairs or his/her designee according to the Code of Conduct in the Student Handbook.
 - You will be assisted with housing and travel arrangements for leaving the program.

FOLLOW-UP:

- [Complete an Incident Report](#) (Appendix IX), and recommend to the Vice President of Student Affairs any further disciplinary action.
- If student is dismissed from program, consult with University personnel to ensure student is met at the airport by family to be transported home.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

MENTAL HEALTH

Definition: Student exhibits behaviors symptomatic of mental illness and with sufficient severity to cause concern or is disruptive to others; behaviors symptomatic of alcohol or drug misuse.

Examples: Student threatens, attempts, and/or acknowledges ideation of homicide or suicide; student is unable to participate in class or group activities; behavior causes other participants to fear his/her actions.

PREVENTATIVE MEASURES:

- Mandatory pre-departure orientation discussion on culture shock and psychological strain caused by new environment.
- Student Health Information Form (Appendix X), which is mandatory and must be filed with the Education Abroad Director. These forms are FERPA protected. Student health information will be copied and given to each program director. Faculty are required to review the information as a means of preparing for emergencies, but protect the information according to FERPA. Faculty are also required to shred the health documents at the program's conclusion and inform Education Abroad accordingly. The Office of Education Abroad will then shred its copies of the student health forms.

PREVENTATIVE MEASURES, CONTINUED:

- Students are encouraged to get a thorough mental and physical health screening prior to participation.
- Mandatory enrollment in GeoBlue health insurance, which contains international medical, emergency evacuation, and repatriation coverage.
- Program Director has 24/7 contact information for University Administration.

MENTAL HEALTH, CONTINUED

INFORMATION TO GATHER:

- Description of student behavior (continuing or single incident).
- Description of discussion with student about behavior.
- Discuss nature of concern.
- Ask what the issue may be.
- Determine if student is risk to self or others.
- Response to the request that student voluntarily talk to a counseling professional.
- Determine the student's support network.
- Obtain input / observations from others who have been interacting with the student.
- Refer media inquiries to the University Communications.

ACTIONS:

- Begin an event log: gather background information and report crisis developments and responses. Focus on behavior; do not add personal comments.
- Ensure student is monitored and not left alone.
- Notify Education Abroad Director.
- Contact international health insurance provider to facilitate access to mental health resources.
- Get advice on appropriate medical treatment through consultation with Counseling Department or other mental health professional and/or local hospital or licensed psychologist.
- Obtain consent of family if necessary.
- If student will not voluntarily talk to Program Director (and does NOT appear to be an immediate threat to self or others), clearly state behavioral expectations, keep a log of all communications with student and related incidents, and continue encouragement to seek assistance.

ACTIONS, CONTINUED:

- If disruptive behavior persists, contact the Education Abroad Director for consultation on student dismissal.
- Education Abroad Director will gather pertinent information from on-site Program Director.
- Coordinate the University and/or local response to situation.
- Contact Counseling Department.
- Request the University counselor to call student and/or on-site Program Director for assessment.
- Counselor will make recommendation:
 - If determined to be necessary by University counselor, student should remain in touch with professional until mental health issue is sufficiently resolved.
 - If determined to be appropriate by professional counselor, student should be discharged to care of on-site mental health facility or professional.
- Inform University Administration as appropriate.
- Determine if emergency contact should be notified.
- Assist with any follow-up needed, such as locating on-site counselor, transportation home (U.S. Embassy and insurance company can assist with referrals to medical facilities.)
- If care provided locally, with student's permission, arrange to have written summary of the student's condition and treatment.

MENTAL HEALTH, CONTINUED

FOLLOW-UP:

- Provide written summary to mental health professional.
- Complete Incident Report Form.
- Consult with Counseling Department to determine if referral to a stateside mental health provider is warranted.
- Education Abroad Director debriefs with Program Director, Counselors, and Vice President of Student Affairs and University staff to assess problem, responses, and make program modifications if needed.
- Determine if Code of Conduct was violated and refer to Vice President of Student Affairs for potential disciplinary action.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

INJURY/MAJOR MEDICAL INCIDENT

Definition: An actual or potentially life threatening event or any situation where a loss of consciousness, excessive loss of blood, or an altered breathing pattern occurs.

Examples: Auto/transportation accident, recreational injury, serious illness, drug or alcohol overdose.

PREVENTATIVE MEASURES:

- Mandatory pre-departure orientation instruction on avoiding injury and illness while abroad and Code of Conduct behavioral expectations (Appendix VII).
- Mandatory enrollment in GeoBlue health insurance, which contains international medical, emergency evacuation, and repatriation coverage.
- Students are encouraged to undergo physical and mental health screening prior to program participation.
- Center for Disease Control web address www.cdc.gov/travel provided.
- Familiarize students with the host country's auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.

INJURY/MAJOR MEDICAL INCIDENT, CONTINUED

INFORMATION TO GATHER:

- Describe details of how/when illness/injury occurred
- Where is the student currently?
- What medical treatment was received?
- When and where was medical treatment obtained?
- Who was the attending physician?
- Does the attending physician speak English?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has student's insurance company been contacted?
- Are other participants at risk (physical or psychological)?
- Does victim want to return to U.S.? If so, when?
- What are the consequences of returning to U.S. (medical, academic and financial)?
- Has anyone else been notified of incident (family, University)?
- Is evacuation necessary?

ACTIONS:

- Get student appropriate emergency medical treatment (call for local ambulance or transport to local hospital).
- Seek assistance from relevant Embassy for referral to appropriate medical facilities that meet U.S. standards of care.
- Begin an event log: gather background information and report crisis developments and responses.
- Ensure that student's primary or secondary medical insurance can be used with the provider chosen.
- Contact insurance company.
- Contact Education Abroad Director.
- Provide student with coaching or assistance in contacting family if desired by student.
- Monitor student condition, ensure student has translator if medical care providers do not speak English.
- Continue communication with Education Abroad Director.
- Refer media inquiries to University Communications.
- Circumstances in which family will be contacted:
 - Inability of student to make the decision about calling family (i.e., unconscious or incoherent).
 - Student's life in jeopardy.
 - Death of student.
- Seek guidance/advice from the Embassy and/or insurance company on evacuation decisions
- Establish a central communications contact, coordinating communications with all agencies involved.
- Identify student responsibilities and provide them with descriptions of specific emergency evacuation conditions and plans.
- Communicate specific instructions to students and staff (in writing where appropriate).
- Coordinate in-country transport of students and their belongings where conditions permit such travel.

INJURY/MAJOR MEDICAL INCIDENT, CONTINUED

- Arrange lodging and support services at pre-disembarkation points.
- Coordinate planning and travel arrangements with appropriate Embassy.
- Limit movement of personnel to essential travel associated with emergency.
- Emphasize the importance of staying in familiar territory during an emergency.

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Monitor the student's return home and/or recovery.
- Refer to appropriate Vice President(s) for resolution of financial and academic issues.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

UNEXPLAINED ABSENCE OF A STUDENT

Definition: Student is absent from class or lodging without permission and/or notification of absence.

Examples: Student has not returned to lodging at expected time and did not notify roommate or host family.

PREVENTATIVE MEASURES:

- Mandatory pre-departure discussion includes importance of letting Program Director, host family, and/or other participants of plans and timeframe and the importance of reporting any change in those plans.
- Students will know that attendance at classes and cultural events is mandatory.
- Program Director will have photo and physical description (height, weight, eye and hair color, gender, race, nationality, etc.) of each student.
- Students have emergency card with local contact information.

INFORMATION TO GATHER:

- When and where was the missing person last seen?
- Was she/he seen with someone else?
- Who was the last contact?
- Did the person tell anyone of plans to be absent?
- Does anyone know or have an idea about where the person went?
- How was the person traveling (alone, by train, etc.)?
- What, if any, search efforts have been initiated?
- Has a missing person report been submitted with local police? If so, what agency, what is case number?
- Are there search/rescue services available locally?

UNEXPLAINED ABSENCE OF A STUDENT, CONTINUED

INFORMATION TO GATHER, CONTINUED:

- Has U.S. State Department (or student's home country embassy/consulate) been contacted? If so, State Department contact (name, title, phone number)?
- Has anyone else been notified?

ACTIONS:

- Begin an event log: gather background information and report developments and responses.
- Ask EVERY student if they have any information about the missing student's whereabouts.
- Contact host family or dormitory residence manager.
- Contact local police, if determined necessary, through consultation with on-site director.
- Provide police with student's photograph, description, passport number, and last known whereabouts.
- Notify other faculty and students.
- Determine if rest of group is safe and accounted for.
- Contact the U.S. Embassy.
- Seek assistance from Education Abroad Director and notify appropriate University contacts.
- Consider having the Education Abroad Director contact the student's emergency contact and/or family.
- Refer any media inquiries to the University Communications.

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Depending on reason for absence, refer to Vice President of Student Affairs for possible Code of Conduct disciplinary action.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

ARREST OF A STUDENT

Definition: Student has been legally incarcerated by local authorities.

Examples: Drug or alcohol misuse, sexual misconduct.

PREVENTATIVE MEASURES:

- Mandatory pre-departure orientation discussion that Student Code of Conduct applies while on an education abroad program (Appendix II).
- Familiarize students with the host country's auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.
- Participants are informed during orientation that they are completely subject to the legal jurisdiction of the host country. Education Abroad Director or designee discusses the laws and customs of destination countries during orientation.
- Students report if they were subject to disciplinary action at any University attended.
- The Office of Education Abroad determines if students should participate in program through consultation with University faculty and administrators.
- Students are told to contact the Program Director immediately if an incident occurs.

INFORMATION TO GATHER:

- Describe nature of incident leading to participant's legal incarceration.
- Has the participant been detained or arrested?
- What agency has made arrest / detention? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses?
- What rights have been granted?
- Has the U.S. Embassy/consulate been notified? If yes, name, title, and phone number?
- What advice has the U.S. Embassy/consulate given?
- Is a representative from the Embassy/consulate able to participant? If so, name and phone number?
- Has the participant been given legal representation? If so, name and phone number?
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media)?
- Does the student want coaching or assistance in contacting family?

ARREST OF A STUDENT, CONTINUED

ACTIONS:

- Begin an event log: gather background information and report developments and responses.
- Obtain as much information as possible from local authorities.
- Contact the U.S. Embassy/Consulate to obtain legal representation for student and to guarantee student's rights and humane treatment according to internationally accepted standards (If student is non-U.S. citizen, contact student's home country Consulate).
- Contact Education Abroad Director.
- Contact host staff.
- Verify that student is obtaining legal representation with the U.S. Embassy.
- Assist the student in contacting family.
- Refer family to Dean of Students.
- Assist the student in contacting appropriate Embassy.
- Visit student if possible and appropriate.
- Refer any media inquiries to University Communications.

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Evaluate whether student should continue to be enrolled in education abroad program.
- Evaluate with Vice President of Student Affairs whether student should be referred for possible Code of Conduct disciplinary action.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

NATURAL DISASTER, CIVIL UNREST, OR TERRORISM

Definition: Activity that causes the program to be canceled because of safety and/or health reasons.

Examples: Hurricane, flooding, earthquake, fire, volcanic eruption, rioting, or terrorism.

PREVENTATIVE MEASURES:

- Monitor international security news and review travel advisory for the host country <http://travel.state.gov/travel>.

NATURAL DISASTER, CIVIL UNREST, OR TERRORISM, CONTINUED

PREVENTATIVE MEASURES, CONTINUED:

- Hold mandatory pre-departure orientation discussion of potential risks and steps taken to mitigate such risks.
- Emergency contact information for all students and University Administration maintained by the Program Director.
- Mandatory enrollment in GeoBlue health insurance, which contains international medical, emergency evacuation, and repatriation coverage.

INFORMATION TO GATHER:

- What is the nature of the unrest / disaster?
- Is the group directly threatened or in imminent danger?
- Where is the group currently located?
- Are all participants accounted for and aware of risk?
- What advice have participants been given for response/precaution?
- What advice has the host institution given?
- Has the U.S. Embassy been notified? If so, date and time? Contact person and phone number?
- What advice has U.S. Embassy given?
- Have local authorities imposed protections and/or restrictions?
- Is travel restricted?
- Is evacuation desirable? If so, when, where, how?

ACTIONS:

- Begin an event log: gather background information and report crisis developments and responses.
- Contact all students to determine needs of each.
- Determine local emergency plan (listen to news, meet at contingency location and seek advice from host institution, and call U.S. and relevant embassies).
- Contact Education Abroad Director and University/Public Safety to determine next steps.
- Monitor the U.S. Embassy and State Department home pages for current information.
<http://travel.state.gov/travel>.
- Seek guidance/advice from the Embassy and/or insurance carriers on evacuation decision. The faculty's first point of contact regarding emergency evacuations should be GeoBlue insurance. If the State Department is used to coordinate evacuations, evacuees will be billed for the service, and evacuation procedures may not be timely.
- Establish central communications contact.
- Identify student responsibilities and provide them with descriptions of specific emergency evacuation conditions and plans.
- Communicate specific instructions to students and staff (in writing where appropriate).
- Collaborate with the emergency evacuation insurance provider to coordinate in-country transport of students and their belongings where conditions permit such travel.

NATURAL DISASTER, CIVIL UNREST, OR TERRORISM, CONTINUED

- Arrange lodging and/or support services at pre-disembarkation points.
- Coordinate travel arrangements to safe haven countries/regions with GeoBlue Worldwide, Inc.
- Limit movement of personnel to essential travel associated with emergency.
- Emphasize the importance of staying in familiar territory during an emergency.
- Maintain a detailed log of actions taken.
- Refer media inquiries to University Communications.

EDUCATION ABROAD DIRECTOR:

- Contact Program Director and clarify emergency plan.
- Contact students to offer direct support if appropriate.
- Contact U.S. Consulate / State Department.
- Contact Emergency Response Team.
- Serve as the clearinghouse of communication.

VICE PRESIDENT OF STUDENT AFFAIRS:

- Communicate with family of students and determine if referral to the State Department's Office of American Citizens Services is helpful.
- Coordinate communication with University Communications.

UNIVERSITY COMMUNICATIONS:

- Approve information to be shared with University personnel during and after the crisis.
- Communicate with Education Abroad Director, University President and General Counsel for authorization to release information.
- Prepare formal statement and disseminate press release.
- Plan and coordinate press interviews.
- Maintain communication with Vice President of Student and Academic Affairs.
- Establish and maintain a clearinghouse for calls and requests from families, the community and the media and refer those to the appropriate person or place.

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Provide needed counseling services to students; EAP for faculty/staff.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

CRIMES AGAINST A PARTICIPANT

Definition: Program participant is victim of crime.

Examples: Pick-pocketing or robbery.

PREVENTATIVE MEASURES:

- Mandatory pre-departure orientation providing crime and security information for destination country.
- Encourage students to be aware of surroundings and not to display cash, wear expensive jewelry, and leave packages or bags unattended. Program participants should consider carrying cash, credit cards, plane tickets, and passport in a secure pouch that is attached securely and carried out-of-sight underneath clothing. In addition, participants should diversify their cash- and document-carrying methods; e.g. put some cash and credit cards in a secure pouch, put some emergency cash underneath the insole of their shoes, etc. If students or faculty members need to carry a bag with other essential items, there are several types of cross-body bags available that are reinforced with steel-side panels and straps to prevent slash-and-grab-theft.
- Encourage students to take limited amount of credit cards, cash, jewelry, etc. Participants should not bring anything with them that they consider irreplaceable.
- Encourage participants to make copies of passport, credit cards, flight information, and other travel, health, or safety documents and leave with a responsible family member or friend. In addition, students and faculty members should consider storing this information in an electronic “cloud” or other secure but accessible location for emergency retrieval.
- Check Department of State website prior to departure for up-to-date safety and security information. (<http://www.travel.state.gov>)
- Know location of nearest U.S. Embassy or Consulate for passport replacement.
- Familiarize students with the host country’s auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.

INFORMATION TO GATHER:

- Police report information and any necessary follow-up action.

ACTIONS:

- Get student medical attention.
- Begin an event log: gather background information and report developments and responses.
- Submit notification/report to local law enforcement.
- Make appropriate contacts to report/replace stolen items (passport, credit cards, tickets).• Contact Education Abroad Director.
- Report stolen passport and/or other documents to U.S. (or relevant) embassy/consulate.
- Seek assistance from insurance company and/or embassy or consulate to replace passport and/or other travel documents as soon as possible, before leaving the host country.• Assist the student in contacting family.
- Provide appropriate emotional and financial support to student.
- Notify other students and staff as needed.
- Report significant crimes against a student to the Director of University Safety.
- Refer any media inquiries to University Communications.

CRIMES AGAINST A PARTICIPANT, CONTINUED

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

PHYSICAL OR SEXUAL ASSAULT

Definition: Physical assault or sexual harassment and/or assault by fellow participant or local citizen.

PREVENTATIVE MEASURES:

- Mandatory pre-departure orientation will include: Information on local culture, customs, religious and moral standards, safety and security, and crime statistics.
- Provide MSU information about [Sexual Assault Prevention and Education](#) and review the [Code of Students Rights and Responsibilities](#).
- Provide the NAFSA publication, Sexual Health Abroad
- Confirm that crimes will be reported to local police.
- Discuss local legal systems.
- Provide website address for victim assistance programs in 20 countries: <http://www.vaonline.org>.

INFORMATION TO GATHER:

- What are known details of incident?
- Has person obtained medical assistance? If so, where, what?
- Has incident been reported to local law enforcement? If so, what agency and case number?
- Is counseling available? In English? If so, contact name, and phone number?
- Are there witnesses? If so, have they reported, do they need counseling?
- Does victim want to return to the United States? If so, when?
- What are consequences of leaving the program (academic and financial)?
- Has anyone else been notified of this incident (family, media, insurance company, etc.)?
- Is the person allegedly responsible an Missouri State University student, faculty or staff member?

ACTIONS:

- Get victim immediate medical treatment at local hospital and contact GeoBlue Worldwide, Inc.
- Report attack to local police.
- Begin an event log: gather background information and report crisis developments and responses.
- Seek assistance from the relevant Embassy or Consulate.
- Address safety concerns of victim and provide emotional assistance.
- Inform Education Abroad Director who will work with University officials as appropriate.
- Assist in contacting family if desired.
- If another program participant contributed towards the injury, review section on student dismissal and/or consult with Education Abroad Director about employee sanctions.

PHYSICAL OR SEXUAL ASSAULT, CONTINUED

- Determine who else in the program needs to know and provide information and support to other program participants affected as appropriate.
- Continue with necessary medical and/or mental health treatment.
- Determine if victim wants to leave the program early and assist with any necessary travel arrangements.
- Refer media inquiries to University Communications.
- Report to Title IX Coordinator.

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Verify that victim returned home safely.
- Refer victim for additional counseling.
- Report alleged criminal behavior to Dean of Students for potential discipline.
- Refer victim to the state's website for possible compensation and victim assistance: <http://www.dps.mo.gov/dir/programs/cvc/>
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

DEATH OF A STUDENT ON A FACULTY DIRECTED PROGRAM

PREVENTATIVE MEASURES:

- Program Directors must complete an Emergency Response plan that includes the location of the U.S. Embassy, closest medical facility to program destination, and the top three causes of American deaths in the program country based on the U.S. State Dept. statistics, which will inform country specific orientation.
- Students must attend a mandatory Education Abroad pre-departure orientation.
- Students must attend a mandatory program director pre-departure orientation.
- Education Abroad will enroll all participants in GeoBlue health insurance, which contains international medical, emergency evacuation, and repatriation coverage.
- Education Abroad will enroll all faculty-directed Education Abroad program recipients in the U.S. State Department STEP program.
- Education Abroad will identify potential points of contact within the region and/or within MSU that are familiar with the laws, customs and language that could provide in-country assistance in an emergency.
- Education Abroad will identify potential Go-Team members to ensure they have a valid passport, willingness to serve if available, and other special considerations.
- Students are encouraged to take advantage of Magers Health and Wellness Center's free Education Abroad travel consultation services prior to departure. Students are also encouraged to get mental screening prior to trip for assessment of ability to participate and/or secure appropriate on-site resources.

PREVENTATIVE MEASURES:

- Program Directors must complete an Emergency Response plan that includes the location of the U.S. Embassy, closest medical facility to program destination, and the top three causes of American deaths in the program country based on the U.S. State Dept. statistics, which will inform country specific orientation.

ACTIONS:

Program Director

The death of a student is the ultimate tragedy. It is a rare instance, and Missouri State relies heavily on guidance from the Policy Group and the U.S. Embassy.

Do not immediately reach out to family members and emergency contacts. WAIT FOR DIRECTION. Do not speak to the press. All request must go through University Communications. Do not post information on social media. Instruct students not to post. Do gather information regarding circumstances as best you can – inquire but do not investigate.

- Contact Education Abroad Director [Elizabeth Strong at \(417\) 836-6368 or \(417\)225-8430 \(cell\)](#).
- Contact the U.S. Embassy, per your approved Emergency Response Plan.
- Document the following:
 - Time, location and manner of death
 - Current location of the remains
 - Whether an autopsy is required
 - Keep an event log of events in country
- Meet with program participants (as a group or individually) to ensure their safety and care.
- Request that other program participants not discuss the incident on social media until family can be notified. This is important because social media posts may be inaccurate, and may cause undue stress for family members. Additionally, this news should be received from the U.S. Embassy or the Dean of Students, with experience in emotionally supporting family members as difficult news is communicated.
- Determine if on-site counseling is available for other program participants.
- Gather belongings of deceased participant for repatriation.
- Be available 24/7 to Missouri State and the participants; expect the follow up from this incident to be all-consuming for at least several days after the incident
- Complete the [Incident Report Form](#).

Education Abroad Director

- Serve as primary contact person
- Contact Emergency Response Team (ERT)
- Begin an event log: gather background information and report crisis developments and responses.
- Contact GeoBlue to coordinate repatriation of remains, which is covered in the MSU policy. Coordinate repatriation of remains between GeoBlue and U.S. State Dept.
- Refer media inquiries to University Communications.

Vice President for Community and Global Partnerships

- Contact Policy Group
- Serve as liaison between Policy Group and ERT
- Coordinate a Go Team as warranted.

Dean of Students

- Serve as the Family Liaison
- Notify the family if the Embassy has not yet done so.
- Put into place the University bereavement protocols.
- Arrange for counseling for other program participants and program director(s).

Provost

- Communicate death to department head and dean respective to student's major/minor.
- Request that academic administrators and faculty refrain from discussing the incident on social media as all communication will be released from University Communications.
- Collaborate with program director regarding the academic consequences of the death. The Vice President for Community and Global Partnerships, Dean of Students and the Education Abroad Director will serve in conductive roles regarding decision that include: Will program continue in country? If so, does the program director need additional support?

Vice President for Marketing and Communications

- Serve as public information officer
- Prepare the messages for release to the media as the Policy Group directs

General Counsel

- Approving ERT decisions before action is taken
- Advise
- Reach out to local attorney

FOLLOW-UP:

- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

DEATH OF A PROGRAM DIRECTOR

PREVENTATIVE MEASURES:

- Program Directors must complete an Emergency Response plan that includes the location of the U.S. Embassy, closest medical facility to program destination, and the top three causes of American deaths in the program country based on the U.S. State Dept. statistics, which will inform country specific orientation.
- If the program is directed by a single director, the Program Director must identify a student leader to assume responsibility if the Program Director becomes incapacitated.
- Student leader must be equipped with the Program Director's Emergency Response Plan, Education Abroad Death of a Program Director Emergency Response Plan, the Education Abroad Director's contact information, and the Program Director's emergency contact information.
- Students must attend a mandatory Education Abroad pre-departure orientation.
- Students must attend a mandatory program director pre-departure orientation.
- Education Abroad will enroll all participants in GeoBlue health insurance, which contains international medical, emergency evacuation, and repatriation coverage.
- Education Abroad will enroll all short-term faculty-directed program recipients in the U.S. State Department STEP program.
- Education Abroad will identify potential points of contact within the region and/or within MSU that are familiar with the laws, customs and language that could provide in-country assistance in an emergency.

- The Vice President for Community and Global Partnerships will identify potential Go-Team members to ensure they have a valid passport, willingness to serve if available, and other special considerations.
- Program Directors and students are encouraged to take advantage of Magers Health and Wellness Center's free Education Abroad travel consultation services prior to departure. Students are also encouraged to get mental screening prior to trip for assessment of ability to participate and/or secure appropriate on-site resources.

Student Leader

The death of a program director is an ultimate tragedy. It is a rare instance, and Missouri State relies heavily on guidance from the Policy Group and the U.S. Embassy.

Do not immediately reach out to family members and emergency contacts. WAIT FOR DIRECTION. Do not speak to the press. All request must go through University Communications. Do not post information on social media. Instruct students not to post. Do gather information regarding circumstances as best you can – inquire but do not investigate.

- Contact Education Abroad Director Elizabeth Strong at (417) 836-6368 or (417)225-8430 (cell).
- Contact the U.S. Embassy, per the Program Director's approved Emergency Response Plan.
- Document the following:
 - Time, location and manner of death
 - Current location of the remains
 - Whether an autopsy is required
 - Keep an event log of events in country
- Meet with program participants (as a group or individually) to ensure their safety and care.
- Request that other program participants not discuss the incident on social media until family can be notified. This is important because social media posts may be inaccurate, and may cause undue stress for family members. Additionally, this news should be received from the U.S. Embassy or the Dean of Students, with experience in emotionally supporting family members as difficult news is communicated.
- Collaborate with the Education Abroad Director to determine if on-site counseling is available for other program participants.
- Gather belongings of deceased participant for repatriation.
- Be available 24/7 to Missouri State and the participants; expect the follow up from this incident to be all-consuming for at least several days after the incident

Education Abroad Director

- Serve as primary contact person
- Contact Emergency Response Team (ERT)
- Begin an event log: gather background information and report crisis developments and responses.
- Contact GeoBlue to coordinate repatriation of remains, which is covered in the MSU policy. Coordinate repatriation of remains between GeoBlue and U.S. State Dept.
- Refer media inquiries to University Communications.
- Complete the Incident Report Form.

Vice President for Community and Global Partnerships

- Contact Policy Group
- Serve as liaison between Policy Group and ERT
- Coordinate a Go Team as warranted.

Dean of Students:

- Serve as the Family Liaison
- Notify the family if the Embassy has not yet done so.
- Put into place the University bereavement protocols.
- Arrange for counseling for other program participants and program director(s).

Provost

- Communicate death to department head and dean respective to program director's academic appointment.
- Request that academic administrators and faculty refrain from discussing the incident on social media as all communication will be released from University Communications.
- Collaborate with Vice President of Student Affairs and the Dean of Students regarding the academic consequences of the death. Will program continue in country with another program director? If so, will the substitute program director need additional support?

Vice President for Marketing and Communications

- Serve as public information officer
- Prepare the messages for release to the media as the Policy Group directs

General Counsel

- Approving ERT decisions before action is taken
- Advise
- Reach out to local attorney

FOLLOW-UP

- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

DEATH OF A STUDENT ON A SEMESTER OR YEAR-LONG PROGRAM

PREVENTATIVE MEASURES:

- Students must attend a mandatory Education Abroad pre-departure orientation.
- Education Abroad will enroll all participants in GeoBlue health insurance, which contains international medical, emergency evacuation, and repatriation coverage.
- Education Abroad directs students to enroll in the U.S. State Department STEP program.
- Education Abroad will identify potential points of contact within the region and/or within MSU that are familiar with the laws, customs and language that could provide in-country assistance in an emergency.
- The Vice President for Community and Global Partnerships will identify potential Go-Team members to ensure they have a valid passport, willingness to serve if available, and other special considerations.
- Review travel advisory for the host country (<http://travel.state.gov/travel>).
- Students are encouraged to get mental and physical health screening prior to trip for assessment of ability to participate and/or secure appropriate on-site resources.

Education Abroad Director

- Serve as primary contact person
- Contact U.S. Embassy
- Contact Emergency Response Team (ERT)
- Begin an event log: gather background information and report crisis developments and responses.
 - Time, location and manner of death
 - Current location of the remains
 - Whether an autopsy is required
 - Keep an event log of events in country
- Contact GeoBlue to coordinate repatriation of remains, which is covered in the MSU policy. Coordinate repatriation of remains between GeoBlue and U.S. State Dept.
- Refer media inquiries to University Communications.
- Complete the Incident Report Form.

Vice President for Community and Global Partnerships

- Contact Policy Group
- Serve as liaison between Policy Group and ERT
- Coordinate a Go Team as warranted.

Dean of Students:

- Serve as the Family Liaison
- Notify the family if the Embassy has not yet done so.
- Put into place the University bereavement protocols.
- Arrange for counseling for other program participants and program director(s).

Provost

- Communicate death to department head and dean respective to student's major/minor.
- Request that academic administrators and faculty refrain from discussing the incident on social media as all communication will be released from University Communications.
- Collaborate with program director regarding the academic consequences of the death. The Vice President for Community and Global Partnerships, Dean of Students and the Education Abroad Director will serve in conductive roles regarding decision that include: Will program continue in country? If so, does the program director need additional support?

Vice President for Marketing and Communications

- Serve as public information officer
- Prepare the messages for release to the media as the Policy Group directs

General Counsel

- Approving ERT decisions before action is taken
- Advise
- Reach out to local attorney

FOLLOW-UP

- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

KIDNAPPING / HOSTAGE SITUATION

Definition: A participant is verified to be a victim of kidnapping or hostage-taking.

PREVENTATIVE MEASURES:

- Review the travel advisory for the host country <http://www.travel.state.gov>.
- Mandatory pre-departure orientation discusses the potential risks to students and faculty/staff.
- Kidnap & ransom insurance purchased by MSU.
- Familiarize students with the host country's auto/accident policies/rules to avoid putting student in a volatile situation while traveling.

INFORMATION TO GATHER:

- What verification do you have that a kidnapping has taken place?
- Have kidnappers identified themselves?
- Have the kidnappers made ransom request? If yes, what?
- Has the U.S. (or relevant) Embassy been notified? If so, when, contact person, phone number?
- What is the U.S. Embassy response/advice?
- Has local law enforcement been notified? If so, when, contact person and phone number?
- Is negotiation support available on-site?

ACTIONS:

- Verify that the student has been kidnapped or held as hostage.
- Assess risk to other program participants.
- Immediately contact the Education Abroad Director.
- Contact on-site host, if appropriate.
- Begin an event log. Gather background information and report crisis developments and response.
- Contact the U.S. (or relevant) Embassy/Consulate.
- Contact local police and other law enforcement authorities in the country.
- Provide emotional support to other students in the group.
- Refer any media inquiries to the University Communications.
- Report to Director of University Safety.

Education Abroad Director:

- Notify the University President, Director of University Safety, and Vice President of Student Affairs.
- Follow-up with Program Director and relevant Embassy/Consulate as needed.
- Notify Provost and Vice President of Administrative Services.
- Notify University Communications.
- Notify other Emergency Response Team members as needed.
- Notify family and/or emergency contact.
- Determine if MSU should work with private crisis Response organizations.
- Determine if other participants need to return to US immediately.
- Determine if additional University personnel are needed on site.

FOLLOW-UP:

- Provide needed counseling services to students; Employee Assistance Program for faculty/staff.
- Complete [Incident Report Form](#).
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

DEATH OR SERIOUS ILLNESS OF FAMILY MEMBER

Definition: A family emergency that may warrant a return to home country. Responses will differ, depending on whether the participant or the Education Abroad Director is notified of the situation first.

Examples: Death or serious injury/illness of a family member

PREVENTATIVE MEASURES:

- Contact information for all program participants is maintained by the Education Abroad Director.
- Participants are asked to tell family to direct any concerns first to the Education Abroad Director.

INFORMATION TO GATHER:

- Who is family member? What relation to student/staff?
- What is family issue?
- Is counseling available locally for student/staff? Is on-phone counseling desired?
- Does participant want to return to U.S.?
- What are consequences of returning to U.S. (academic and financial)?

ACTIONS:

- Begin an event log: gather background information and report developments and responses.
- Discuss details privately with involved person.
- Offer options: return home immediately, receive counseling support, monitor situation daily.
- Monitor student/staff's mental health and offer on-phone or local counseling.
- Consult with Education Abroad Director on effect of news and choices made.
- If necessary, assist in making travel arrangements.
- Determine how student/staff will be transported to desired destination.
- Report to Director of University Safety

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Verify that person was safely delivered to the desired destination.
- Consult with Vice President of Academic Affairs on possible academic impact.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

PANDEMIC OR REGIONAL HEALTH THREAT

Definition: A serious, widespread viral or bacterial outbreak that causes severe illness or death. To slow the spread, countries may bar entry or require quarantine after arrival.

Examples: H1N1 flu virus, cholera, etc.

PREVENTATIVE MEASURES:

- Mandatory enrollment in GeoBlue health insurance, which contains international medical, emergency evacuation, and repatriation coverage.
- Contingency policy and plans for late cancellation of trip, quarantine after arrival, or if entry into country is prohibited.
- Procedures in place for accessing funds through ATM access to U.S. bank account.
- Students are encouraged to undergo physical and mental health screening before traveling prior to program for assessment by Education Abroad Program staff about participation.
- Mandatory pre-departure orientation discussion on
 - preparing for possible quarantine,
 - avoidance of illness,
 - availability of prescription medication,
 - wareness of sanitary conditions of lodging and food
 - preventative, common-sense behaviors, like washing hands and using hand sanitizer.
- Monitoring of State Department (www.travel.state.gov) and Center for Disease Control (www.cdc.gov/travel) websites for travel warnings and alerts.

Situation A: Quarantined upon arrival and no one in group is ill.

INFORMATION TO GATHER:

- Where are you required to stay? For how long?
- How will group be monitored for symptoms?
- What lodging and food accommodations must be provided? By whom?
- Are there serious health concerns if participants share rooms?

ACTIONS:

- Begin an event log; gather information; report situation development and responses.
- Contact the Education Abroad Director immediately.
- Notify the relevant Embassy/Consulate and insurance company.
- Notify on-site hosts of situation.
- Make necessary decisions about lodging and providing food for group.
- Remain in contact with local authorities and update the Education Abroad Director and on-site host of ongoing situation.
- Depending on length of quarantine, consult with Education Abroad Director for decision on continuation of program once quarantine is lifted.
- Monitor physical and mental/emotional health of participants.
- Refer media inquiries to University Communications.

Education Abroad Director:

- Notify the Emergency Response Team.
- Notify family and act as clearinghouse for further updates.
- Ensures that University provides unanticipated lodging and food costs.
- Coordinates with Emergency Response Team to determine if program should continue or be aborted.

FOLLOW-UP:

- Complete Incident Report (Appendix VIII).
- Refer to Provost and Vice President of Student Affairs for resolution of financial and academic issues.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Situation B. Upon arrival, entry into host country is prohibited.

INFORMATION TO GATHER:

- Reason for barring entry. For how long?
- What can group do in meanwhile? Stay at airport? Stay in nearby hotel? What meal accommodations can be made?
- What return flight arrangements can be made? Additional expenses incurred?

ACTIONS:

- Contact and consult with the Education Abroad Director immediately.
- Begin an event log; gather information; report situation development and responses.
- Contact the U.S. Embassy/Consulate and insurance company for assistance.
- Contact on-site host.
- Make travel arrangements to return home or secure lodging and food for group if denial of entry is anticipated to be short.
- Refer media inquiries to University Communications.

Education Abroad Director:

- Notify the Emergency Response Team.
- Coordinates with Emergency Response Team to make a decision whether to wait out the delayed entry or to have group return home.
- Ensures that financial arrangements are made for lodging and meals and/or surcharges on early flight home.

FOLLOW-UP:

- Complete Incident Report Form.
- Refer situation to Provost and Vice President of Student Affairs for resolution of financial and academic issues.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

LATE CANCELLATION OF A PROGRAM

Definition: The decision to cancel the program is made after refund deadlines or a Level 4 travel advisory is issued after the program has begun.

Examples: Natural disaster, regional health, or security threat.

PREVENTATIVE MEASURES:

- Monitor the situation in the host country closely (<http://travel.state.gov/travel>).
- Establish a contingency plan if decision to cancel is made after refund deadlines.
- Work with travel agency to get group rates, but students buy, and subsequently own, tickets in their name.
- Verify that student health insurance is in effect in case of a travel warning. Education Abroad's mandatory GeoBlue medical, evacuation, and repatriation coverage is still valid if a travel warning goes into effect after the trip has begun.

INFORMATION TO GATHER:

- Why has travel advisory been issued?
- What is the anticipated timeline of travel advisory?
- Is safety of the group an immediate concern?
- Has the U.S. Embassy/Consulate been contacted? What advice was given?

ACTIONS:

- Begin an event log; gather information; report situation development and responses.
- Consult with Education Abroad Director for decision making.
- Evaluate security and consider ability of program to provide a safe, educational, and positive experience to students.
- Make decision to continue or cancel program.
- If evacuation is needed, contact GeoBlue Worldwide, Inc. for recommendations and arrangements.
- Arrange travel plans for group, if an emergency evacuation is not required.
- Refer media inquiries to University Communications.

Education Abroad Director:

- Provide emergency funds if needed for changes in travel plans post-departure.

FOLLOW-UP:

- Complete [Incident Report Form](#).
- Refer participants to Provost and Vice President for Student Affairs for resolution of academic and financial issues.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

APPENDIX I: EMERGENCY CONTACT INFORMATION

PLEASE NOTE: The first point(s) of contact in an emergency should be the Education Abroad Director and GeoBlue Worldwide, Inc. If you are abroad and using a landline, you will need to dial your country's exit code, plus destination country code (U.S. code is "1"), plus the area code, plus the 7-digit US number.

Education Abroad 8 am–5 pm M-F: (417) 836–6368

Program Directors will have the Education Abroad Director's mobile number, but can also call MSU's University Safety, 24/7, at 417.836.5509, and the person staffing that line will be able to reach the Education Abroad Director and/or other appropriate university officials.

GeoBlue, 24-hour hotline (call collect): +1 (610) 263–2847

24-hour hotline toll free within the United States: +1 (844) 268–2686

INDIVIDUAL PROGRAMS' BASIC/EMERGENCY CONTACT INFORMATION

CHINA PROGRAMS (MSU)

24/7: (417) 836-5509 (Primary)

Office: (417) 836–6368

Qingdao University:

Fang Wang (calling from U.S.): 011 86 152 6532 7680

Liaoning Normal University:

- Mike Coutts (calling from U.S.): 156-6865-3750

- Brandon Flint: +86-18840909344

www.missouristate.edu/EducationAbroad

INTERNATIONAL BUSINESS PROGRAMS (IBP) (MSU)

24/7: (Mary Tomerlin, Director, IBP): 417.209.5729 or

(Associate Dean Kent Ragan): 417.861.9988

Office: 417.836.6598

<http://ibp.missouristate.edu/>

INTERNATIONAL STUDIES ABROAD (ISA)

Office: 512.480.8522

<http://studiesabroad.com/>

INTERNATIONAL STUDENT EXCHANGE PROGRAM (ISEP)

24/7: 301.681.2388

Office: 703.504.9960

<http://www.isep.org/>

KCP INTERNATIONAL JAPANESE LANGUAGE SCHOOL

Office: 360.647.0072

<http://www.kcpinternational.com/>

MASARYK UNIVERSITY, CZECH REPUBLIC

Office: +420 549 49 1111

http://www.muni.cz/international_students

UNIVERSITY OF ROEHAMPTON

24/7: +44 (0) 208 392 3333

<https://www.roehampton.ac.uk/roehamptonabroad/undergraduate/>

OXFORD-BROOKES UNIVERSITY, UNITED KINGDOM

Office: +44 (0) 1865 484681

<http://www.brookes.ac.uk/international/>

STUDY ABROAD ITALY (SAI)

24/7:

-Florence: +39 3357146421

-Rome: +39 3357146450

-Milan: +39 3357146700

-London: +39 3357146700

-Sorrento: +39 339 187 0807

-Siena: +39 348 918 9497

<http://www.saiprograms.com/>

THEATRE ACADEMY LONDON—AFFILIATED WITH FLORIDA STATE UNIVERSITY

24/7: 850.644.1234 (Florida State University Police Department)

Office: 850.644.3272

<http://international.fsu.edu/london/tal/index.html>

FEDERATION UNIVERSITY, AUSTRALIA

Office: +61 3 53 27 9018

<http://federation.edu.au/international/study-at-feduni>

UNIVERSITY OF TASMANIA, AUSTRALIA

24/7:

-Hobart: +61 3 6226 7600

-Launceston: +61 3 6324 3336

<http://www.international.utas.edu.au/>

UNIVERSITY STUDIES ABROAD CONSORTIUM (USAC)

24/7: 1.866.404.8722 or 775.784.6569

<http://usac.unr.edu/>

APPENDIX II: INTERNATIONAL PHONE CALLS

From the USA and Canada dial: 011 + Country Code (CC) + phone number (If phone number begins with a “0,” this digit may need to be dropped when dialing internationally).

From all other countries dial: Exit Code (EC) + Country Code (CC) + phone number (If phone number begins with a “0,” this digit may need to be dropped when dialing internationally).

~ Indicates that you must wait for a second tone

COUNTRY	CC	EC
Afghanistan	93	00
Albania	355	00
Algeria	213	00
American Samoa	684	00
Andorra	376	00
Angola	244	00
Anguilla	264*	011
Antarctica	672	
Antigua	268*	011
Argentina	54	00
Armenia	374	00
Aruba	297	00
Ascension Island	247	00
Australia	61	0011
Austria	43	00
Azerbaijan	994	00
Bahamas	242*	011

COUNTRY	CC	EC
Georgia	995	8~10
Germany	49	00
Ghana	233	00
Gibraltar	350	00
Greece	30	00
Greenland	299	00
Grenada	473*	011
Guadeloupe	590	00
Guam	671*	011
Guantanamo Bay	5399	00
Guatemala	502	00
Guinea	224	00
Guinea Bissau	245	00
Guyana	592	001
Haiti	509	00
Honduras	504	00
Hong Kong	852	001

COUNTRY	CC	EC
Nigeria	234	009
Niue	683	00
Norfolk Island	672	00
Norway	47	00
Oman	968	00
Pakistan	92	00
Palau	680	011
Palestine	970	00
Panama	507	00
Papua New Guinea	675	05
Paraguay	595	002
Peru	51	00
Philippines	63	00
Poland	48	00
Portugal	351	00
Puerto Rico	787/ 939*	011
Qatar	974	00

Bahrain	973	00
Bangladesh	880	00
Barbados	246*	011
Barbuda	268*	011
Belarus	375	8~10
Belgium	32	00
Belize	501	00
Benin	229	00
Bermuda	441*	011
Bhutan	975	00
Bolivia	591	00
Bosnia	387	00
Botswana	267	00
Brazil	55	00
British Virgin Islands	284*	011
Brunei	673	00
Bulgaria	359	00
Burkina Faso	226	00
Burma (Myanmar)	95	00
Burundi	257	00
Cambodia	855	001
Cameroon	237	00
Canada	1	011
Cape Verde Islands	238	0
Cayman Islands	345*	011
Central African Rep.	236	00
Chad	235	15
Chile	56	00
China	86	00
Christmas Island	61	0011
Cocos Islands	61	0011
Colombia	57	00

Hungary	36	00
Iceland	354	00
India	91	00
Indonesia	62	001/ 008
Iran	98	00
Iraq	964	00
Ireland	353	00
Israel	972	00
Italy	39	00
Ivory Coast	225	00
Jamaica	876*	011
Japan	81	001
Jordan	962	00
Kazakhstan	7	8~10
Kenya	254	000
Kiribati	686	00
Korea, North	850	00
Korea, South	82	001
Kuwait	965	00
Kyrgyzstan	996	00
Laos	856	00
Latvia	371	00
Lebanon	961	00
Lesotho	266	00
Liberia	231	00
Libya	218	00
Liechtenstein	423	00
Lithuania	370	00
Luxembourg	352	00
Macau	853	00
Macedonia	389	00
Madagascar	261	00
Malawi	265	00

Reunion Island	262	00
Romania	40	00
Russia	7	8~10
Rwanda	250	00
St. Helena	290	00
St. Kitts	869*	011
St. Lucia	758*	011
St. Perre & Miquelon	508	00
St. Vincent	784*	011
San Marino	378	00
Sao Tome & Principe	239	00
Saudi Arabia	966	00
Senegal	221	00
Serbia	381	99
Seychelles	248	00
Sierra Leone	232	00
Singapore	65	001
Slovakia	421	00
Slovenia	386	00
Solomon Islands	677	00
Somalia	252	00
South Africa	27	09
Spain	34	00
Sri Lanka	94	00
Sudan	249	00
Suriname	597	00
Swaziland	268	00
Sweden	46	00
Switzerland	41	00
Syria	963	00
Taiwan	886	002
Tajikistan	992	8~10

Comoros	269	00
Congo	242	00
Congo, Dem. Rep. of	243	00
Cook Islands	682	00
Costa Rica	506	00
Croatia	385	00
Cuba	53	119
Cyprus	357	00
Czech Republic	420	00
Denmark	45	00
Diego Garcia	246	00
Djibouti	253	00
Dominica	767*	011
Dominican Rep.	809*	011
Ecuador	593	00
Egypt	20	00
El Salvador	503	00
Equatorial Guinea	240	00
Eritrea	291	00
Estonia	372	00
Ethiopia	251	00
Faeroe Islands	298	00
Falkland Islands	500	00
Fiji Islands	679	00
Finland	358	00
France	33	00
French Antilles	596	00
French Guiana	594	00
French Polynesia	689	00
Gabon	241	00
Gambia	220	00

Malaysia	60	00
Maldives	960	00
Mali	223	00
Malta	356	00
Mariana Islands	670*	011
Marshall Islands	692	011
Martinique	596	00
Mauritania	222	00
Mauritius	230	00
Mayotte Islands	269	00
Mexico	52	00
Micronesia	691	011
Midway Island	808*	011
Moldova	373	00
Monaco	377	00
Mongolia	976	001
Montserrat	664*	011
Morocco	212	00
Mozambique	258	00
Myanmar (Burma)	95	00
Namibia	264	00
Nauru	674	00
Nepal	977	00
Netherlands	31	00
Netherlands Antilles	599	00
Nevis	869*	011
New Caledonia	687	00
New Zealand	64	00
Nicaragua	505	00
Niger	227	00

Tanzania	255	00
Thailand	66	001
Togo	228	00
Tonga	676	00
Trinidad & Tobago	868*	011
Tunisia	216	00
Turkey	90	00
Turkmenistan	993	8~10
Turks & Caicos	649*	011
Tuvalu	688	00
Uganda	256	000
Ukraine	380	8~10
United Arab Emirates	971	00
United Kingdom	44	00
Uruguay	598	00
USA	1	011
US Virgin Islands	340*	011
Uzbekistan	998	8~10
Vanuatu	678	00
Vatican City	39	00
Venezuela	58	00
Vietnam	84	00
Wake Island	808	00
Wallis & Futuna	681	19~
Western Samoa	685	00
Yemen	967	00
Yugoslavia	381	99
Zambia	260	00
Zimbabwe	263	00

APPENDIX III: PASSPORT Q & A

Q. WHAT SHOULD U.S. CITIZENS DO IF THEIR PASSPORT IS LOST OR STOLEN ABROAD?

- A. Contact the nearest U.S. embassy or consulate for assistance. Go to www.travel.state.gov for a list of embassy and consulate contact numbers. You will need to speak to the American Citizens Services unit of the Consular Section. If you are scheduled to leave the foreign country shortly, please provide the Consular Section with details regarding your departure schedule. Every effort will be made to assist you quickly. You will also be directed to where you can obtain the required passport photos.

Q. WHAT ARE THE REQUIREMENTS TO OBTAIN A REPLACEMENT PASSPORT?

- A. You will need to complete a new passport application. The consular officer taking an application for replacement of a lost, stolen, or misplaced passport must be reasonably satisfied as to your identity and citizenship before issuing the replacement. In virtually all cases this can be done through examination of whatever citizenship and identity documents are available, conversations with the applicant, close observation of demeanor and replies to questions asked, and discussions with the applicant's travelling companions or contacts in the United States. Please note the new requirements for passports for minors under the age of 14 and how this will change the way passport applications for minors are handled abroad.

Q. WHAT INFORMATION WILL I NEED TO PROVIDE THE CONSULAR OFFICER?

- A. You will be asked for certain information to assist in verifying your citizenship:

1. **Personal Data:** (including, but not limited to)

- Full Name
- Date of Birth
- Place of Birth
- Passport Number (if available)
- Date and Place of issuance of passport

If you can provide the U.S. embassy or consulate with a photocopy of your passport identification page, that will make getting a new passport easier.

2. **Affidavit Regarding Loss/Theft of the Passport/Police Report:**

When you report the loss, theft, or misplacement of your passport you must execute an affidavit fully describing the circumstances under which it was lost, stolen. U.S. Department of State form DS-64 may be used for this purpose, or you may simply execute a sworn statement before the consular officer describing what happened. A police report is not mandatory but may be required when the embassy/consulate believes a problem may exist such as possible fraud. An applicant eligible to receive a passport should not be placed in circumstances to miss a plane or unreasonably delay travel to obtain a police report.

3. **Citizenship Verification and Name Clearance:**

The U.S. embassy/consulate will confirm your previous passport issuance through our Passport Verification System or by requesting that Overseas Citizens Services, (202) 647-5225, in the U.S. Department of State retrieve the actual passport application. The consular section will also attempt to clear your name through the U.S. Department of State name check system to ensure there is nothing preventing issuance of a U.S. passport to you (for example: outstanding arrest warrant, court order, etc.) See 22 CFR 51.70.

4. **Proof of Identity:**

You will also be asked for some proof of your identity. If all your personal papers were lost or stolen with your passport, your identity can be established in a number of ways. In most cases the problem of identity is resolved quickly. It should be noted, however, that if there is any indication of possible fraud the consular officer may request additional documentation or other information. Your identity may be established by any of, but not limited to, the following:

- Information from Consular Interview: The consular officer may be satisfied as to your identity based on the interview with you, or may require other information.
- Identifying Witness: Persons traveling with a group or with friends, family or associates in the foreign country can have such a person execute an affidavit of an identifying witness before the consular officer. An identifying witness does not have to be a U.S. citizen.
- Information From Family, Friends or Associates in the United States: If you are travelling alone and do not know anyone in the foreign country who can attest to your identity, your family, friends, or associates in the U.S. may contact the consular officer by phone or fax confirming your identity. In emergency situations, your contacts may also communicate with the U.S. Department of State, Overseas Citizens Services, at 202.647.5225.
- Information From Previous Passport Records: If necessary, information about your identity may be obtained from your previous passport application which may have to be retrieved by U.S. Department of State, Overseas Citizens Services, 202.647.5225.

Q. WILL THE REPLACEMENT PASSPORT BE ISSUED FOR THE FULL 10-YEAR VALIDITY PERIOD FOR AN ADULT?

- A.** Replacements for lost passports are normally issued for the full 10-year period of validity for adults, but please note that if there is not time to request and receive total identity verification, a passport limited to 3 months will likely be issued. Limited passports may also be issued in cases in which an applicant has, by mistake, packed the passport with luggage being sent to another location, left the passport at home, perhaps in another country, but has to travel immediately, lost or been robbed of multiple passports in a short time span, or other instances. When issuing a limited passport in an emergency situation, consular officers will carefully explain to the applicant that the passport is limited for the duration of the present trip only. When the applicant returns to the United States and wishes to travel again internationally, the applicant will have to apply for a replacement passport and pay the regular fee.

Q. ARE FEES CHARGED FOR REPLACEMENT OF LOST/STOLEN PASSPORTS ABROAD?

- A.** The normal passport fees are collected from applicants for replacement passports. Applicants will be asked to provide names of persons they feel would be able to assist them financially if there is sufficient time. However, if:
- the applicant's money and documents have been lost or stolen, or
 - the applicant is a victim of a disaster
 - and the applicant does not have and cannot reasonably be expected to obtain money to pay fees before continuing travel, then: no passport fee will be charged and a limited validity passport will be issued. When the person applies for a full validity passport on their return to the United States the regular passport fee will be charged for the replacement passport.

Q. CAN THE U.S. EMBASSY ISSUE A REPLACEMENT PASSPORT OVER A WEEKEND OR HOLIDAY?

- A.** U.S. passports are not routinely issued by U.S. embassies and consulates abroad on weekends and holidays when the embassy/consulate is closed. All U.S. embassies and consulates have an after hours duty officer available to assist with life or death emergencies of U.S. citizens abroad.

APPENDIX IV: GENERAL INFORMATION

Again, please note that you should always endeavor to report emergencies to the Education Abroad Program Director, or appropriate proxy, as soon as possible. In the cases of medical emergency, or natural or political disaster emergencies, you should also contact GeoBlue Worldwide, Inc., at 610.254.8771.

IF YOU NEED, OR NEED TO:

Replace a Passport—If you believe a passport has been stolen, first report the theft to the local police and get a police declaration/report.

Medical Assistance—If someone becomes ill, you can contact GeoBlue Worldwide, Inc., at 610.254.8771, and staff will assist you in determining appropriate places for medical care in your region

Help Get Funds—Should someone lose all his/her money and other financial resources, consular officers can help contact family, bank, or employer to arrange for them to send emergency funds.

Help In An Emergency—Family members may need to reach you because of an emergency at home or because they are worried about their student's welfare. They should call The Office of Education Abroad at 417.836.6368, and/or the U.S. State Department's Overseas Citizens Services at 202.647.5225. **Visit In Jail** - If someone is arrested, you should ask the authorities to notify a U.S. consul. Consuls cannot get you out of jail (when you are in a foreign country you are subject to its laws, and ignorance of said laws is not a valid excuse). However, they can work to protect legitimate interests and ensure that you do not face discrimination. Consular officers can transfer money, food, and clothing to the prison authorities from your family or friends. They can try to get relief if you are held under inhumane or unhealthful conditions.

Make Arrangements After The Death Of An American—When an American dies abroad, a consular officer notifies the family and informs them about options and costs for disposition of remains. The mandatory insurance required by MSU/Education Abroad covers the cost of repatriation of remains.

Help In A Disaster/Evacuation—If you are caught up in a natural disaster or civil disturbance, you should let your relatives know as soon as possible that you are safe, or contact a U.S. consul who will pass that message to your family through the State Department. Use your emergency evacuation and repatriation insurance carrier (GeoBlue Worldwide, Inc.) as a primary point of contact. Be resourceful. U.S. officials will do everything they can to contact you and advise you. However, they must give priority to helping Americans who have been hurt or are in immediate danger, and in addition, will bill evacuees for the cost of the evacuation service. Education Abroad has contracted with GeoBlue insurance in order to provide you emergency evacuation and repatriation coverage, so GeoBlue should be your contact if you are facing a possible evacuation. In a disaster, consuls face the same constraints you do - lack of electricity or fuel, interrupted phone lines, closed airports. A consular officer cannot:

- demand immediate release of a U.S. citizen arrested abroad or otherwise cause the citizen to be released
- represent a U.S. citizen at trial, give legal advice or pay legal fees and/or fines with U.S. government funds.

APPENDIX V: ROLE OF THE U.S. DEPARTMENT OF STATE

Please remember that the U.S. Department of State's services in an emergency are in addition to those offered by The Office of Education Abroad at Missouri State University and GeoBlue Worldwide, Inc. Each institution works together to provide timely and appropriate support to participants in an MSU Education Abroad program.

Q. *What can the State Department's Bureau of Consular Affairs do for Americans caught in a disaster or a crisis abroad?*

A. Earthquakes, hurricanes, political upheavals, acts of terrorism, and hijackings are only some of the events threatening the safety of Americans abroad. Each event is unique and poses its own special difficulties. However, for the State Department there are certain responsibilities and actions that apply in every disaster or crisis. When a crisis occurs, the State Department sets up a task force or working group. Usually this Washington task force will be in touch by telephone 24 hours a day with our Ambassador and Foreign Service Officers at the embassy in the country affected. In a task force, the immediate job of the State Department's Bureau of Consular Affairs is to respond to the thousands of concerned relatives and friends who begin to telephone the State Department immediately after the news of a disaster is broadcast. Relatives want information on the welfare of their family members and on the disaster. The State Department relies for hard information on its embassies and consulates abroad. Often these installations are also affected by the disaster and lack electricity, phone lines, gasoline, etc. Nevertheless, Foreign Service Officers work hard to get information back to Washington as quickly as possible. This is rarely as quickly as the press is able to relay information. Foreign Service Officers cannot speculate; their information must be accurate. Often this means getting important information from the local government, which may or may not be immediately responsive.

WELFARE & WHEREABOUTS

As concerned relatives call in, officers of the Bureau of Consular Affairs collect the names of the Americans possibly involved in the disaster and pass them to the embassy and consulates. Officers at post attempt to locate these Americans in order to report on their welfare. The officer's work with local authorities and, depending on the circumstances, may personally search hotels, airports, hospitals, or even prisons. As they try to get the information, their first priority is Americans dead or injured.

DEATH*

*Also see "CONSULAR REPORT OF DEATH OF A U.S. CITIZEN ABROAD" below.

When an American dies abroad, the Bureau of Consular Affairs must locate and inform the next-of-kin. Sometimes discovering the next-of-kin is difficult. If the American's name is known, the Bureau's Office of Passport Services will search for his or her passport application. However, the information there may not be current.

The Bureau of Consular Affairs provides guidance to grieving family members on how to make arrangements for local burial or return of the remains to the U.S. The disposition of remains is affected by local laws, customs, and facilities, which are often vastly different from those in the U.S. The Bureau of Consular Affairs relays the family's instructions and necessary private funds to cover the costs involved to the embassy or consulate. The Department of State has no funds to assist in the return of remains or ashes of American citizens who die abroad. Upon completion of all formalities, the consular officer abroad prepares an official Foreign Service Report of Death, based upon the local death certificate, and sends it to the next-of-kin or legal representative for use in U.S. courts to settle estate matters.

A U.S. consular officer overseas has statutory responsibility for the personal estate of an American who dies abroad if the deceased has no legal representative in the country where the death occurred. The consular officer takes possession of personal effects, such as convertible assets, apparel, jewelry, personal documents and papers. The officer prepares an inventory and then carries out instructions from members of the deceased's family concerning the effects. A final statement of the account is then sent to the next-of-kin. The Diplomatic Pouch cannot be used to ship personal items, including valuables, but legal documents and correspondence relating to the estate can be transmitted by pouch. In Washington, the Bureau of Consular Affairs gives next-of-kin guidance on procedures to follow in preparing Letters Testamentary, Letters of Administration, and Affidavits of Next-of-Kin as acceptable evidence of legal claim of an estate.

INJURY

In the case of an injured American, the embassy or consulate abroad notifies the task force, which notifies family members in the U.S. The Bureau of Consular Affairs can assist in sending private funds to the injured American; frequently it collects information on the individual's prior medical history and forwards it to the embassy or consulate. When necessary, the State Department assists in arranging the return of the injured American to the U.S. commercially, with appropriate medical escort, via commercial air ambulance or, occasionally, by U.S. Air Force medical evacuation aircraft. The use of Air Force facilities for a medical evacuation is authorized only under certain stringent conditions, and when commercial evacuation is not possible. The full expense must be borne by the injured American or his family.

EVACUATION

Sometimes commercial transportation entering and leaving a country is disrupted during a political upheaval or natural disaster. If this happens, and if it appears unsafe for Americans to remain, the embassy and consulates will work with the task force in Washington to charter special air flights and ground transportation to help Americans to depart. The U.S. Government cannot order Americans to leave a foreign country. It can only advise and try to assist those who wish to leave. Mandatory enrollment in GeoBlue insurance provides Education Abroad program participants with emergency evacuation and repatriation coverage. **GeoBlue should be your primary point of contact when facing possible evacuation from your host country.**

PRIVACY ACT

The provisions of the Privacy Act are designed to protect the privacy and rights of Americans, but occasionally they complicate our efforts to assist citizens abroad. As a rule, consular officers may not reveal information regarding an individual American's location, welfare, intentions, or problems to anyone, including family members and Congressional representatives, without the expressed consent of that individual. Although sympathetic to the distress this can cause concerned families, consular officers must comply with the provisions of the Privacy Act.

*CONSULAR REPORT OF DEATH OF A U.S. CITIZEN ABROAD

FOREIGN DEATH CERTIFICATE: Foreign death certificates are issued by the local registrar of deaths or similar local authority. The certificates are written in the language of the foreign country and prepared in accordance with the laws of the foreign country. Although authenticated copies of the foreign death certificate can be obtained, since the documents are written in the language of the foreign country they are sometimes unacceptable in the United States for insurance and estate purposes. In the United States, a "Report of Death of an American Citizen Abroad" issued by the U.S. consular officer is generally used in lieu of a foreign death certificate as proof of death.

REPORT OF DEATH OF A U.S. CITIZEN ABROAD: The consular "Report of Death of an American Citizen Abroad" is a report that provides the essential facts concerning the death of a U.S. citizen, disposition of remains, and custody of the personal effects of a deceased citizen. This form is generally used in legal proceedings in the United States in lieu of the foreign death certificate. The Report of Death is based on the foreign death certificate, and cannot be completed until the foreign death certificate has been issued. This can sometimes take from four to six weeks or longer after the date of the death, depending on how long it takes local authorities to complete the local form. U.S. Embassies and Consulates work with local authorities to see that this time is as short as possible.

COPIES OF THE REPORT OF DEATH: The U.S. consular officer will send the family up to 20 certified copies of the Report of Death at the time the initial report is issued.

REPATRIATION OF REMAINS OF DECEASED AMERICANS: Remember that Education Abroad insurance provider GeoBlue Worldwide, Inc., provides coverage of the cost of repatriation of remains. One of the most important tasks of the Department of State and of U.S. embassies and consulates abroad is to provide assistance to families of U.S. citizens who die abroad. The U.S. consular officer in the foreign country will assist the family in making arrangements with local authorities for preparation and disposition of the remains, following the family's instructions in accordance with local law. The authority and responsibilities of a U.S. consular officer concerning return of remains of a deceased U.S. citizen abroad are based on U.S. laws (22 U.S.C. 4196; 22 CFR 72.1), treaties,

and international practice. Options available to a family depend upon local law and practice in the foreign country. Certain documents are required by U.S. and foreign law before remains can be sent from one country to another. These requirements may vary depending on the circumstances of the death. These documents may include, but are not limited to, the following:

- **Consular Mortuary Certificate:** A U.S. consular mortuary certificate is required to ensure orderly shipment of remains and to facilitate U.S. Customs clearance. The certificate is in English and confirms essential information concerning the cause of death. The U.S. consular officer will prepare the certificate and ensure that the foreign death certificate (if available), affidavit of the foreign funeral director, and transit permit, together with the consular mortuary certificate accompany the remains to the United States.
- **Affidavit of Foreign Funeral Director and Transit Permit:** The U.S. consular officer will ensure that the required affidavit is executed by the local (foreign) funeral director. This affidavit attests to the fact that the casket contains only the remains of the deceased and the necessary clothing and packing materials. The affidavit may also state that the remains were embalmed or otherwise prepared. In addition, the U.S. consular officer ensures that a transit permit accompanies the remains. The transit permit is issued by local health authorities at the port of embarkation.
- **U.S. Entry Requirements for Quarantine and Customs:** In general, if remains have been embalmed, the documentation which accompanies the consular mortuary certificate will satisfy U.S. public health requirements. If the foreign death certificate is not available at the time the remains are returned, the consular mortuary certificate will include reference to the fact that the deceased did not die from a communicable disease and that the remains have been embalmed. The affidavit of the funeral director which is attached to the consular mortuary certificate complies with the U.S. Customs requirement that the casket and the packing container for the casket contain only the remains. If the remains are not accompanied by a passenger, a bill of lading must be issued by the airline carrier company to cover the transport. The customs house permit for entry to the United States is obtained by the airline carrier at the point of departure.
- **Shipment of Unembalmed Remains:** If the remains are not embalmed, the U.S. consular officer should alert U.S. Customs and the U.S. Public Health Service at point of entry in advance, faxing copies of the consular mortuary certificate, local death certificate (if available), affidavit of foreign funeral director, and a formal statement from competent foreign authorities stating that the individual did not die from a communicable disease. This statement is required, even if the exact cause of death is unknown, in order for unembalmed remains to enter the United States.

APPENDIX VI: MEDICAL EVACUATION PROCEDURE

1. Consult with local doctor, The Office of Education Abroad, and GeoBlue Worldwide, Inc.
2. Contact GeoBlue Worldwide, Inc. 24-hour hotline (+610.254.8771) as soon as the recommendation for a medical evacuation is made.
3. Have the following information ready to give insurance company:
 - Patient Name
 - GeoBlue Enrollment Number, if available
 - Age
 - Citizenship
 - Medical problem
 - Medical equipment needed in transport (e.g., blood, oxygen)
 - Medical personnel needed in transport (e.g., anesthesiologist, nurse, other specialist)
 - Name and phone number of local attending physician
 - Place to which you want to medevac patient
 - Note whether someone will accompany the patient
4. Coordinate insurance arrange transportation/medical support.
5. Ensure the patient has passport and visa needed for departure from abroad and entry into US or country en route. If passport is unavailable, contact US Embassy consulate to make another passport or arrange for proper emergency documents.
6. When patient's travel schedule is obtained from GeoBlue provide this information to Education Abroad.
7. Inform Education Abroad Director if student wants parents or family notified and/or review pre-departure forms to see the pre-approved emergency contact(s).
8. Brief the patient about medevac procedure.
9. Have patient's medical chart and ensure that all results are translated into English. Instruct patient to carry chart, etc. in hand luggage. Include any x-ray or lab results.
10. Make sure patient has any necessary medications or supplies he/she will need during transit.
11. Determine if patient will need to go directly to hospital upon arriving at destination.
12. Keep notes of all people you speak to and document instructions given.

APPENDIX VII: EXAMPLE BEHAVIORAL & PARTICIPATION CONTRACT



COUNTRY NAME — BEHAVIORAL AND PARTICIPATION CONTRACT

www.MissouriState.edu/EducationAbroad

As Missouri State University students, faculty, and guests, participants are expected to conduct themselves in a manner which:

1. Reflects positively on themselves and the University
2. Reflects commitment to integrity in personal, social, and academic involvements, and
3. Is respectful of others and worthy of respect from others.

My signature below indicates that, if accepted, I _____

1. Have agreed to adhere to the payment schedule as outlined by the Office of Education Abroad and/or program director and understand that program costs are expected to be within 10% of the original budget estimate.
2. Agree to inform the Office of Education Abroad and/or Program Director in writing should I need to cancel participation in the program to which I have been accepted.
3. Understand that cancellation fees for my program are payable as outlined by Office of Education Abroad or program brochures.
4. Have read and understand all of the general information in the program brochure.
5. Recognize this is a group travel event (this is not an individual vacation for you alone!) and therefore understand the need for the following rules, agree to abide by them, realize that I could be sent home at my own expense for violating them and know that a decision to terminate my participation in the program is final, and cannot be appealed.
 - a. I will not bring, buy, sell, or use illegal drugs at any time.
 - b. I will not engage in violent behavior or physically fight with anyone for any reason.
 - c. I will not engage in disruptive behavior in class or during the program.
 - d. I will not engage in abusive use of alcohol and will maintain my composure at all times.
 - e. I will be on time to all events. I recognize that being late is disrespectful to other travelers and could cause serious logistical problems. I understand that if I am late to any activity/travel, I may be left behind and it may affect my further participation in the program.
 - f. I will be culturally sensitive, accepting those around me and respecting their culture and identity/identities. Please read all sections from these websites to better prepare:
COUNTRY X AND WEB LINK.
 - g. I will participate in all classes and scheduled activities unless I am ill.
 - h. I will abide by dress and cultural codes suitable in the cultures visited.

- i. I will limit my usage of the internet and my cell phone to a minimum, and only use these resources when it is considered acceptable.
 - j. I will not leave the airports, train stations, hotel, any group events, or split off from the group without advance permission from the program director.
 - k. I will not go out anywhere alone nor in a group of less than two people during daylight hours, and I will not leave the hotel properties at night unless accompanied by a group of at least 4 people. I understand the group must remain together until returning to the hotel. I further agree to notify the program director of where I am planning to go, and first obtain permission if leaving a hotel property after dark.
 - l. I will treat my Missouri State classmates and project colleagues and staff with respect. I will be engaged with others and include others in my activities. I will make an effort to get to know everyone with whom I am travelling. I understand this is a group event and as such agree to include others in all activities planned by myself and others.
 - m. I will be respectful of others privacy and agree not to post any pictures of others from this class to social media without permission.
 - n. I understand there may be unplanned and unforeseen circumstances. Some flights or events may be unexpectedly cancelled or rescheduled. That we will work together to correct cancellations and remain on schedule. There may also be event and exploration opportunities that arise during the program.
6. I understand that student guests are not permitted on any academic, social or cultural activities of the program. This includes persons befriended while on the program.
7. I agree to participate in all orientation meetings for my program.
8. I agree to complete and return all documents required by the Office of Education Abroad.

Any student violating this behavioral and participation contract or the Missouri State Code of Students Rights and Responsibilities <http://www.missouristate.edu/StudentConduct/12331.htm> may be sent home and at their own expense. In addition, any student violating this behavioral contract will be subject to further discipline as outlined in the [Code of Students Rights and Responsibilities](#). I have read the above provisions and agree to abide by them for the entire duration of this University-administered program.

Signature of Program Participant

Date

I understand that my son/daughter has read and agreed to the above:

Signature of Parent or Legal Guardian
(if student is a minor)

Date

APPENDIX VIII:

Responsibilities of Program Sponsors in Developing an Emergency Response Plan

The term “sponsors” refers to all entities that together develop, offer, and administer study abroad programs. Sponsors include sending institutions, host institutions, program administrators, and placement organizations. To the extent reasonably possible, program sponsors should consider how these statements of good practice may apply. At the same time, it must be noted that the structure of Education Abroad varies widely. Education Abroad is often a cooperative venture that involves multiple sponsors. Because the role of an organization in a study abroad program may vary considerably from case to case, it is not possible to specify a division of efforts that will be applicable to all cases. Each entity should apply these statements in ways consistent with its perspective role.

In general, practices that relate to obtaining health, safety, and security information apply to all parties consistent with their role and involvement in the Education Abroad program. Much of the basic information is readily available and can be conveyed to participants by distributing and/or by referring to recognized central sources. Statements of good practice that refer to the provision of information and the preparation of participants are intended for parties that advise, refer, nominate, admit, enroll, or place students. Statements of good practice that suggest operating procedures on site apply to entities that are directly involved in the operation of the overseas program.

It is understood that program sponsors that rely heavily on the collaboration of overseas institutions may exercise less direct control over specific program components. In such cases, sponsors are urged to work with their overseas partners to develop plans and procedures for implementing good practices.

In general, program sponsors should:

- Conduct periodic assessments of health and safety conditions for their programs, and develop and maintain emergency preparedness processes and a crisis response plan.
- Provide health and safety information for prospective participants so that they and their parents/guardians/families can make informed decisions concerning preparations, participation, and behavior while on the program.
- Provide information concerning aspects of home campus services and conditions that cannot be replicated at overseas locations.
- Provide orientation to participants prior to the program and as needed on-site. This information should include discussions of safety, health, legal, environmental, political, cultural, and religious conditions in the host country. In addition to dealing with health and safety issues, the orientation should address potential health and safety risks, and appropriate emergency response measures.
- Consider health and safety issues in evaluating the appropriateness of an individual’s participation in a study abroad program.
- Determine criteria for an individual’s removal from an overseas program, taking into account participant behavior, health, and safety factors.
- Require that participants be insured. Either provide health and travel accident (emergency evacuation, repatriation) insurance to participants or provide information about how to obtain such coverage.
- Conduct inquiries regarding the potential health, safety, and security risks of the local environment of the program, including program-sponsored accommodation, events, excursions, and other activities, prior to the program. Monitor possible changes in country conditions. Provide information about changes and advise participants and their parents/guardians/families as needed.
- Hire vendors and contractors (e.g., travel and tour agents) that have a documented record of providing reputable services in the country in which the program takes place. Advise such vendors and contractors of the program sponsor’s expectations with respect to their role in the health and safety of participants.
- Conduct appropriate inquiry regarding available medical and professional services. Provide information about these services for participants and their parents/guardians/families, and help participants obtain the services they may need.

- Develop and provide health and safety training for program directors and staff, including guidelines with respect to intervention and referral that take into account the nature and location of the study abroad program.
- Develop codes of conduct for their programs; communicate codes of conduct and the consequences of noncompliance to participants. Take appropriate action when aware that participants are in violation.
- In cases of serious health problems, injury, or other significant health and safety circumstances, maintain steady communication amongst all program sponsors and others who need to know.
- In the participant screening process, consider factors (such as disciplinary history) that may impact on the safety of the individual or the group.
- Provide information for participants and their parents/guardians/families regarding when and where the sponsor's responsibility ends, and of the range of aspects of participants' overseas experiences that are beyond the sponsor's control. See below for more information.

In particular, program sponsors generally:

- Cannot guarantee or assure the safety and/or security of participants or eliminate all risks from the study abroad environments.
- Cannot monitor or control all of the daily personal decisions, choices, and activities of participants.
- Cannot prevent participants from engaging in illegal, dangerous, or unwise activities.
- Cannot assure that U.S. standards of due process apply in overseas legal proceedings, or provide or pay for legal representation for participants.
- Cannot assume responsibility for actions or for events that are not a part of the program, or for those that are beyond the control of the sponsor and its subcontractors, or for situations that may arise due to the failure of a participant to disclose pertinent information.
- Cannot assure that home-country cultural values and norms will apply in the host country.

APPENDIX IX: Incident Report Form

CAMPUS SECURITY AUTHORITY (CSA) INCIDENT REPORT FORM

Access the Campus Security Authority (CSA) Incident Report Form at [this link](#) for student injury, sexual assault or harassment, student hospitalization.

Access the Behavior Incident Report Form at [this link](#).

APPENDIX XI: Education Abroad Health Questionnaire



EDUCATION ABROAD HEALTH QUESTIONNAIRE

www.MissouriState.edu/EducationAbroad

Accurate completion of this questionnaire provides the Office of Education Abroad and your program director information that assists them in preparation for your health and safety as you travel.

Please accurately complete this brief questionnaire regarding your health. If your situation changes after you complete the questionnaire, please contact EducationAbroad@MissouriState.edu to discuss updating your responses.

If you require reasonable accommodations, please contact the Disability Resource Center at [417-836-4192](tel:417-836-4192) or visit their office in [Meyer Library, Suite 111](#), to begin the accommodations process.

1. Do you have any medical or disability-related need for which you would require accommodation on this program? **required**

Yes No

If yes, do you receive accommodations through the Disability Resource Center that supports students with disabilities?

Yes No

If no, please consider registering for services at your earliest convenience.

2. Are you on a medically restricted diet? **required**

Yes No

3. Are you aware of any serious food, drug, animal, insect, or other allergies which might require attention on this program? **required**

Yes No

4. Will you be taking prescription medications while abroad? **required**

Yes No

5. In the last five years have you received medical attention for any of the following medical conditions? **required**

Communication	Infectious Diseases	Respiratory
Endocrine	Mental Health	Not Applicable
Gastrointestinal	Mobility	Other

6. Please select the statement that applies to you regarding questions 2-5: **required**

I answered **YES** to one or more & will discuss my health care needs with an appropriate person

I answered **NO** to one or more & believe no additional action is necessary

If you answer yes to the question above, you will receive an automated email from Education Abroad with a link to the Health Assessment Form and instructions for completing it. You should receive this email within 24 hours of saving this form on your application. If you do not receive said email after 24 hours, please contact Education Abroad at EducationAbroad@MissouriState.edu. There will be another questionnaire in this application prompting you to "Upload your completed Health Assessment Form".

HEALTH ASSESSMENT FORM

www.International.MissouriState.edu/EducationAbroad/

PARTICIPANT INFORMATION

All students who answered yes to any question on the Education Abroad Health Questionnaire must meet with a healthcare provider. You must submit this completed and signed form at least six weeks prior to departure.

The student should bring their original responses from Education Abroad Health Questionnaire and the appropriate pages from the CDC Travelers' Health website (see below) to their doctor's appointment.

Student Name

Student ID (M#)

Email Address

Program Name

Dates of Travel

Location(s) on Itinerary

HEALTHCARE PROVIDER

Thank you for taking the time to meet with this Education Abroad participant to complete this form. The student has indicated treatment for one or more of the conditions or events listed in the Education Abroad Health Questionnaire, over the past five years. Living and studying in an unfamiliar environment can trigger physical and emotional stress and exacerbate current health issues. Familiar or reliable healthcare or medications might not be readily available to the student in his/her host country.

You are asked to:

- Review any relevant information provided on the [CDC Traveler's Health](#) website for all countries on the student's itinerary.
- Discuss the student's medical situation in light of how it may affect the student's international experience.
- Ask the student about their destination and the demands of the specific program/experience as well as other countries they might visit that could pose health challenges.
- Advise the student regarding how potentially dramatic changes in climate, diet, living arrangements, social life, and study demands may affect them abroad.
- Discuss possible accommodations the student should make or discuss with staff administering or overseeing their overseas program/experience.

TO BE COMPLETED BY THE HEALTHCARE PROVIDER

I have met with the student to discuss their medical condition(s) as it relates to their intended international experience.

Please check if applicable:

I have encouraged the student to discuss their medical condition with one or more of the following: the Education Abroad Director, a representative the disability services office, a health care professional, a representative from the program provider or host institution, parents, or other family members well in advance of the program's departure date.

Name of Medical Professional

Title

City/State

Signature

Date