

Health and Safety

Faculty-Led Group Study Abroad Kansas State University

“There are risks that are unique in overseas settings, and when incidents occur, the impact on participants and their families is often more profound because of the unfamiliarity of the context and the distance that separates participants from their primary source of consolation and support”. – Responsible Study Abroad: Good Practices for Health and Safety. NAFSA: The Association of International Educators

When designing and implementing faculty-led group study abroad programs, Study Abroad Administrators and Faculty Leaders are tasked with most, if not all, of the same decisions and actions that fall upon university administrators on campus.

These responsibilities, however, are impacted by the complexities of international settings where programs are implemented, as well as the complex inter-relationships between K-State, its Representatives, and Third Party Program Providers and Hosts, both U.S. and international. All of these entities must work together effectively and ethically, as our decisions and actions will impact how safe the program is and what liability K-State incurs in operating the program. It is important to recognize that a bad or unethical decision on our part not only could damage K-State’s reputation, but also could expose us to personal risk and liability.

For this reason the Study Abroad Program has consulted with experts on our own campus as well as campuses across the United States to develop policies and procedures that reflect best practices with respect to all aspects of faculty-led program design and implementation.

As a Faculty Leader, it is your responsibility to read and understand the materials presented in this manual, to seek clarification of any material that you do not understand or about which you have concerns, and to follow the procedures as outlined.

SAFETY BASICS ON A FACULTY-LED PROGRAM

K-State faculty-led group study abroad programs are directed by a faculty member who travels with the program to teach and to manage program logistics. This Faculty Leader may appoint a Logistics Coordinator to assist with day-to-day planning and execution. In addition, most programs work closely with a Third Party Program Provider who is responsible for organizing on-site accommodations, classroom space, excursions, and in-country transportation. All parties cooperate to ensure that the program runs smoothly and safely.

Program Staff

Most Faculty Leaders are familiar and knowledgeable about the country in which the program is located; however, the same is not necessarily true of the Logistics Coordinator appointed by the faculty. The Faculty Leader therefore must delegate to the Logistics Coordinator only those tasks that the Logistics Coordinator is capable of understanding and executing. In cases where the services of a Third Party Program Provider are used, the Faculty Leader may rely on the Third Party Program Provider to provide important information in the event of an emergency of any type.

The Faculty Leader is responsible for the health and safety of the group at all times for the duration of the program. For this reason, if only one K-State representative is accompanying the group, it is essential that he/she not travel independently of the group overnight and he/she should always be available to the participants at least by cell phone.

At all times, either the Faculty Leader and/or the Logistics Coordinator must:

- Be available 24-7 to respond to the needs of the program participants.
- Carry a cell phone.
- Be prepared to communicate via e-mail, fax, or telephone with the Coordinator of Faculty Services in the event of an emergency.

If either the Faculty Leader or the Logistics Coordinator travels independently from the group for a day or overnight, he/she should:

- Be certain that the other K-State representative is prepared to take charge of the program and provide for the health and safety of all participants.
- Provide the other K-State representative with his/her itinerary complete with telephone contact information and clear instructions as to how he/she may be reached.
- Carry a cell phone.

Accommodation

Student accommodations should be located in areas deemed safe in the opinion of the Faculty Leader (FL) and/or Third Party Provider or Host University. The same attentiveness must be paid to accommodations utilized during program excursions. Hotels or hostels are to be selected based on their proximity to the sites to be visited as well as the security of the area in which the accommodations are located. To the extent possible, the FL should utilize hotels/hostels with interior rather than exterior-entry doors. These safety considerations should take precedence over the cost of accommodation.

Transportation

Transportation (bus, rail, subway, taxi, plane, boat, etc.) deemed to be the safest and most reliable transportation in the opinion of the FL and/or Third Party Provider or Host

University should be utilized for K-State sponsored travel. Bus companies are to be selected based on their prior safety records, insurance coverage, and, as appropriate, a well-established relationship with the Third Party Program Provider. In selecting transportation the FL and the Coordinator of Faculty Services might consider recommendations from other universities offering similar programs, the administrative responsiveness of the transportation company, the availability of service and support, and the cost of the services. Safety considerations should take precedence over the cost of the transportation.

Cultural and Academic Excursions

Cultural and academic excursions should be selected and organized so that all participants can participate. For example, physical limitations might prevent a program participant from climbing Mt. Fuji as part of faculty-led group study abroad program. In such instances, the FL could not make the climbing of Mt. Fuji a mandatory program activity, though the climb could be arranged as an optional activity. In such cases it would be best to offer an alternative activity for participants unable to make the climb.

If the faculty-led group study abroad program will require that participants be physically fit and able to perform certain physical activities - this must be made clear to applicants and participants early on. Contact the Coordinator of Faculty Services for advice and assistance.

Communications

Throughout the study program the health and safety of the students must be the Faculty Leader and Logistic Coordinator's first priority. The Faculty Leader must provide the students with his/her cell phone number(s) and instruct the students to call at any time, day or night, for assistance *in the event of an emergency*.

Student participants may give the Faculty Leader's phone number to their emergency contacts - *to be used only in the event of an emergency*. In non-emergency circumstances, parents, emergency contacts, or friends should contact a student participant through the student's phone or e-mail. In the event of an emergency, family and friends also may contact the Coordinator of Faculty Services. If necessary, the Coordinator of Faculty Services can contact the Faculty Leader.

Faculty Leaders should keep a list of all students on the program and their emergency contact numbers at all times as this will aid in keeping track of students while on outings or traveling. The Coordinator of Faculty Services will provide each student participant's emergency contact information to the Faculty Leader prior to departure.

It is strongly recommended that the Faculty Leader decide on a meeting point in the host country for re-grouping or in case someone gets lost. It is also important to do frequent headcounts. Faculty Leaders should ask students to keep them informed of their personal travel plans.

Duration of the Program

Program materials will clearly state the last date of the program. After that date, K-State and the Faculty Leader no longer bear any responsibility to the student, and students are free to travel independently.

K-State takes the health and safety of participants on its faculty-led group study abroad programs very seriously. Faculty Leaders and student participants are expected to observe the procedures outlined in this document to ensure that everyone has a safe and rewarding educational experience abroad.

STUDENT BEHAVIOR AND K-STATE CODE OF CONDUCT

K-State expects all students to uphold the *K-State Student Code of Conduct* while participating in a faculty-led group study abroad program. If a student's behavior is unacceptable and/or is interfering repeatedly with the safety or success of the program, it may be necessary to contact the Coordinator of Faculty Services, and in consultation with the Study Abroad Program, to discipline and/or remove the student.

K-State will support a decision made by a Faculty Leader to expel a student who chooses to disregard or violate the *K-State Student Code of Conduct* or who causes any other harm or damage to any aspect of the program, its participants, and/or the host country.

K-State will not reimburse any program costs to a student who is expelled from a program. In addition, a student expelled from a program will be responsible for all costs associated with leaving the program early.

The *K-State Student Code of Conduct* can be found at the following website:

<http://www.k-state.edu/osas/conductcode.htm>

Faculty Leaders should review the proper rules of conduct with their students and make them aware of laws specific to the host country. One issue to address is student responsibility in terms of alcohol usage, as some students might abuse alcohol due to a lower drinking age or an increased sense of freedom due to being abroad. A copy of the *Study Abroad Drug and Alcohol Awareness Guidelines* can be found at the following website: <http://www.k-state.edu/studyabroad/facultyled/students/application.html>

The Faculty Leader should also discuss with students relevant cultural issues that may impact their safety. For example: traffic patterns, drug laws, local dress code, sexual behavior, walking alone at night, etc. In general, Faculty Leaders should advise students to be cautious, careful, and to use common sense at all times.

ON-SITE ORIENTATION

The Faculty Leader and the Logistics Coordinator must provide students with an on-site orientation that provides useful information on acclimating to the host culture as well as

instructions on utilizing local phones, contacting the police, visiting the doctor, etc. The Faculty Leader and/or Third-Party Program Provider or Host University also must provide instructions regarding the protocol to follow in the rare event of a political crisis, terrorist event, natural disaster, or other emergency.

GENERAL RECOMMENDATIONS FOR PARTICIPANT SAFETY

The Faculty Leader should instruct all participants to follow these general recommendations relating to program safety:

- The Study Abroad Program strongly recommends that unless specific situations dictate otherwise, participants should designate their parents or spouse as the emergency contact persons.
- Participants should stay with the group as much as possible – at the very least in pairs.
- Participants and their emergency contacts should communicate regularly throughout the participants' time outside of the United States.
- Participants are expected to provide their itinerary to the Faculty Leader each time they travel independently of the group during the program dates. The itinerary should include where the participant plans to stay overnight and how to contact him/her. If the participant has a cell phone, he/she is expected to provide the Faculty Leader with the cell phone number. K-State urges program participants to provide this same information to their emergency contacts each time they travel independently of the group.
- Students who plan to travel independently before or after the faculty-led group study abroad program should complete the *Independent Travel Release Form* and submit it to the Coordinator of Faculty Services. This form is available at the following website:
<http://www.k-state.edu/studyabroad/facultyled/students/application.html>
- Participants should notify the Faculty Leader immediately in the event of any serious emergency, accident, health problem, serious mishap, or health condition. The participant should also notify their emergency contacts.
- Participants are instructed, in the event of an emergency, to return to their accommodations and await contact from the Faculty Leader, Logistics Coordinator, Third Party Program Provider, or Host University.
- Participants are discouraged from congregating in groups of Americans and from spending time in restaurants and bars that are known to be frequented primarily by Americans.
- Participants are discouraged from congregating in large groups or participating in any type of demonstration.
- Participants should not rent any form of motorized transportation during the program.
- Participants are prohibited from taking illegal drugs during the program.
- The Study Abroad application authorizes K-State to communicate any relevant information to participants' emergency contacts in the event of an emergency.

- Participants and their families need to be aware of the fact that the U.S. Department of State Office of American Citizens Services and Crisis Management will generally not release information about specific individuals to K-State or to other third parties.
- The U.S. Department of State website indicates that families in the United States, whose U.S. citizen relatives are abroad and are directly affected by a crisis, can communicate with the U.S. Department of State through its Office of American Citizens Services and Crisis Management. For more information, please visit the following website: http://travel.state.gov/travel/about/who/who_1245.html

HEALTH BASICS ON A FACULTY-LED PROGRAM

Health issues and care need to be addressed prior to any study abroad program – this applies even to faculty-led group study abroad programs which last only a few days. All participants, including the Faculty Leader, need to prepare for their physical and mental health before and during an international experience. This should include a consultation with their health care providers.

Immunizations

The Study Abroad Program urges all participants – Students, Faculty Leaders, and Logistics Coordinators – to consult with the Lafene Travel Clinic to determine whether immunizations are recommended or required for the countries they will visit. Participants should visit the clinic well in advance of program departure in case a series of shots is required. A two-month minimum time frame is advised. To schedule an appointment at Lafene Travel Clinic, call (785) 532-6544. The clinic is located at Kansas State University, 1105 Sunset Avenue, Manhattan, KS 66502. There is no charge for travel clinic visits. Charges do apply for medications purchased through the Lafene Pharmacy, for immunizations, and for physical exams. For more information, please visit the following webpage: <http://www.k-state.edu/lafene/allertravel.htm>

Region-Specific Health Issues

Faculty Leaders and participants should familiarize themselves with region-specific health issues in the host country. Issues of concern may include: avian bird flu, cholera, diarrhea, diphtheria/tetanus, Hepatitis A, Hepatitis B, HIV/AIDS, Japanese encephalitis, malaria, polio, rabies, SARS, typhoid, tuberculosis, yellow fever, etc. Even if you have traveled to your destination previously, be aware that prevailing conditions change rapidly. Notices, precautions, and warnings of region-specific health issues are routinely updated on the following websites:

- U.S. Center for Disease Control: <http://www.cdc.gov/travel>
- World Health Organization: <http://www.who.int>
- Travel Health Online: <http://www.tripprep.com>

Faculty Leaders can arrange for a representative from the Lafene Foreign Travel Clinic to discuss any region-specific health issues or risks with students during a pre-departure meeting.

Medical Facilities

Medical treatment varies throughout the world due to cultural differences as well as medical training, supplies, and facilities. Faculty Leaders should familiarize themselves with healthcare practices in the country they will visit and acquaint students with these practices. For country specific information on medical facilities, emergency services, etc., a good resource is <http://www.tripprep.com>. Obtaining this information prior to an emergency will save the Faculty Leader valuable time in the event of an emergency.

If a student needs medical attention, and the Faculty Leader's foreign language skills are not sufficient, he/she should seek assistance with translation from the Third-Party Program Provider, Host University, hotel personnel, or a well-educated native.

It Is the Responsibility of the Faculty Leader To:

- Be aware of how to access medical facilities in the country in which the program is conducted.
- Take appropriate measures to ensure that medical facilities are available during program excursions in case a medical emergency arises.
- Acquaint students with healthcare practices and facilities in the host country during a pre-departure orientation as well as during an on-site orientation. If possible, the on-site orientation should include a visit to at least one clinic or hospital that provides 24-hour medical service, and if at all possible, introduce students to appropriate staff members.
- Provide students with the local emergency services telephone number(s) equivalent to 9-1-1 in the United States.
- When possible, provide students with the name and telephone number of a reputable rape crisis center, or of an individual trained to respond effectively to a crisis involving a sexual assault or rape.
- Explain to the students the need for them to notify the Faculty Leader, Logistics Coordinator, Third-Party Program Provider, or Host University of any medical emergency, and that the Faculty Leader, in turn, is required to contact the Coordinator of Faculty Services as soon as possible to inform him/her of the emergency. Make sure that the students know that this information will be treated with the strictest confidentiality.
- If a program participant must go to the hospital or doctor, the Faculty Leader should assist him/her in scheduling the appointment; accompany the student to his/her appointment; and assist in any other way necessary.
- Ensure that the student is aware of the necessity to file a claim for reimbursement for medical services and that it is his/her responsibility to do so. Remind students to keep all medical-related receipts.
- Have a basic First Aid kit handy at all times.

On programs in which the services of a Third-Party Program Provider or Host University are utilized, the Faculty Leader should seek their assistance if a student falls ill or a medical emergency arises.

Student Health Information and Special Needs Form

All students participating in a K-State faculty-led group study abroad program complete a *Health Information and Special Needs Form* as part of their Study Abroad program application. The Study Abroad Program reviews these forms to determine if a staff member should discuss a disclosed health issue with a student.

The Coordinator of Faculty Services will provide a copy of each student participant's *Health Information and Special Needs Form* to the Faculty Leader prior to departure.

First Aid Kit

The most common health problems that travelers encounter are traveler's diarrhea, upper respiratory infections, and skin conditions. Faculty Leaders should encourage all program participants to travel with a small first aid kit appropriate for the destination and length of stay of their trip. Unless the Faculty Leader is a physician, students should determine, on their own, what medications to take in their kits and how to administer these medications to themselves.

- **Suggested Items to Include in a First Aid Kit for Traveling**
 - Pain medicines such as aspirin, acetaminophen, naproxen and ibuprofen
 - Hand wipes and hand sanitizers
 - Scissors, tweezers, nail clippers, pocket knife, earplugs, and thermometer
 - Medicine for motion sickness such as dimenhydrinate and an anti-nausea drug like promethazine. Acetazolamide may help prevent altitude sickness
 - Anti-diarrhea medication
 - Antibiotic ointment, adhesive bandages, hydrocortisone cream, moleskin for blisters, sunscreen with a sun protection factor (SPF) of at least 15 and lip balm
 - Decongestants and antihistamines for allergies. The kind that don't cause sleepiness are best for traveling
 - Antacids
 - Rubbing alcohol and hydrogen peroxide
 - Cough and cold medicines

Prescription Medications

Faculty Leaders should talk with student participants about planning for what kinds of prescription medications they will need while abroad. If participants are currently on medication they should:

- Fill prescriptions before leaving. Take double the amount of prescription medication to serve as an extra supply.
- All medications should be transported in their original, labeled container along with documentation of the prescription to avoid problems in Customs.
- Upon arrival at the destination, keep medications in two separate places.
- Prescription medicines are not always the same abroad as in the U.S. Do not plan on having U.S. prescriptions filled while abroad. If carrying a prescription, make sure it is up-to-date and have the physician write the drug's generic name, instructions, dosage, and reason for prescribing the drug.
- Keep prescription medications in a place where they cannot be easily lost or stolen.
- Check with a physician before departure for advice on how to adjust taking prescription medications in order to reduce the risk of overdosing or under-dosing (due to changes in multiple time zones).
- Check with the foreign embassy of the country you are visiting to make sure that none of the prescription medications are considered to be illegal narcotics in that country.
- Many insurance providers and prescription plans will allow the subscriber to refill his/her prescriptions for a greater than normal amount. For example, if your usual refill gives you a 30 day supply of medication, you may be able instead to fill it with a 60 or 90 day supply if you can prove that you will be traveling for that period of time.
- Always keep prescription medications in your carry-on bags while in transit. Once at your destination, it is a good idea to keep a few pills with you on your person and then the remainder in a secured location back at the hotel. Should you lose or have your purse or bag stolen, you will still have a backup supply readily available.

Faculty Leaders should be aware of students who require regular meals with their medication.

Glasses and Contact Lenses

Participants who wear glasses and/or contact lenses should take along an extra pair of contacts and glasses, and a lens prescription.

Medic Alert

Participants with serious conditions (e.g. allergies, diabetes, epilepsy) should wear a Medic Alert emblem. For more information, visit the Medic Alert Foundation International website at: <http://www.medicalert.org/home/Homegradient.aspx>

Special Precautions

Is climbing Mt. Fuji part of the program? Conducting field research in hot weather? Hiking in an area with poisonous snakes? Driving in extremely hazardous traffic? If so,

then the Faculty Leader should outline these risks and appropriate precautions to participants. Again, <http://www.tripprep.com> is a good country specific resource.

Adjusting to Extreme Weather

If traveling in a hot climate, the Faculty Leader should urge participants to:

- Wear light-colored, loose fitting, lightweight clothing that covers as much skin as possible.
- Wear wide-brimmed hat to protect from the sun.
- Wear sunscreen (SPF 15 or better) every day to prevent skin damage.
- Reduce alcohol intake and drink plenty of fluids, especially water.
- Stay indoors during the hottest time of day.
- Wear mosquito repellent (DEET > 33%).
- Seek medical attention for heat rash, heat exhaustion, and heat stroke.

If traveling in an extremely cold climate, the Faculty Leader should urge participants to:

- Dress in layers of loose, soft clothing for warmth and wear warm hat, gloves, and shoes.
- Include an outer layer of windbreaker-type material.
- Wear moisture-resistant covering as the outermost and innermost layers.
- Watch for symptoms of hypothermia: slurred speech, decreased awareness, shivering, irritability, or stumbling.
- Watch for symptoms of frostbite: pain, numbness, swelling, itching, and white, hard skin. Do not thaw a frozen body part unless it can be kept thawed.
- If you suspect frostbite or hypothermia, find warm shelter and medical attention.

Jet Lag

“Jet lag” is basically a sleep disturbance. The most common symptoms include fatigue, irritability, and sometimes disorientation. The Faculty Leader should address how to adjust to the day/night pattern of the host destination as quickly as possible with participants at a pre-departure orientation meeting. Some ways to limit the effects of jet lag include:

- Get a good night’s sleep the first night after you arrive; eat a high carbohydrate meal or snack before bedtime; exercise; and take a hot bath.
- Get up early the first morning and at the same time every morning thereafter.
- Always try to get to sleep at your usual time (e.g., 11 p.m.) at your new destination.
- Avoid naps until you are fully adjusted to your new time zone.
- Modify your diet until adjusted: avoid caffeine; eat high-protein breakfasts and lunches; and eat high carbohydrate dinners.

Travelers' Diarrhea

Probably the most common illness when abroad is traveler's diarrhea. Symptoms can range from mild to very severe and can come on quickly. The Faculty Leader should make sure that participants understand how to avoid and treat traveler's diarrhea:

- Don't trust tap water. Drink bottled or canned water or beverages.
- Avoid putting ice in beverages. Place unopened bottle/can on ice to chill.
- Avoid dairy products that are not pasteurized.
- Avoid raw food washed in tap water.
- Peel fresh fruits before eating.
- Avoid raw foods and street-side snacks.
- Eat steaming-hot foods, cooked foods right off the fire, and dry foods such as bread.

Diarrhea Treatments

- Replace fluids to avoid dehydration and correct the body's fluid imbalances.
- Add salt to the diet.
- Avoid dairy products as they inhibit the body's absorption of salt.
- After 1-2 days, use medications such as Imodium or Kaopectate for 2-3 days to relieve abdominal cramps.
- Consult a physician if symptoms persist for more than a few days.
- Consult a physician immediately if diarrhea is accompanied by a high fever, shaking, chills, and/or blood in the stool.

Insect Bites

Insect bites are of concern, not only due to the discomfort, but also because of infectious diseases such as malaria that may be transmitted by mosquitoes. To minimize exposure in countries where infectious diseases are transmitted by mosquitoes, the Faculty Leader should make sure that all participants:

- Stay in well-screened areas and sleep under mosquito netting.
- Wear long-sleeved shirts and pants.
- Use insect repellent containing 33% or more DEET (N-N diethyl-m-toulamide).
- Avoid using perfumes, scented soap, and after shave lotion.

Sexually Transmitted Diseases and HIV/AIDS

Sexually transmitted diseases such as Chlamydia, gonorrhea, syphilis, Hepatitis B, and herpes pose health risks in every country, as does the HIV virus. The Faculty Leader should inform students of this reality and urge them to make wise decisions.

Emergency Surgery

Because HIV and Hepatitis B can spread through contaminated needles and blood, medical evacuation should be carefully considered if a student requires surgery. In this case the Faculty Leader should make every effort to put the student directly in contact with his/her emergency contact(s) and his/her U.S. health care provider. It is ideal if the student's family and U.S. health care provider can discuss the situation directly with medical personnel in the host country to determine a treatment plan. The Faculty Leader should not, under any circumstances, give medical advice!

WHAT CONSTITUTES AN EMERGENCY?

The Study Abroad Program places the utmost importance on the safety, security, and well-being on education abroad program participants. Moreover, the Study Abroad Program and the Faculty Leader must follow prudent measures to verify that accommodation, transportation, and medical facilities are safe and of reasonable quality, and that communication plans and emergency responses are in place to provide a safe environment for program participants.

While on a K-State faculty-led group study abroad program, K-State expects all participants to take the same precautions that they would follow in their home communities in the U.S. and to make smart decisions at all times. Faculty Leaders should caution students to use common sense, be alert and aware of their surroundings at all times, travel with a buddy, and to never put themselves in compromising positions with the use of drugs or alcohol.

K-State considers an emergency to be any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies will include, though not be confined to, the following types of events and incidents:

- Physical assault
- Disappearance or kidnapping of a student
- Robbery
- Sexual assault or rape
- Serious physical or emotional illness
- Significant accident and/or injury
- Hospitalization for any reason
- Terrorist threat or attack
- Local political crisis that could affect students' safety and well-being
- Arrest or questioning by the police or other security forces
- Any legal action (lawsuit, deposition, trial, etc.) involving a student
- Natural disaster such as an earthquake, flood, fire, tornado, hurricane, volcano, etc.

While K-State can not guarantee a risk-free environment, K-State makes every effort to ensure the safety, security, and well-being of our Faculty Leaders and student participants on a faculty-led program.

CELL PHONE

The Faculty Leader (FL) is expected to carry a cell phone for the duration of the program so that in the event of an emergency, the FL can contact the Coordinator of Faculty Services (CFS) easily via phone and vice versa. Exceptions can be made for programs conducted in rural areas or countries where GSM or CDMA cell coverage is not available. The Study Abroad Program urges faculty who are interested in conducting programs in countries where cell coverage is not available, to carefully explore the possibility of obtaining a satellite phone or working with a Third-Party Program Provider that can provide a satellite phone.

For descriptions of GSM and CDMA cell coverage, please visit the following websites: <http://en.wikipedia.org/wiki/GSM> and <http://en.wikipedia.org/wiki/CDMA>

TEN STEPS TO PREPARE FOR AN EMERGENCY

Faculty Leaders Should Follow These 10 Steps To Prepare for an Emergency:

1. Acquaint themselves thoroughly with region-specific health and safety concerns.
2. Prepare themselves and program participants for a safe program, both physically and emotionally, by urging participants to consult with their health care providers prior to departure.
3. Review the *K-State Student Code of Conduct* with participants.
4. Conduct pre-departure orientations covering region-specific health and safety precautions and procedures.
5. Distribute emergency contact information to all participants.
6. Conduct an on-site orientation that acquaints participants with in-country medical procedures/facilities; reinforce emergency protocols; and revisit the *K-State Student Code of Conduct*.
7. Be available 24-7 to respond to the needs of student participants.
8. Carry the student information (emergency contact information and health information form) provided by the Coordinator of Faculty Services and a cell phone at all times and be prepared to communicate via phone, e-mail, or fax with the Coordinator of Faculty Services in the event of an emergency.
9. Delegate to the Logistics Coordinator only those tasks that he/she is capable of understanding and executing.

Follow K-State procedures when dealing with an emergency or student misconduct. For detailed information, please visit the K-State Office of Student Life website at: <http://www.k-state.edu/studentlife>

TEN STEPS TO RESPOND TO AN EMERGENCY

Faculty Leaders Should Follow These 10 Steps to Respond to an Emergency:

Step 1: Carry K-State Study Abroad Program information with you at all times!

Emergencies are always easier to handle when preparations are in place and basic information on program participants and emergency protocol is easily accessible. It is only helpful to you when you have it in your possession and it has updated information as to the whereabouts of all students.

Step 2: In an emergency, your first responsibility is to preserve the safety and well-being of student participants. Do whatever is necessary to assure this: obtain prompt and appropriate medical attention, police protection or intervention, and/or U.S. embassy involvement. You will be reimbursed for all expenses relating to the management of an emergency.

Step 3: Locate and contact all program participants as quickly as possible to ascertain their well-being, and to coordinate an immediate response plan. Depending on the situation, the Faculty Leader may or may not gather the participants together in a group. Advise student participants to inform their parents, guardians, and/or emergency contacts of their safety and whereabouts as soon as possible.

Step 4: When you have done all that you can reasonably do to assure the well-being of participants and to get a sense of the danger, immediately contact the Coordinator of Faculty Services. Together the Faculty Leader and the Coordinator of Faculty Services will collaborate in fact-finding, communication, and a response plan. Depending on the severity of the situation, the Study Abroad Program will make all U.S. contacts as appropriate: the participants' emergency contacts, K-State offices and authorities, and so on.

K-State Study Abroad Emergency Contacts:

If an emergency occurs during regular business hours, please call the Study Abroad Program front desk. If the emergency occurs after regular business hours, please contact the Study Abroad Program 24-Hour Emergency Line - Please keep in mind that this number is - **ONLY** - for emergencies that need immediate assistance from Study Abroad Staff when the office is closed.

- **Study Abroad Program Front Desk**
785-532-5990
Available 8:00am-5:00pm CST, Monday-Friday
- **Rose Redington, Coordinator of Faculty Services**
rosered@ksu.edu
785-532-1698
Available 8:00am-5:00pm CST, Monday-Friday

- **Study Abroad Program 24-Hour Emergency Line**
785-532-5494
Available 24 hours

Step 5: Take immediate steps to gather more information about the problem and assess the situation utilizing all in-country resources available. Consult with the Third Party Program Provider, U.S. Embassy, Consulate, or Interest Section, other study abroad providers, other U.S. enterprises in the area, local authorities, the media, and so on. The Study Abroad Program will take similar steps.

- U.S. Department of State: <http://www.travel.state.gov>
- U.S. Center for Disease Control: <http://www.cdc.gov/travel>
- U.S. Embassies & Consulates: <http://www.usembassy.state.gov>
- World Health Organization: <http://www.who.int>

Step 6: If appropriate, contact the local U.S. Embassy or Consulate regarding the crisis and follow whatever procedures they may require. Ask the Embassy or Consular Officer to advise you on a regular basis about the developments of the emergency and about how you should direct K-State's on-site response.

Step 7: In a medical emergency, never leave an injured or sick student on his/her own. Assist the student in coordinating the necessary arrangements, including payment of fees on behalf of the student.

- **While on an excursion with only one K-State faculty/staff member present:** Remain with the students, or, if necessary, select a responsible student to serve temporarily as the group leader and ensure that all students return to their accommodations while the Faculty Leader stays with the student in need. Give the student leader all necessary instructions.
- **While on an excursion with more than one K-State faculty/staff member present:** One K-State representative should remain with the group, while the other one stays with the student in need. Establish a time and place for the group to reunite. Maintain contact via cell phone. If the student is unable to rejoin the group, the K-State representative or Third-Party Program Provider should ensure the safe return of the injured or sick student to the student's accommodations.

Step 8: In an on-going crisis, continue to keep the Coordinator of Faculty Services informed on a regular basis through telephone (785) 532-5990, fax (785) 532-6550, or e-mail (rosered@ksu.edu / oip@ksu.edu). This is essential as we will be working closely with you throughout the emergency to develop a situation-specific response plan. It will be the Study Abroad Program's responsibility to consult with all appropriate K-State offices in the development of that plan. All program participants will be expected to abide by the situation-specific response plan. It is important that after all emergencies

(small or large), an *Incident Report Form* (available on the Study Abroad Program website) is completed and faxed to the Coordinator of Faculty Services.

Step 9: Try not to overact or panic: the students are counting on you to help get them through a difficult time. You are not alone! Keep in mind that the Study Abroad Program has experience dealing with crises and is ready to assist you during and after any type of incident.

Step 10: Continue to keep a clear focus on the emergency; everything else must take a back seat. Here are some tips to reduce anxiety and increase organization:

- Do not try to handle all aspects of an emergency: delegate responsibility as is possible.
- Never say more than necessary and stick to the facts.
- Remember that student confidentiality is very important.
- Remember that K-State and the Study Abroad Program will support you in every way possible.

It is unlikely that an outbreak of war, a coup d'état, terrorist activity, or political instability will occur at a site where K-State is conducting a faculty-led group study abroad program. It is more likely that a medical emergency or a natural disaster may occur.

K-State cannot guarantee or assure the safety of participants or eliminate all risks from the study abroad environment. Nor can we monitor students' choices and behaviors at all times, or prevent them from engaging in dangerous, unwise, or illegal activity.

Nonetheless, we must do our best to run a safe program, and the Faculty Leader and Logistics Coordinator comprise our front line response team. Please plan ahead and prepare accordingly!

K-STATE CRISIS PROTOCOLS

For detailed information on K-State crisis protocols, please visit the following website: <http://www.k-state.edu/studentlife/crisisassistance/>

INTERNATIONAL HEALTH INSURANCE

All program participants are required to enroll in an international medical insurance policy. Students and faculty leaders, who are participating in K-State faculty-led group study abroad programs, will automatically be enrolled in an international medical insurance policy by the Coordinator of Faculty Services. Generally, if students wish to travel independently before or after the official program travel dates, they have an option to extend their international health insurance policy. In most cases, they can do this directly by contacting the insurance provider, T.W. Lord and Associates at 1-800-633-2360.

An informational brochure with full details of T.W. Lord insurance coverage is available on the Study Abroad Program website.

In foreign countries, most doctors and hospitals do not recognize U.S. insurance for automatic billing. In most cases student participants will need to pay at the time of medical treatment and submit a claim for reimbursement. For this reason all students are instructed to carry emergency funding, preferably in the form of a credit or ATM card. Please remember to advise students to keep all medical receipts as these will be required for reimbursement from the insurance provider.

Partially adapted from the "Faculty-Led Programs Manual" from the Education Abroad Office at Washington State University