

# UC Riverside – Education Abroad

## – **STUDENT** Health & Safety Handbook

### EMERGENCY contacts

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#### I> What’s an emergency?

Emergencies\* include, but are not limited to, the following types of events and incidents:

- Disappearance, kidnapping or death of a participant
  - Criminal assaults against program participants
  - Sexual assault or rape
  - Serious illness, physical or emotional, injury or death
  - Hospitalization for any reason
  - Arrest, incarceration, or deportation
  - Terrorist threat or attack
  - Local political crisis
  - Natural disasters
  - Protest/Civil Unrest/Riots
  - Foiled Terrorist Plot
  - Military Coups
  - Anything “newsworthy” regardless of its impact
- “Perceived” emergencies can also arise, when events are not immediately threatening but are seen as so by the media, or family and friends back home. In such cases, the perceived emergency will be treated as a real emergency.

#### II> How to prepare for an emergency

1. Review the UCR Health & Safety Handbook.
2. Be familiar with all materials provided to you by your program or the Education Abroad Office including the Consular Information Sheets on your host country and the Centers for Disease Control Travelers Information. Additional useful details are also on the State Department’s site [here](#).
3. Regularly use the UC [Trip Planner resource](#) to check for civil unrest, drinking water safety, or special social customs before you leave.
4. Know how to use the health insurance information and keep a copy of the card with you at all times along with the 24/7 assistance phone number.
5. Make 2 copies of your passport. Leave one copy with your family and bring one copy with you on your trip and keep it separately from your original passport. While you are traveling, protect your passport, both the original and the copy.
6. Keep the emergency contact information with you at all times.
7. Learn as much as you can about your country before you go.

8. You will be registered by the Education Abroad Office with the U.S. Embassy via STEP, <https://step.state.gov/step/>.
9. Develop with your family a plan for communication, via email, phone, social media, or any reliable electronic means, so that in case of emergency you will be able to communicate with your parents directly about your safety and well-being.
10. Familiarize yourself with local laws and customs of the countries to which you are traveling. Remember, while in a foreign country, you are subject to their laws.
11. Bring a credit card or make sure to have access to additional funds in case of an emergency.

### III> IN AN EMERGENCY, DO THIS!

1. If there is an emergency, you should immediately contact the Program Leaders. They will do all they can to ensure your safety. The Program Leaders will be in touch with UCR and recommend appropriate steps depending on the situation. Follow their instructions.
2. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, keep a low profile; avoid demonstrations, confrontations or situations where you could be in danger; avoid behavior that could call attention to yourself; avoid locales where foreigners or U.S. citizens are known to congregate; and take down signs, avoid wearing clothes that would label you as U.S. citizens.

[If an emergency – real or perceived – occurs, click here for detailed questions based on specific situations.](#)

**DO NOT MAKE ANY STATEMENT TO THE PRESS.** Notify International Affairs Communications Manager of any statements made to the media. Refer inquiries to the Communications Manager (+1 951-827-1118 or shanon.langlie@ucr.edu) and record all calls and activities.

#### Medical Emergencies

Medical emergencies include, but are not limited to the following:

- Any hospitalization – no matter how brief
- Rape or sexual assault
- Severe food poisoning
- Severe allergic reaction
- Anything of a mental health nature
- Any incident involving injuries or potential injuries

#### In a medical EMERGENCY, do this:

1. Prior to departure, the Education Abroad office will identify two or three nearby hospitals (if possible at that location) which accept international insurance, have English-speaking staff, and are open 24/7.
2. Should you have a medical emergency, notify the Program Leaders, the Director of Education Abroad, and/or at minimum, a fellow student in the program. Seek appropriate medical care. In a medical emergency, the Program Leaders or appropriate designee should accompany you to an appropriate health care provider.
3. Keep a log of your discussions with the attending physician, and/or staff from the host institution. Record the circumstances that led up to the accident/illness.
4. Contact your medical insurer (e.g., ISIC Premium, or UC SHIP).

5. Contact the [Director of Education Abroad](#). Depending on the severity of the illness/injury, Education Abroad may contact the student's "emergency contact" and may also inform other campus officials if it appears necessary. **Do not speak to the media unless you have been instructed to do so.**
6. If you cannot reach the Director of Education Abroad, contact the University's travel insurance provider, [WorldAware for 24/7 global assistance](#).
7. Maintain communication with the Education Abroad office, WorldAware, and the local treatment facilities.

### **Mental Health or Substance Abuse Problems**

Mental health or substance abuse problems can develop into potentially dangerous situations if not addressed appropriately. Behaviors that may be indicative of a mental health or substance abuse problem include:

- missing classes on a frequent basis;
- asking to do less academic work;
- withdrawing from friends and activities;
- exhibiting unusual behavior.

These behaviors could be indicative of any number of problems, including but not limited to clinical depression, an eating disorder, or alcohol or drug abuse. Each mental health case is unique and requires that an appropriate treatment plan be developed in consultation with a mental healthcare professional.

#### **In a mental health EMERGENCY, do this:**

If you observe a student with any of the above symptoms/behaviors, inform the Program Leaders and/or the Director of Education Abroad as soon as possible.

#### **Severe Psychiatric or Substance Abuse Problems**

A student with a more serious psychiatric or substance abuse problem might:

- exhibit severe disruptive behavior with a suspected psychiatric basis;
- be severely emotionally disturbed, create disturbances, or be a danger to her/himself or others;
- attempt suicide or speak to someone about doing so;
- be severely disruptive due to alcohol or drug use.

#### **In a severe mental health EMERGENCY, do this:**

If you observe a student with any of the above symptoms/behaviors, inform the Program Leaders and/or the Director of Education Abroad as soon as possible.

**In the event of sexual assault**, contact the Director of Education Abroad and/or the Risk Management Director, who will then contact the [CARE Advocate](#), [Title IX/Sexual Harassment Office](#), and [UCR Police Department](#) (contact information on the first page).

- The CARE Advocate provides a safe and confidential place for students, faculty members and employees who desire information about and/or need help with issues involving sexual assault, dating/domestic violence and stalking. The CARE Advocate can provide information about reporting options, psychological support and resources for on and off campus. All information shared with the advocate cannot be shared with others outside CARE without your written permission or as required by law. The law in the State of California mandates that information

may be appropriately shared if you are in imminent harm to yourself or to others or when there is an indication of child or elder abuse.

## In case of a Death

### **Immediate response after a death ONLY in case the Program Leaders are not available:**

#### **1. Collect all relevant details pertaining to the death(s):**

- Name, title, and phone number of the caller as well as their relationship to the program;
- Name(s) and citizenship of the deceased as well as time, location, and manner of death, and whether or not an autopsy is required.

#### **2. Name of the program title or sponsor (host institution, US institution, or third-party provider) and location:**

- Names, titles, and contact information for others involved in the response (consular officers, local authorities, home/host institution staff or faculty, etc.);
- Whether or not the following have been notified already: a parent/guardian; local embassy or consulate; international medical assistance provider; other individuals or entities;
- Names of any witnesses or ill/injured victims;
- **Whether other program participants are at risk:** If yes, work quickly to provide a timely warning to affected students. This is often best done by text message, social media, and email. Consult with Education Abroad office for assistance.

## **Disaster or Crisis, whether political, natural, or man-made**

From time to time, a political uprising, peaceful or otherwise, will occur in a country where U.S. students are engaging in education abroad. Possible guidelines to follow while the political uprising is in place are:

1. Make sure other program participants are safe. Contact all students by phone or SMS or alternative means of communication. Use the emergency telephone tree that you have set up.
2. If appropriate, stay indoors in a safe place(s) which was established at orientation on the first day of the program, until the situation on the ground is clarified. When classes resume, students should keep a low profile; avoid public gatherings and demonstrations; keep away from key government buildings, confrontations or situations where they could be in danger; avoid behavior that could call attention to themselves; avoid locales where foreigners or U.S. citizens are known to congregate; and take down signs, avoid using wearing clothes that would label them as U.S. citizens.
3. Monitor the media to keep up-to-date with the situation and follow any instructions issued by the local authorities.
4. Strongly consider that traveling within areas of unrest, going near "hot spots" such as political rallies, areas with tanks, or crowds, etc. are not recommended and could put your safety at risk.
5. Corroborate all information that you receive before you share it with others.
6. Gather as much factual information as possible so you are prepared when talking to your parents.
7. Monitor the situation carefully.

## IV>      **Emergency Cancellation or Termination of Programs**

Based on the recommendation from Risk Management, if the provost determines that a program should be cancelled or terminated due to an emergency or crisis situation, the process for notification and refunds will be determined by the Education Abroad office. The International Affairs Communications Manager will be notified so that all university communications will be consistent.

### **State Department Travel Alert**

If, **prior to the commencement** of a program, the U.S. State Department issues a Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 7 days to students and the Program Leaders by the Education Abroad office. Students must be permitted to withdraw and every effort made to find an alternate program. Students shall be refunded any fees.

If, **during the course of a program**, the U.S. State Department issues a Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 72 hours to students and students must be permitted to withdraw. Every effort will be made to allow students to complete their coursework after their return. Students shall be refunded any fees not already expended.

### **State Department Travel Warning or Centers for Disease Control Travel Health Warning**

If either the U.S. Department of State or the Centers for Disease Control issue a travel warning for the area where a program is being conducted, the Education Abroad Office will consult with Risk Management. Normally UCR will suspend approval of education abroad while the warning is in effect. If following consultation with Risk Management, UCR decides to continue the program, the updated information must be distributed promptly to students and students must be permitted to withdraw.

(\* For purposes of this document, Education Abroad Programs include all university-sponsored, campus-originated activities that take place outside of the U.S.)

## Appendix: QUESTIONS FOR RESPONDING TO EMERGENCIES

Universal concerns	1. STATUS: What is the current physical and psychological <b>condition</b> of affected participant(s)?
	2. CONTACT: Is the lead on-site staff member now in close <b>contact</b> with all affected participants? How many have been affected, and to what degree?
	3. PROXIMITY: What is the <b>proximity</b> of the event(s) to all program participants?
	4. IMMINENT RISK: What is the imminent <b>risk</b> to participant(s) if they remain where they are?
	5. AWARE: Are all program participants, whether directly involved or not, <b>aware</b> of the emergency? How are they responding to the emergency?
	6. HELP AVAILABLE: Are <b>adequate</b> food, water, and medical attention available?
	7. SAFE PLACE: Is adequate and secure <b>housing</b> available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?
	8. NEXT STEPS: What <b>information</b> should be given to students about steps to take in the event that the situation worsens?
	9. EVACUATE: Should students be <b>evacuated</b> ?
Illness or injury	1. Is the <b>insurance</b> provider involved/aware?
	2. What medical <b>treatment</b> has the student received?
	3. Does the attending physician <u>speaking English</u> ?
	4. What is the <b>diagnosis</b> ? The prescribed treatment? The prognosis?
	5. Have the student's medical records been shared with medical staff?
	6. Have the student's <b>parents</b> been contacted?
	7. Are <u>other participants</u> at risk from this illness?
	8. Is <b>airlift</b> a desirable and viable action?
	9. Does the <b>Response Team</b> need to be convened?

<b>Mental health</b>	<ol style="list-style-type: none"> <li>1. Is the <b>insurance</b> provider involved/aware?</li> <li>2. What medical <b>treatment</b> has the student received?</li> <li>3. Have the student’s medical records been shared with medical staff?</li> <li>4. Is the student on any medication?</li> <li>5. Is <b>counseling</b> available?</li> <li>6. If the individual chooses to return home, is it <b>safe for them to go alone</b>?</li> <li>7. Does the <b>Response Team</b> need to be convened?</li> <li>8. Have the student’s <b>parents</b> been contacted?</li> </ol>
<b>Sexual assault</b>	<ol style="list-style-type: none"> <li>1. What are the <u>details</u> of the incident?</li> <li>2. What has the <u>on-site response</u> been?</li> <li>3. <u>Where</u> has the participant been taken?</li> <li>4. If a rape or sexual assault has occurred, is <u>counseling</u> in English available?</li> <li>5. Is the victim able to advocate for her/himself-themselves?</li> <li>6. Has the closest U.S. consulate or <b>embassy</b> been contacted for advice regarding reporting the incident?</li> <li>7. Has appropriate <b>local law enforcement</b> been notified?</li> <li>8. What is the medical <b>diagnosis</b>? The prescribed treatment? The prognosis?</li> <li>9. Is the participant interested in <b>returning to the United States</b>?</li> <li>10. Have the student’s <b>parents</b> been contacted?</li> <li>11. Does the <b>Response Team</b> need to be convened?</li> </ol>
<b>Missing participant</b>	<ol style="list-style-type: none"> <li>1. When was the student <b>last seen</b>?</li> <li>2. Does anyone have <b>any idea</b> where they might have gone?</li> <li>3. If the student had left and was expected to return at a specific time, when was the <b>date and time of the expected return</b>?</li> <li>4. Did the participant tell anyone of <b>plans to be absent</b>?</li> <li>5. Does anyone know of friends living locally? Names, addresses, phone numbers, etc.</li> </ol>



6. Are search and rescue operations available on site? Are these reliable? Have they already been initiated? Should they be initiated?
7. If other students are enlisted to form search parties, have they been adequately **briefed** on what to do if they find the missing participant and on the various scenarios they may encounter?
8. Is assistance through the health **insurance** or travel assistance provider needed?
9. Does the Response Team need to be convened?
10. Have the student's **parents** been contacted?
11. Has a ransom been requested? Is this a real, or virtual kidnapping?
12. If you have determined that the student is truly likely to be missing, proceed with the following questions:
  - a. Has a **report** been filed with the local police?
  - b. What is the **case number**?
  - c. What other locally and culturally appropriate **steps** are necessary?
  - d. Has the **embassy** been contacted?

**Death**

1. Who is **notifying** UCR of the death? Get the name, title, phone number for all authorities involved.
2. Have the local police been notified?
3. Has the U.S. **embassy** been notified?
4. Have plans been made to **repatriate** the body?
5. What **coordination** is needed to take care of collecting personal belongings, closing a bank account, liaising with the student's host family, etc.?
6. What is the time, location, manner of death, and is an **autopsy** required?
7. Are there any **witnesses**, and/or other ill/injured victims?
8. Are **other** program participants at risk? If yes, have they been **notified**?
9. What **counseling** support is available for other program students?
10. Does the Response Team need to be convened?
11. Have the student's **parents** been contacted? If not, coordinate with OSAC. (571) 345-2000; after hours (212) 309-5056)

<b>Arrest</b>	
	1. Has he or she been <b>detained</b> ? Where?
	2. Has the U.S. <b>embassy</b> been notified? What has their response been? What is their advice?
	3. What <b>agency</b> made the arrest and filed the charges?
	4. What are the <u>names, addresses, and phone numbers</u> of arresting authorities?
	5. What is the <u>case number</u> ?
	6. What <b>rights</b> have been granted?
	7. Is he/she entitled to place a <b>phone call</b> ?
	8. Has a local <b>attorney</b> been contacted?
	9. Has anyone accompanied the detainee?
<b>Taken hostage</b>	
	1. Has the U.S. <u>embassy</u> been notified?
	2. What is the embassy's <b>advice</b> ?
	3. Have the kidnappers made <b>contact</b> ? Is this a real or virtual kidnapping? Has a ransom been requested?
	4. Is <b>negotiation</b> support available on site?
	5. Who is the contact person at the <b>embassy</b> , and at the U.S. Department of State in Washington, D.C.?
	6. What are their titles and contact <b>numbers</b> ?
	7. Does the <b>Response Team</b> need to be convened?
	8. Have the student's <u>parents</u> been contacted?

Political/man-made/natural disaster or crisis	1. Does the <b>Response Team</b> need to be convened?
	2. Have the students' <b>parents</b> been contacted?
	3. Has the U.S. <b>embassy</b> advised participants to take appropriate action?
	4. Have all participants <b>been made aware of these precautions</b> , and in writing?
	5. Has a meet-up location been established? Where?
	6. Are all participants <u>following these precautions</u> ? Have local authorities imposed a curfew?
	7. Has travel in or out of the country been <b>restricted</b> in any way?
	8. Is the group in <b>danger</b> ? Is the entire group in one location?
	9. Should regular classes and other program activities be <b>suspended</b> ?
	10. Who or what is the <b>target</b> of any unrest?
	11. Has any particular group or organization been <b>threatened</b> ?
	12. What kind of military or other <b>security or public safety personnel</b> are present? Are they unusually visible? How are they behaving with respect to the civilian population?
	13. Is <b>airlift</b> a desirable and viable action?
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Source: Gail Gilbert	