



**INTERNATIONAL PROGRAMS**

**Short Term Travel / Study Abroad Leader's Checklist**

All of the following materials must be delivered to the international programs office (IP) **no later** than the Monday of Thanksgiving break.

**If the paperwork is not completed by this deadline, the VPAA will be forced to cancel the class.**

If you have any questions, please contact us at 362-6089

List of program participants	Including names and Hollins ID numbers
Detailed Travel Itinerary	Information on flights, accommodations (including contact info), and a schedule for the entire time you are abroad
Contact Information	Including cell phone numbers for all trip leaders and other emergency contacts

**Plus** each participant's:

Health Report and Release	You keep the original. IP receives electronic copy
Behavior Contract / Liability Release & Waiver	IP receives the original. You keep an electronic copy on file.
Photocopy of Passport ID Page	Both you and IP keep electronic copies
International Student Identity Card Application (if applicable)	You will complete and return ISIC spreadsheet provided by IP.
Cultural Insurance Services International	You will complete and return CISI spreadsheet provided by IP.
One Passport-Style Headshot	This photo must: <ul style="list-style-type: none"> <li>• Be sent digitally to International Programs</li> <li>• Contain the student's name in the file name</li> <li>• Be passport quality, and taken against a white background</li> </ul>

**Before making copies** or forwarding any student materials to IP, please verify that no required information is missing. **Return any incomplete forms to the student.**

**Please transmit the digital copies of the required forms to IP for all participants in a single email, if possible. Physical copies of the Behavior Contract should be delivered to IP.** Each student's digital file should include the **Health Report and Release, Passport ID page and passport-quality photo.**



## INTERNATIONAL PROGRAMS

### Information for Faculty Leading Short-Term or J-Term Travel/Study Courses Abroad

The following information is designed to assist leaders of travel/study courses and other student trips in complying with Hollins University policies, as well as to address the special health, safety, legal, insurance and crisis management concerns which arise with travel.

If you have any questions about any of the information presented in these guidelines or addenda, please contact either the International Programs (IP) office or the Vice President for Academic Affairs (VPAA). We are happy to serve as a resource for faculty on any of these issues and to attend orientation sessions to review the student information and forms with your participants.

#### Academic Guidelines

As the short term or J-term travel/study course is, first and foremost, a course in which students will earn academic credit, regular guidelines concerning academic integrity apply. This includes ensuring that the course has a focused academic component and occupies student time for the full duration of the short term. Pre- or post- travel seminars that complement the travel experience should be planned in cases where the trips themselves last less than the full duration of short-term (see Faculty Handbook page II-4).

In addition, a full syllabus which includes details on how the grade for the course will be calculated must be submitted to the VPAA by the Thanksgiving break, unless asked for earlier. Each travel/study course must include a mandatory orientation for students. Any student not in attendance should be dropped from the course.

We suggest that you develop an application process in order to fully screen students before accepting them on your course. This should include a student application and essay, at least one faculty recommendation, screening prospective students through both Dean of Students (Residence Life staff especially) and Academic Services. Any student who is currently on Academic Probation or has past serious disciplinary infractions should not be allowed to participate in a short-term travel/study course. If prospective student lists are provided to the director of International Programs by October 15<sup>th</sup> for short-term courses (or at least 2 months prior to the international trip for other courses) she can assist in screening students with respective offices on campus.

#### General Guidelines

**Student Forms and Information:** Along with these guidelines you are receiving a packet of information and forms (developed by the Hollins legal team) from IP that must be copied and distributed to each course/trip participant. Please review the information in the packet so you'll know what the students have been told. With the Behavior Contract and Liability Waiver form, the student agrees to abide by standards of conduct and acknowledges the consequences of disruptive or dangerous behavior. If a student disobeys this contract at any point in the trip, they may be dismissed (after consultation with the director of international programs and the

vice president for academic affairs) at their own expense (see the section on “Disruptive or Dangerous Behavior” below). On the Health Report and Release, the student provides information on medical conditions, permission to notify parents about physical or mental health concerns while abroad, and authorization for emergency care. We recommend that you become familiar with these forms prior to the trip and consult with the health and counseling center if you require further information regarding any medical condition or medication. With the Health Information Release, the student gives permission to the director of health and counseling services to inform you of any significant medical or psychological concerns. If there are concerns about a student’s physical or mental health, health and counseling services can work with you to make sure you have appropriate information and that the student is aware of what services are and are not available at the destination. In most cases, a student cannot legally be excluded from a program because of a medical or psychological condition, but we can work with students and parents to discourage participation, where appropriate, particularly if services that the student may require are unavailable or the student’s situation will make it difficult or impossible for her to participate successfully.

**Staffing:** There must be more than one responsible adult accompanying each travel/study course so that there will be someone to remain with the group if the faculty leader needs to attend to an individual student emergency. Students enrolled in the course should not be expected to provide services to the group (i.e., they should not drive rental vehicles, be expected to accompany peers to the doctor or hospital, etc., except in cases of extreme emergency when there are no other options).

**Liability and Insurance Coverage:** Hollins University carries a general liability policy covering faculty and other university employees on official university business. The policy covers most liability expenses for bodily injury or property damage. If you will be traveling in a rental vehicle, you should have or purchase vehicle rental insurance that includes liability, collision, and physical damage. In case of an accident, the vehicle’s insurance is primary, the Hollins liability policy secondary. Faculty leaders are not covered by the Hollins liability policy when acting outside the scope of their official responsibilities or when willfully engaging in misconduct or criminal conduct.

All faculty and staff members on Hollins-sponsored travel are also covered under our Executive Assistance policy with Worldwide Assistance. Coverage includes medical, travel, risk control, and personal assistance before and during overseas travel. Before leaving the U.S., you should request a current ID card for this policy from Barbara Adams, Assistant to the VP for Finance and Administration.

University policy requires that all students have adequate medical insurance while enrolled at Hollins. You will have each student’s Health Report and Release form, which documents her insurance carrier and policy number. Please tell each of your students that they should confirm whether their health insurance covers them outside the U.S. prior to departure. The Hollins student insurance policy does, but family policies vary. If a student is not covered while abroad, the IP office can provide a list of short-term study abroad insurance providers and the student should be advised to sign up for one of these prior to departure. A small amount of additional health insurance and the coverage for medical evacuation and repatriation of remains that is required by the university’s insurer is provided by Cultural Insurance Services International, in which students will be enrolled by the International Programs office. The International Student Identity Card provides supplemental coverage for programs undertaken in African and Asian locations. As you are probably aware, in most cases, physicians and medical facilities overseas will require that medical services be paid for out-of-pocket. Students can request reimbursement from their insurance companies upon return to the U.S.

**International Student ID Card:** Hollins requires that all students who go abroad under Hollins sponsorship to an African or Asian location have an International Student Identity Card (ISIC) to meet requirements of one of the university's insurers. The card also provides other benefits, including a toll-free 24-hour helpline for assistance with medical, legal, or financial emergencies and a wide range of discounts in the U.S. and abroad. IP is authorized to issue ISICs. An application (in the student packet) and photograph are required and a \$22 fee is charged to the student's Hollins account. Hollins is not authorized to issue International Teacher Identity Cards, but they can be purchased at [www.myisic.com](http://www.myisic.com).

**Reasonable Care:** "Reasonable care" is the conscious exercise of good judgment and common sense on the part of the faculty leader and the institution in the planning and implementation of a program. It is also the standard by which questions of liability are generally judged. Exercising reasonable care includes careful planning, anticipating and preparing for potential problems, preparing students adequately, including informing them of risks, laws, penalties, and responsibilities (preferably before they make any nonrefundable deposits), obtaining waivers, and doing what a "reasonable person" would do in handling problems or emergencies. In a crisis, do not let fear of legal consequences prevent you from acting quickly and responsibly.

**Health and Safety:** Faculty members cannot be experts on all of the health and safety issues which may come up during the course of a program. However, students, their parents, and Hollins can reasonably expect that university-sponsored activities organized by faculty members will be relatively free from predictable harm, that students will be informed before and during the course of reasonable precautions, and that students will receive appropriate support and guidance should an unexpected medical condition, political situation, or other crisis occur. All arrangements for any course involving travel should be made taking relative freedom from predictable harm into consideration. Faculty leaders must be prepared to serve as resources to students who express concerns about their safety or security and to students who may require medical care and referral. Health and counseling services can provide a first-aid kit for minor ailments, if you wish. **Resources to assist in identifying students in distress and in managing individual student crises are attached to this document, as is the Crisis Management Plan for Short Term Travel/Study Courses, which provides procedures for dealing with a crisis that affects the entire group.** In all cases, your first responsibility is to attend to the safety and well-being of students.

Parents may ask if you can guarantee their daughters' safety while participating in your course. An appropriate response is that while we take all reasonable precautions, we cannot guarantee anyone's safety either on campus or on an abroad program. A student is much less likely to be endangered by terrorist or anti-American activity than she is by her own personal behavior choices. You will set appropriate expectations, but you cannot control her choices, nor can you prevent her from engaging in illegal, dangerous, or unwise activities.

**Alcohol and Illegal Drug Use:** In most other countries, all but the youngest Hollins students are of legal drinking age. Excessive drinking is one of the greatest risk factors to students abroad. It makes them more likely to ignore their common sense instincts and make poor decisions about where to go and what company to keep. In particular, it renders them more vulnerable to mugging and sexual assault. This information is included in the participant packet and should also be reinforced at orientation and regularly while you are abroad, especially if you become aware that one or more students are drinking heavily. While Hollins policy does not strictly prohibit faculty/course leaders from drinking socially with students who are of drinking age, you should be aware that such activity may increase your liability if there is a problem.

Use or possession of drugs which are illegal in the U.S. or the host country is strictly prohibited by Hollins University policy. In addition to Hollins sanctions, anyone possessing illegal narcotics is subject to the laws of the host country, which may be much harsher than those in the U.S. U.S. consulate and embassy staff are not able to provide legal assistance to U.S. citizens arrested for drug possession. For more information from the U.S. Department of State on the dangers of drug use overseas, go to [http://www.travel.state.gov/travel/living/drugs/drugs\\_1237.html](http://www.travel.state.gov/travel/living/drugs/drugs_1237.html).

As noted previously, the Hollins liability policy does not cover faculty or staff who are acting outside the scope of their official responsibilities or who willfully act irresponsibly themselves.

**Disruptive or Dangerous Behavior:** Occasionally a student's behavior, though not illegal, is highly inappropriate or disruptive to the successful running of a program. By signing the Behavior Contract, students have agreed to behave appropriately. In most cases, expelling a student from the course should not be the first solution. Often warning the student and/or having her agree to and sign a written contract that makes requirements for her behavior and the consequences of noncompliance clear will suffice. The director of IP, in consultation with the dean of academic services, can assist you in writing the contract, if you wish. In egregious cases, particularly where the student or others in the group have been endangered or laws have been broken, immediate expulsion may be warranted. The Information for Participants includes a section on grounds for expulsion. **If you decide to expel a student, you should notify the IP office of the details of the situation and the plans that have been made for the student to return to the U.S. so other offices on campus and the student's parents can be notified. It is important to prepare a written report documenting the reasons for your decision.**

**Refund Policy:** You should have a clearly-stated refund policy to give students before they make any non-refundable deposit or other payments. It doesn't need to be specific, only clear. An example from Klaus Phillips: **"In general, both deposits and fees are non-refundable. In cases of serious medical conditions or similar emergency, every attempt will be made to refund as much as possible. However, because payments we have made on your behalf are often non-refundable, any refund is likely to be limited to no more than half the program fee and is often less."** If you are working with a third-party provider, they are likely to have a refund policy of which the students should be informed. In all cases, the policy should also indicate that any student expelled from the program is not eligible for a refund.

## Procedures

### **Before Departure**

Provide participants with:

- copies of the Information for Participants in Short Term Travel/Study Abroad and Short Term Travel/Study Abroad Participant Checklist.
- any required student forms (included in the student forms packet)
  - Health Report and Release
  - Behavior Contract / Liability Release and Waiver
  - Health Insurance with Cultural Insurance Services International (CISI) / International Student Identity Card (ISIC)
- an orientation which covers:
  - a detailed itinerary

- financial information (the course fee, when it is due, what is and is not covered, the refund policy, how much additional money they will need)
- deadlines for submitting all forms
- passport and visa requirements and deadlines
- country-specific information, including information on cultural, behavioral, and dress norms and on any site-specific safety precautions
- any general climatic or public health conditions for which they should be prepared, including required immunizations, dietary considerations, etc.
- the academic, behavior, and other expectations you have of participants
- safety precautions they should follow (general information on safety is included in the student information packet)
- how much independent activity and travel will be allowed and under what conditions
- what they need to take with them
- how to access funds while at their destination
- what to expect in terms of communications—how much telephone/cell phone and e-mail access there will be

Submit to IP (as noted on Short Term Leader's Checklist):

- a detailed course syllabus and travel itinerary with flight information, daily contact information for you, and all overnight accommodations. This information will be on file in the IP office, the VPAA's office, and the campus safety office, in case of emergency.
- all of the materials on the Short Term Travel/Study Abroad Leader's Checklist. **These materials are due to IP no later than the Monday of Thanksgiving break. If they are not received on time, the VPAA will be forced to cancel the course.** Most faculty leaders designate a staff member (usually the department or division secretary) who will collect the documents, forms, and photos from students, check to be sure the forms have been completed properly, track down any that are missing, and assemble the materials as noted on the checklist. **It is important to emphasize to all students that in order to remain on the participant list, they must complete and submit all required documents by the deadline.** If absolutely necessary, the photocopy of the passport ID page can be turned in after the deadline but we must have it before the student leaves campus at the end of the fall term. Students should be encouraged to obtain passports as early as possible.

Familiarize yourself with:

- conditions in the country to which the group will travel. Review the consular information sheet on the country and any relevant public announcements or travel warnings at [www.travel.state.gov](http://www.travel.state.gov) and information on health conditions on the Travelers' Health page at [www.cdc.gov](http://www.cdc.gov).
- procedures for medical care, payment, and insurance in the host country and resources on physicians and hospitals where English is spoken (this information is available from the U.S. embassy).
- procedures for changing a participant's return ticket in case an early departure is necessary due to illness or other problem.
- the Crisis Management Plan for Short Term Travel/Study Courses and the Emergency Response Procedures.

Please also:

- make arrangements to have a cell phone while you are overseas. Hollins requires that leaders of trips abroad have cell phones or continual access to cell phones that will function at their destinations. The cost of the phone can be built into the program budget.
- devise an emergency communications plan which will enable you to contact each participant and co-leader in an emergency (see the Crisis Management Plan for an example).
- register your trip with the local U.S. embassy through the Department of State's secure online travel registration website (<https://travelregistration.state.gov/ibrs/>). The Information for Participants encourages students to do the same

## While Abroad

You or another responsible adult should have available at all times:

- 24-hour contact information for the IP director and campus safety (IP provides a wallet-sized card with this information for each faculty leader),
- the Health Report and Release form, emergency contact information, and passport ID page photocopy for each student (physical or electronic copies)
- the Hollins University Crisis Management Plan for Short Term Travel/Study Courses (see the accompanying pamphlet)
- contact information for the U.S. embassy or consulate closest to the study site (available at <http://usembassy.state.gov>,
- contact information for local medical facilities and physicians' offices where English is spoken,
- contact information for any travel or tour providers (includes airlines, travel agencies, tour companies, etc.).

You should:

- notify, or have a designated party notify, IP within 24 hours of arrival overseas that you and all participants have arrived safely
- notify, or have a designated party notify, IP if a student withdraws from the program after arrival and provide details of the student's travel plans
- notify participants and IP of any changes in the information provided them about itinerary, accommodations, etc.
- provide participants with your cell phone number, contact information for local emergency services and the U.S. embassy, details of the emergency communications plan and any other emergency procedures,
- instruct students to contact you immediately if at any time they feel their safety is threatened,
- maintain regular contact with all course participants and be available to them at all times in case of emergency
- meet with participants regularly to discuss non-academic concerns, including cross-cultural observations, inappropriate behavior, safety issues, frustrations, homesickness, etc.
- as much as is possible and reasonable, be aware of participants' general whereabouts at all times
- respond to any emergency situation that may arise, following the procedures outlined in the Emergency Response Procedures

If you have any questions or concerns about any of these guidelines, please contact the international programs staff.



## INTERNATIONAL PROGRAMS

### Emergency Response Procedures for Study/Travel Abroad

The following are procedures you should follow if emergency situations arise while you are overseas. Your immediate response, as well as the lines of communication between you and Hollins, have been outlined for the following situations:

- Serious injury/illness/hospitalization of a student
- Psychiatric/mental health emergency
- Sexual assault
- Crime against a student other than sexual assault
- Arrest of a student
- Missing student
- Death of a student

Please note that in most cases, your primary Hollins contact will be the director of International Programs. Be sure to have her office and emergency phone numbers as well as the number for campus safety with you at all times. If you cannot reach the director of International Programs, call campus safety, which is staffed 24 hours a day. IP and/or campus safety will contact others who may need to be involved in the emergency response process.

#### **Communications:**

Each of the following sections starts with a Communications Alert. Cell phones and e-mail can make it difficult to maintain control of the communications process. It is entirely conceivable that while you are dealing with an emergency or crisis with one student, other students on your program may be calling or e-mailing their friends and/or family in the U.S and telling them (perhaps inaccurately) what is going on. The friends or family in the U.S. may then contact other students' parents with information that is inaccurate or that should be heard only from Hollins officials. It is important to have a conversation with your participants about this at your pre-departure orientation or early in the program. Explain how potentially damaging their communications regarding another student's situation can be and caution them to wait to make phone calls or send e-mails about a crisis or emergency until you confirm for them that the appropriate people have been notified. Note that this does **not** mean that they should delay calling home to notify family that they themselves are safe in situations in which their families may fear for their safety. Obviously, if there is a major crisis near your program site, students need to notify parents immediately that they are safe. It does mean, however, that if there is a serious accident or other crisis involving one or more students in the group, the uninvolved students should not call home about it until you confirm for them that response measures have been taken and the appropriate notifications have been made by a Hollins official. Also, refrain from contacting a student's family yourself. It is important that the contact come from Hollins. If parents wish to speak directly with you about their daughter's situation after the initial notification, a Hollins official will let them know how to reach you or let you know how to reach them.

Various parts of this document are adapted with permission from the emergency response manuals for faculty-led courses of Washington and Lee University, Virginia Tech, and Georgetown University.

## **Serious Injury/Illness/Hospitalization of a Student**

**Communications Alert:** Immediately direct program participants not to call or e-mail anyone about the situation until you have confirmed for them that the affected student's parents have been notified. Do not contact the student's parents yourself; that contact will be made by staff on campus.

### **Response Procedures**

- Your first responsibility is to get the injured student to an appropriate medical facility as soon as possible. This may mean calling the host country's 911 equivalent, if one exists, cooperating with local emergency personnel to get the student to the hospital, or hiring a cab to take the student and yourself to the hospital. In every case you or your designate should accompany the student to the medical facility and try to identify staff who speak English.
- Report the condition of the student, as you know it, to the international programs director or other emergency contact at Hollins. If overseas hospital staff is not willing to release information about the condition of the student to you, the Hollins contact will ask Hollins health and counseling services staff to attempt to speak with hospital staff. If the student is in critical or life-threatening condition, Hollins health and counseling services staff will inform the international programs director and the dean of students, who will answer medical questions from the student's family.
- Visit hospitalized students and/or organize visits from student program participants. Visits should take place when circumstances permit and at your discretion.
- Be aware that a hospitalized student's parents may wish to visit. You and the international programs office should collaborate to assist the parents with lodging and other arrangements for their visit.
- If the student, her family, and the physician decide that an emergency medical evacuation to the U.S. is warranted, contact the emergency number on the students Cultural Insurance Services International (CISI) policy to initiate the evacuation procedure. CISI carries medical evacuation insurance of up to \$100,000.

When calling Hollins about the emergency, please have the following information available:

- Student's name
- Nature of illness/emergency
- Your contact information (location, full phone number, alternative contact name and phone number, if available)
- The student's emergency contact information (name of emergency contact, relationship to student, phone number, city) and the student's wishes regarding notification of the emergency contact

**If you are contacted by a representative of the media,** follow the procedures listed in Dealing with the Media in an Emergency at the end of this document.

## Psychiatric / Mental Health Emergency

**Communications Alert:** Immediately direct program participants not to call or e-mail anyone about the situation until you have confirmed for them that the affected student's parents have been notified. Do not contact the student's parents yourself; that contact will be made by staff on campus.

### Response Procedures

- **In the case of a true psychiatric emergency**, take the student immediately to the nearest medical facility. You should have information on local emergency health care providers with you at all times. If necessary, ask for assistance from local authorities or the closest U.S. embassy or consulate.
- **If the situation does not need to be addressed immediately**, contact health and counseling services at Hollins for assistance and advice on how to proceed. This can be done directly or through the director of international programs or campus safety.
- **Do not leave a student who has made a suicide threat or attempt alone for any amount of time.**
- If a student appears to be a threat to self or others and refuses an evaluation by a local psychiatrist or psychologist, leave a responsible adult with the student and contact Hollins. We will notify the student's emergency contact of the situation and indicate that the student is being sent home at her own expense and must be met at her arrival airport. Then contact the travel agency which made the student's flight reservation and make the necessary arrangements for her return to the U.S. Notify Hollins of the return flight arrangements so the emergency contact person can be notified.
- If a student indicates a desire to talk to a counselor but the issue does not appear to be urgent, assist the student either to make an appointment with an appropriate professional on-site or to speak with a counselor at Hollins via telephone. Consult with health and counseling services on campus when making these arrangements.
- Should the management of the situation require attention to the individual needs of other students and the needs of the surrounding community, request additional assistance and advice from Hollins.
- Refer the student to health and counseling services on campus for follow-up.

When calling Hollins about the emergency, please have the following information available:

- Student's name
- Nature of illness/emergency
- Your contact information (location, full phone number, alternative contact name and phone number, if available)
- The student's emergency contact information (name of emergency contact, relationship to student, phone number, city) and the student's wishes regarding notification of the emergency contact

**If you are contacted by a representative of the media**, follow the procedures listed in Dealing with the Media in an Emergency at the end of this document.

## Sexual Assault

**Communications Alert:** Immediately direct program participants not to call or e-mail anyone about the situation until you have confirmed for them that the affected student's parents have been notified. Do not contact the student's parents yourself; that contact will be made by staff on campus.

### Response Procedures

- Talk to the person reporting the crime and determine the location and identity of the victim.
- If there is obvious physical injury, arrange for the student to be taken to a hospital/clinic for emergency care. If you ascertain that the student needs medical attention but you are not in an emergency situation, contact the U.S. embassy or consulate for a referral to a hospital/clinic which will be sensitive to an American's needs in a sexual assault case.
- Do not **ask** the student why she did or did not do something.
- Assure the student:
  - That you believe her.
  - That it is not her fault.
  - That you want to help.
- **Clarify with the student the degree to which she wishes to inform local authorities.** Inform the student of the laws and procedures for dealing with sexual assault in the host country, as these may be different from those in the U.S. When a student has been a victim of sexual assault, control has been taken away from her and it is vital to the healing process that she regain control. For this reason, it is important to resist the temptation to take over. Instead offer assistance and allow the victim to make the decisions.
- **It is important to respect the student's confidentiality by not informing the student's parents or the other students in the group of the incident without the student's permission.** If you have questions about student confidentiality requirements, contact the director of international programs.
- In most cases, you should not attempt to recognize and attend to the student's needs on your own. Advice and assistance are available from:
  - Hollins Health and Counseling Services (weekdays 8:30 a.m.-4:30 p.m. EST, 540-362-6444) or
  - The Coalition Against Sexual Assault (CASA) hotline (currently Sunday-Thursday, 5-9 p.m., 540-362-6817) or
  - Sexual Assault and Response Awareness (SARA) hotline (all days and hours, 540-981-9352 either directly or via the director of international programs).

When calling Hollins about the emergency, please have the following information available:

- Student's name
- As much information about the situation as possible
- Your contact information (location, full phone number, alternative contact name and phone number, if available)
- The student's emergency contact information (name of emergency contact, relationship to student, phone number, city) and the student's wishes regarding notification of the emergency contact

**If you are contacted by a representative of the media,** follow the procedures listed in Dealing with the Media in an Emergency at the end of this document.

## **Crime Against a Student Other Than Sexual Assault**

**Communications Alert:** Immediately direct program participants not to call or e-mail anyone about the situation until you have confirmed for them that the affected student's parents have been notified. Do not contact the student's parents yourself; that contact will be made by staff on campus.

### **Response Procedures**

- Contact the local police and follow whatever procedures they require.
- Ensure that the physical and emotional needs of the student are being attended to.
- Refer to the protocol for serious injury/illness/hospitalization of a student for serious injury and for psychiatric/mental health emergency if the victim exhibits fear/fright or shock.
- Talk to the person who reported the crime; identify as many of the key persons involved and facts as possible.
- Notify the international programs office at Hollins.
- Provide frequent updates to the director of international programs. Also inform her of any media inquiries.

When calling Hollins about the emergency, please have the following information available:

- Student's name
- As much information as possible about the situation
- Your contact information (location, full phone number, alternative contact name and phone number, if available)
- The student's emergency contact information (name of emergency contact, relationship to student, phone number, city) and the student's wishes regarding notification of the emergency contact
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**If you are contacted by a representative of the media,** follow the procedures listed in Dealing with the Media in an Emergency at the end of this document.

## Arrest of a Student

**Communications Alert:** Immediately direct program participants not to call or e-mail anyone about the situation until you have confirmed for them that the affected student's parents have been notified. Do not contact the student's parents yourself; that contact will be made by staff on campus.

### Response Procedures:

- Obtain as many details about the situation as possible (i.e., determine who, what, when, where, how and why).
- Contact the U.S. embassy consular officer, request the names of attorneys who can give the student the legal help she requires, and provide this information to the student. The Consular officer will also work to ensure that the student's human rights are not violated and will also notify the student's family and/or friends, **if authorized by the student.**
- Be aware of the U.S. Department of State's warning: "While in a foreign country, a U.S. citizen is subject to that country's laws and regulations, which sometimes differ significantly for those in the United States and may not afford the protections available to the individual under U.S. law."
- Notify the international programs office, who will notify appropriate others on campus and, in collaboration with them, will make a decision about informing the student's emergency contact if the embassy consular officer was not given permission to do so and who will also get in touch, if appropriate, with university attorneys.
- Visit the student as soon as possible. In some countries, the faculty leader may have to assist in bringing necessities to the student.
- Provide regular updates (at least on a daily basis) to the director of international programs, who will, in turn, provide the student's emergency contact with regular updates on the situation, if authorized to do so.

When calling Hollins about the emergency, please have the following information available:

- Student's name
- As much information as possible about the situation
- Your contact information (location, full phone number, alternative contact name and phone number, if available)
- The student's emergency contact information (name of emergency contact, relationship to student, phone number, city) and the student's wishes regarding notification of the emergency contact

**If you are contacted by a representative of the media,** follow the procedures listed in Dealing with the Media in an Emergency at the end of this document.

## Missing Student

**Communications Alert:** Immediately warn program participants not to call or e-mail anyone about the situation until you have confirmed for them that the affected student's parents have been notified. Do not contact the student's parents yourself; that contact will be made by staff on campus.

### Response Procedures

- Notify the local police. Ask them to check hospital and city records for possible information. Find out how long a person must be missing before a report can be filed and what the procedure is in the host country for filing a "missing persons" report or equivalent. File a report as soon as possible. Keep a log of information that you have been given and actions that you have taken.
- Notify the director of international programs, who will convene a crisis management team to coordinate appropriate actions, contact the student's emergency contact, if warranted, and plan follow-up.
- Talk with the students' roommate and others who may be aware of the missing student's activities. Ask them to contact you immediately if the student returns. Check the student's room for indications of where the student may be.
- Gather any information on any unusual behavior or activities that the missing student may have exhibited.
- Collaborate with the director of international programs in requesting a "welfare/whereabouts check" from the Department of State, Overseas Citizens Services.
- Once the student has been located, inform appropriate persons on-site and the director of international programs, who will notify the appropriate persons in the United States. If necessary, activate other protocols, such as "Serious Injury/Illness/Hospitalization of a Student," or "Crimes Against a Student."

When calling Hollins about the emergency, please have the following information available:

- Student's name
- As much information about the situation as possible
- Your contact information (location, full phone number, alternative contact name and phone number, if available)
- The student's emergency contact information (name of emergency contact, relationship to student, phone number, city) and the student's wishes regarding notification of the emergency contact

**If you are contacted by a representative of the media,** follow the procedures listed in Dealing with the Media in an Emergency at the end of this document.

## Death of a Student

**Communications Alert:** Immediately direct program participants not to call or e-mail anyone about the situation until you have confirmed for them that the affected student's parents have been notified. Do not contact the student's parents yourself; that contact will be made by staff on campus.

### Response Procedures:

- Verify the identity of the student. Gather as much information as you can about the circumstances. Keep a detailed written log of information and update it as the crisis progresses.
- Report the death to the international programs office or other emergency contact at Hollins. On-campus staff will notify the student's designated emergency contact person and offer appropriate assistance and support.
- Notify the nearest U.S. embassy or consulate. (Be sure to speak with the appropriate personnel at Hollins first.) From the U.S. Department of State website: "When an American dies abroad, a consular officer notifies the next of kin and informs them about options and costs for disposition of remains. Costs for preparing and returning a body to the U.S. are high and are the responsibility of the family. Often, local laws and procedures make returning a body to the U.S. for burial a lengthy process." (Repatriation of remains is covered by the CISI policy).
- If the policies of the local medical facility requires that attending physicians notify the next of kin, ascertain that this has been accomplished.
- Provide appropriate support to surviving program participants in consultation with appropriate staff on campus, including the dean of students, health and counseling services, and the chaplain.
- International programs staff and others at Hollins will work with you to assist the family with transportation, accommodations, arranging for a meeting with the consular officer, etc., as desired by the family.
- Provide security for the student's personal belongings (or transferring them to the U.S. embassy contact if required under local law).
- The crisis management team at Hollins will develop and carry out a plan for notifying and providing support to those closest to the deceased student and then notifying all campus constituencies. They will also coordinate the logistical follow-up to ensure that the closing of the student's records, the return of belongings, refunds, etc., are handled as thoughtfully as possible.
- The crisis management team will involve health and counseling services and the chaplain in the response to the death, as appropriate. The response may include a memorial service, group or individual counseling sessions or other ways of addressing the needs of the community.

When calling Hollins about the emergency, please have the following information available:

- Student's name
- As much information as possible about the situation.
- Your contact information (location, full phone number, alternative contact name and phone number, if available)
- The student's emergency contact information (name of emergency contact, relationship to student, phone number, city)

**If you are contacted by a representative of the media,** follow the procedures listed in Dealing with the Media in an Emergency at the end of this document.

## Dealing with the Media in an Emergency

The following information is adapted, with permission, from Washington and Lee University's Faculty Guidelines for Undergraduate Spring Term Abroad Programs.

In the event that a death, serious injury or other calamitous event occurs to a member of your group, issues such as medical care for the individual(s), psychological counseling for the entire party, emergency transportation, and others must be addressed. It is only after the needs of everyone in your group have been taken care of that you should, if necessary, turn your attention to dealing with the media and/or public relations issues, and this only after consultation with the appropriate parties at Hollins (the director of international programs, who will contact the VPAA, dean of students, and director of media relations).

If you find yourself and your group in a crisis which will garner public relations or media attention, it is imperative that you immediately (without regard to the time difference) make contact with someone at Hollins (preferably those listed above). The director of international programs is charged with putting together an emergency response team that will evaluate your situation and make recommendations for responding. You should have the emergency contact information on your person at all times. When you call campus, it is crucial that you leave a phone number where you can be reached.

It is essential that you not speak to anyone except medical personnel, local law enforcement representatives, and U.S. embassy or consulate officials until you have reached Hollins. By all means, avoid speaking to the media until after you have spoken with someone at Hollins and a plan for communications has been agreed upon. Much of the communication with the media can be handled from Roanoke. Resist all entreaties by the media and refer them to the director of Media Relations.

Once the situation has been evaluated, it may be prudent for you to speak to the media, either individually or through a news conference. If possible and appropriate, we will arrange a news conference on campus, thereby relieving you of that burden. Those decisions can be made only after the situation has been fully evaluated and the families of those involved in the incident and the university community have been notified.

If you are contacted by a member of the media during an emergency or incident and you have **not** been in contact with Hollins, please use the following statement:

*My first responsibility is to the students in my group, to their families, and to the university. I will be happy to discuss this matter with you after I have contacted those parties. Thank you for your understanding.*



## INTERNATIONAL PROGRAMS

### Crisis Management Plan – Short Term Study/Travel Courses

Even with the most careful planning, a crisis can occur during a travel/study course. The Emergency Response Procedures provide guidelines for dealing with several types of individual student crises. This Crisis Management Plan focuses primarily on procedures to follow in the case of a political crisis or natural disaster affecting the entire group. If you have followed the procedures listed in the information for faculty leaders of Short Term travel courses, you will already have taken all of the routine measures listed below.

#### Routine Measures

The following measures will be taken every term:

- Faculty leaders will provide the international programs office with a list of participants and a detailed itinerary for each course.
- Faculty leaders will register with the U.S. embassy in their country of destination through the on-line STEP registration process at <https://step.state.gov/step/> and will encourage all co-leaders and participants to do the same.
- Program directors will have with them a copy of the identification page of each student's passport as well as health, insurance, and emergency contact information for each student.
- Faculty leaders will have contact information for the U.S. embassies in the countries to which they will travel as well as contact information for the U.S. consulates nearest the group's destination(s). This information is available at <http://usembassy.state.gov/>.
- Faculty leaders will provide all participants with emergency contact information, including numbers for local emergency services and the nearest U.S. embassy.
- At least one faculty leader of each course will have a functioning cell phone and will provide each participant with the number and instructions on when to use it.
- Faculty leaders will devise communication plans which will enable them to be in contact with each student as quickly as possible, should the necessity arise. The plan will provide for emergency communication in both directions (director to student, student to director). Included in the plan will be the requirement that, in an emergency, students will notify the faculty leader as well as their parents of their whereabouts as soon as they are able to do so. It will also require that faculty leaders attempt to contact each student who has not contacted them.
- Students will be provided with a standard procedure to follow in emergencies, including medical emergencies or becoming lost or separated from the group.
- The orientation meetings for the course will include information on health and safety in travel abroad and on conditions in the destination country/region with regard to crime, safety, and emergency resources. Much of this information is available in the consular information sheets provided by the U.S Department of State at [www.travel.state.gov](http://www.travel.state.gov), on other web pages on safety in travel abroad at the same website, and in the information for participants that international programs provides.
- The international programs office will monitor U.S. State Department bulletins and inform the directors of any public announcements or travel warnings issued for the countries to which the group or individual students may travel.

### **Additional Measures in Times of Emergency, Crisis or Impending Crisis**

- The first step in any emergency is to deal with any immediate needs for medical care or removal from imminent danger. Once that is done, faculty leaders should notify the director of international programs of the emergency so other appropriate individuals on campus, as well as parents/guardians, can be notified. Faculty leaders should take careful notes of events, names, locations, dates, times, actions, conversations, expenditures, contact with host country and U.S. officials, and others. At no time should a faculty leader accept guilt or acknowledge responsibility for an occurrence. Responsibility has legal consequences and should be resolved with competent institutional and legal advice at a later time.
- In the event of danger or impending danger to the entire group, the measures below should be taken.
- Faculty leaders will advise students of appropriate additional situation-specific safety and security measures to be followed.
- Students will be informed of the steps they should take in the event of an immediate crisis.
- Students will be reminded of the emergency communications plans.
- In the event of an emergency, the emergency communications plan developed by the faculty leader will be implemented and the faculty leader will notify the international programs office at Hollins as soon as possible and as frequently as necessary of the status of all students in the group.
- If appropriate to the situation, faculty leaders will contact local U.S. embassy officials as often as necessary to maintain updated information on conditions and ask for advice and assistance. Any information gathered will be recorded and conveyed to the international programs office in Virginia.
- If the situation warrants, faculty leaders will develop tentative plans for evacuation from the area of danger (see Sample Evacuation Plan below). Faculty leaders will ascertain whether they have sufficient funds on hand to carry out such plans and request additional funds, if necessary. They will also consult with the director of international programs at Hollins to see if there is a Hollins Abroad or Hollins-affiliated program in the area which might be able to provide assistance.

### **Termination of a Program and Evacuation of Students to the U.S.**

In deciding whether to terminate a program and evacuate students to the U.S., the physical safety of the students will be the paramount issue in every case. Grounds for termination of a program and evacuation of students may include

- Declaration of war by the U.S. against the program country or, as warranted, in a nearby country
- Declaration of war by a third country against the program country
- Significant terrorist activity in the program city
- Disruption of public utilities and/or services
- Widespread civil unrest, violence and/or rioting
- A declaration of martial law in the program city
- Travel warning covering the course site and/or specific directive from the U.S. State Department or embassy
- Other conditions in the area which lead the faculty leader to determine that termination is the best and most responsible option.

In general, the decision to terminate the program will be made only on the advice and/or request of the U.S. Department of State. The decision will be made by the VPAA in consultation with the director of international programs and the faculty leader. If possible, any plans to evacuate students from the host country will be implemented in consultation with U.S. embassy or other appropriate U.S. government officials. Primary campus contacts for program directors in a crisis will be the director of international programs and the vice president of academic affairs (VPAA). Initial consultations regarding any plan to evacuate students from the site will include the faculty leader, the international programs director, and the

VPAA. College officials who will be consulted, if possible, before a final decision to evacuate is made include the president, vice president for finance and administration, dean of academic services, and dean of students. The campus crisis management team will be coordinated by the VPAA and the director of international programs and will include all or some of the individuals listed above.

If communication becomes impossible, the faculty leader has the authority to make all decisions regarding student safety, terminating the program, and evacuating the students.

### **Documentation and Evaluation of Procedures**

Logs will be kept of the crisis on site and in the international programs office, detailing what happened, what steps were taken, when they were taken, with whom staff members consulted, and what communications were issued. Once the crisis is over, those involved will evaluate how effective the response was and revise the crisis management plan as needed.

### **Communications**

- Program participants should be immediately instructed **not to contact anyone**, including their own family members or friends, about a serious injury or other emergency involving a program participant other than themselves until you have given them permission to do so. It is essential that parents of a student involved in an incident be notified by an appropriate officer of Hollins and not a third party.
- Public communications will be coordinated by the director of public relations to whom all press inquiries should be referred.
- Communications with parents and with other campus constituencies will be coordinated by the director of international programs in consultation with the VPAA, the dean of students, and the director of public relations.
- The switchboard and all campus offices will be notified where to direct requests for information.
- As deemed appropriate, information and updates on the situation will be posted on the Hollins website.

### **Sample Crisis Plan for Students**

In most cases, the goal will be for the entire group and the faculty leader to meet at the group's accommodations. In every case, students should notify both the faculty leader and their parents as soon as they have reached safety.

The plan for students might say "If you are with the faculty leader or another responsible adult, stay with that person and follow his or her instructions. If you are not with the faculty leader, proceed as quickly as possible to your accommodations. If you cannot proceed to your accommodations, contact your faculty leader to let him or her know where you are and what problems you are encountering and to get instructions on how to proceed."

### **Sample Evacuation Plan for Group Travel**

- In the case of an emergency, each student will be contacted in accordance with the program's emergency communications plan.
- Students and staff will proceed as soon as possible to the group's accommodations or, if everyone is not staying together, to a designated accommodation site.
- Students not with the group or able to proceed to the designated accommodations will be contacted and given instructions.
- If transportation facilities are open and operating, the faculty leader, with the help of the international programs office and/or the U.S. embassy or consulate as needed, will arrange for transportation of the group to either the U.S. or an alternate, safe destination.
- If the students cannot travel as a complete group, they will depart in smaller groups as seats become available. Unless it is unavoidable, individual students should not travel alone. If possible, students will be met at their destination by a representative of Hollins, who will

coordinate transportation to their destinations in the U.S. or to accommodations in an alternate, safe site.

- If transportation facilities are not open or operating, the faculty leader will seek the advice of the local U.S. embassy or consulate with regard to evacuating students.

### **Emergency Contacts at Hollins**

Jeanette Barbieri  
Director of International Programs  
540-362-6214 (o)  
540-429-6517 (h)

Patricia Hammer  
Vice President of Academic Affairs  
540-362-6684

Michael Gettings  
Dean of Academic Services  
540-362-6414

Jeff Hodges  
Director of Public Relations  
540-362-6503

Campus Security  
540-362-6911  
(staffed 24 hours/day and will contact other staff members for you)