



UNIVERSITY OF NEBRASKA OMAHA  
**EDUCATION ABROAD**

# EMERGENCY RESPONSE PLAN

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UNIVERSITY OF  
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# INTRODUCTION

## PURPOSE

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The purpose of UNO's Education Abroad emergency response plan is to provide guidance to UNO administrators, faculty, staff, and participants in preparing for, responding to, and recovering from emergencies and perceived emergencies while studying abroad in order to prevent and stabilize incidents that pose a threat to life, safety, property, continuity of operations, or the environment.

## DEFINITIONS

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**Program Leader:** the faculty or staff member in charge of the individual Education Abroad program

**Participant:** any person(s) taking part in the program

**Emergency:** any situation that may result in death or significant injuries to participants, faculty, staff, or the public, disrupt operations, create significant physical or environmental damage, or threaten UNO's financial standing or public image

**Perceived Emergency:** any situation which may cause a participant, parent, guardian, or significant other distress but which does not threaten the personal safety of any of the involved parties

**Travel Advisory:** the State Department applies up to four standard levels of advice, describes risks, and provides clear actions US citizens should take to help ensure their safety. The State Department provides additional advice for travelers in areas under a Travel Advisory. Conditions in other countries may differ from those in the US and may change at any time.

- o Level 1 - Exercise Normal Precautions: This is the lowest advisory level for safety and security risk. There is some risk in any international travel.
- o Level 2 - Exercise Increased Caution: Be aware of heightened risks to safety and security.
- o Level 3 - Reconsider Travel: Avoid travel due to serious risks to safety and security.
- o Level 4 - Do Not Travel: This is the highest advisory level due to greater likelihood of life-threatening risks. During an emergency, the US government may have very limited ability to provide assistance. The Department of State advises that US citizens not travel to the country or leave as soon as it is safe to do so.

Before and during the start of the program, levels 1 and 2 indicate that Education Abroad will allow the program to continue as normal or with increased caution. If, before the start of the program, the country increases to levels 3 or 4, the program will be canceled. If, once the program has started, the country increases to levels 3 or 4, participants will be required to follow the State Department's recommendations and orders, such as evacuating or sheltering in place. UNO participants should refer to executive memorandum 25 regarding travel advisories, which can be found at <https://www.unomaha.edu/office-of-research-and-creative-activity/documents/executive-memorandum-25.pdf>.

For more information regarding travel advisories, or to view current travel advisories, please visit <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>.

# OVERVIEW OF KEY STAFF

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## UNO Education Abroad

**Emily Hassenstab:** Manager of Education Abroad and Global Partnerships

**Emily Krueger:** Education Abroad Advisor

**Annie Spielman:** Education Abroad Program Assistant

**Jane Meza:** Associate Vice Chancellor for Global Engagement

**Bruce Grogan:** International Programs

## UNO Public Safety & Behavioral Resources

**Dave Points:** Emergency Response Coordinator

**Charlotte Evans:** Chief of Police, UNO

**Trent Fredericksen:** Senior Director of Student Conduct and Community Standards

**Cathy Pettid:** Dean of Students, Assistant Vice Chancellor for Study Success

## UNO University Communications

**Sam Petto:** Associate Director, Editorial & Media Relations

**Brandon Bartling:** Media Relations & Reputation Management Coordinator

# OPERATING PRINCIPLES

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**Life Safety:** evaluation of the threats to participants, faculty, staff, and first responders

**Incident Stabilization:** determine tactics to mitigate damage and to reduce incident complexity, including infrastructure protection

**Property Conservation:** assess the impacts on real property, environmental concerns, and economic consequences

# COMMUNICATIONS

## PRIMARY CONTACTS

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Emily Hassenstab	402.554.3106 (Office)	Manager of Education Abroad and Global Partnerships
	402.991.1084 (Cell)	
	ehassenstab@unomaha.edu	
Emily Krueger	402.554.5933 (Office)	Education Abroad Advisor
	402.616.9582 (Cell)	
	ekrueger@unomaha.edu	
Annie Spielman	402.554.3168 (Office)	Education Abroad Program Assistant
	402.554.3154 (Office)	
	402.661.9993 (Cell)	
	aspielman@unomaha.edu	
	unostudyabroad@unomaha.edu	
UNO Public Safety	402.554.2648	After Hours Emergency Contact

Jane Meza	402.554.2156(UNO Office)	Associate Vice Chancellor for Global and Student Support
	402.559.6825 (UNMC Office)	
	402.450.9267 (Cell)	
	jmeza@unomaha.edu	
	jmeza@unmc.edu	
Bruce Grogan	402.554.2766(UNO Office)	Director of International Programs
	402.559.6825 (UNMC Office)	
	916.201.8283 (Cell)	
	bgrogan@unomaha.edu	
	bruce.grogan@unmc.edu	

# LEGAL RESPONSIBILITIES

## FUNDAMENTAL LEGAL CONCEPTS<sup>1</sup>

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**Liability:** "the state of being bound or obliged in law or justice to do, pay, or make good something; legal responsibility"

**Risk management:** "a decision guided by cost/benefit analysis made by a firm to control, retain, eliminate, or expand its risks"

**Duty of care:** "a legal obligation imposed on an individual requiring that [he/she] adheres to a standard of reasonable care while performing any acts that could foreseeably harm others"

**Elements of negligence:** "(1) the negligent party had duty of care toward the other, (2) there was a breach in this duty, (3) this breach was the proximate cause of whatever bad thing occurred, and (4) the party alleging negligence suffered actual damages"

**Fiduciary:** "someone who has been entrusted with something by another—the beneficiary"

## UNIVERSITY RESPONSIBILITIES<sup>2</sup>

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Educational institutions have a responsibility to provide additional measures of safety for foreseeable threats. The assumption of risk is invalid; it is the responsibility of the institution, Education Abroad program provider, or administrator to assess and mitigate known risks. It is the responsibility of the university or institution to educate students and participants on foreseeable risks. Institutions should educate students and participants on current political, social, economic, and climatic conditions of the country or region the program is located in.

Institutions of higher education can be perceived as fiduciaries since students rely on the faculty, staff, and administration to provide services in exchange for their efforts and tuition to obtain degrees. If that trust is violated by the fiduciary, courts will rule in favor of the beneficiary. To maintain the fiduciary duty, the program leaders or advisers must:

1. Not exaggerate the abilities or experiences of on-site personnel,
2. Not over promise the availability of equitable services abroad, and
3. Present the previous information in simple terms and provide examples

## OBLIGATION TO REPORT

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### TITLE IX

Title IX prohibits discrimination on the basis of sex in any federally funded education program, institution, or activity. Title IX bans sexual harassment, sexual assault, intimate partner violence, and stalking. Title IX applies to students, faculty, staff, or anyone that is present on a campus, or attending a University sponsored program or event, regardless of sexual orientation, immigration status, gender identity, or disability status. University members are obligated to report any instances of Title IX violations they witness to the university. Retaliation for reporting is prohibited by law. Victims are not required to file a report but are encouraged to do so.

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<sup>1</sup>NAFSA. (2017). Crisis management for education abroad. P. Martin (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

<sup>2</sup>Ibid.

Campus Sexual Assault Victim's Bill of Rights:  
Federal Campus Sexual Assault Victims' Bill of Rights

- In cases of sexual assault on campus:
- Survivors shall be notified of their options to notify law enforcement.
- Accuser and accused must have the same opportunity to have others present at any disciplinary proceeding.
- Both parties shall be informed of the outcome of any disciplinary proceeding.
- Survivors shall be notified of counseling services.

Survivors shall be notified of options for changing academic, employment, transportation, financial aid, immigration, and living situations. For more information regarding Title IX and/or training, or to report an incident, please visit

<https://www.unomaha.edu/office-of-equity-access-and-diversity/resources/title-ix/index.php>.

## THE CLERY ACT

The Federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) requires that all colleges and universities that participate in federal financial aid programs keep and disclose information about crime on and near their respective campuses and campus used properties, including timely warnings of crimes that may represent a serious or ongoing threat to the safety of students or employees. The Clery Act includes properties that are leased or used through contract by the university or campus, including informal contracts such as emails confirming reservations at a specific location.

The Clery Act requires universities and colleges to disclose the number of incidents for the following:

- Aggravated assault
- Arrests and disciplinary referrals for violations of weapons, and drug and liquor laws
- Arson
- Burglary
- Hate crimes
- Motor vehicle theft
- Murder/non-negligent manslaughter
- Negligent manslaughter
- Robbery
- Sex offenses (forcible/non-forcible)

For more information regarding the Clery Act, please visit <https://www.unomaha.edu/public-safety/-clery-act.php>.

## THE VIOLENCE AGAINST WOMEN ACT (VAWA) & THE CAMPUS SAVE ACT

Under VAWA, the Campus SaVE Act amends the Clery Act, which requires institutions for higher education to educate students, faculty, and staff on the prevention of rape, acquaintance rape, domestic violence, dating violence, sexual assault, and stalking. Under the provision, "responsible employees" are required to report incidents of sexual assault and inform the survivor of medical and counseling resources. SaVE also requires that students be educated on their rights and responsibilities regarding sexual misconduct on or near campus as well as when abroad.

For more information regarding VAWA and The Campus SaVE Act, please visit [https://www.unomaha.edu/public-safety/\\_doc/annual-campus-security-and-fire-report-2017.pdf](https://www.unomaha.edu/public-safety/_doc/annual-campus-security-and-fire-report-2017.pdf).

## INFORMATION SHARING

### The Family Education Rights and Privacy Act of 1974 (FERPA)

FERPA is a federal law that provides students the following protections:

- The right to inspect and review their education records.
- The right to seek amendment to those records and in certain cases append a statement to the record.
- The right to consent to disclosure of his/her records.
- The right to file a complaint with the US Department of Education.
- The right to obtain a copy of UNO's Student Records Policy.

"Under the Family Educational Rights and Privacy Act (FERPA), you have the right to restrict the release of certain student information to non-university entities. This hold will prohibit the release of information to potential employers, local newspapers, etc. Once a restriction has been placed, no information (degree, graduation dates, etc.) on the student can be verified by Office of the University Registrar staff."

For more information regarding FERPA, please visit <https://www.unomaha.edu/registrar/students/transcripts-and-records/student-privacy-information-ferpa.php>.

For more information regarding the sharing of information, please refer to Communications with other Constituencies (pg.27).

### The Americans with Disabilities Act of 1990 (ADA)

Per UNO's Office of Equity Access and Diversity, "Individuals with physical or mental impairments who are otherwise qualified to perform their work or pursue their studies may request reasonable accommodations to enable them to work or continue their studies. The Americans with Disabilities Act (ADA), the Americans with Disabilities Act, as amended (ADAAA), the Rehabilitation Act of 1973, enables covered individuals to receive accommodations so long as the accommodations are reasonable, the job duties can be performed with or without an accommodation, and do not cause an undue hardship or fundamentally alter an academic program."

For more information regarding the ADA or to request accommodations, please visit [https://www.unomaha.edu/office-of-equity-access-and-diversity/\\_docs/disability-accommodation.pdf](https://www.unomaha.edu/office-of-equity-access-and-diversity/_docs/disability-accommodation.pdf).

# MEDICAL INSURANCE UNDER UNITEDHEALTHCARE GLOBAL

## OVERVIEW

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UNO has established an international travel insurance policy through UnitedHealthcare Global (UHCG). All eligible Education Abroad participants will be enrolled into this policy when they travel outside of the US on UNO sponsored programs. Participants who travel on UNO affiliate approved programs may enroll in equivalent health insurance provided by the affiliate with the approval of UNO Education Abroad. For travel before and after academic program dates, participants may enroll in and pay for themselves on the UHCG Intelligence online portal.

UHCG has a dedicated team of professionals who are available to support UNO travelers. If you experience an emergency while traveling abroad or have questions about doctors, hospitals, or resources in the areas you will be traveling, use the contact information below to reach UHCG's Emergency Response Center.

## UHCG EMERGENCY RESPONSE CENTER

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Contact Information:

- Primary Phone: 1.800.527.0218
- Call Collect: 1.410.453.6330
- E-mail: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)
  - The e-mail box is available and staffed 24/7

Information to be provided to the Case Manager:

- Name
- Name of University
- UnitedHealthcare Global ID Number
- Description of the situation
- A reliable phone number at which to reach you

For more information regarding UHCG through UNO, please visit <https://www.unomaha.edu/international-studies-and-program-study-abroad/students/before-you-go/health-preparations/insurance-abroad.php>.

# RISK MANAGEMENT AND PREVENTION

Several measures to prevent emergency situations abroad are currently in place. These efforts include the following:

1. Travelers are required to purchase international medical insurance and emergency evacuation and repatriation insurance.
2. Participants should, but are not required, to sign up for the US State Department's Smart Traveler Enrollment Program.
3. Participants should, but are not required, to register their travel with the closest US Embassy or Consulate in their host country.
4. Travelers are encouraged to make copies of their passport; leave a copy at home and pack an additional copy separate from the original.
5. Program leaders should provide general and site-specific pre-departure and on-site orientation for participants that covers such topics as health, safety, and code of conduct.
6. Travelers must complete the training provided for them.
7. Program leaders should be provided with all participant and emergency information.
8. Participants should be provided with the program leaders contact information as well as other emergency contact information.
9. Program leaders should be accessible at all times.
10. Program leaders should develop a communication system to reach participants on-site, such as a phone tree.
11. Program leaders should have multiple means of accessing funds.
12. Program leaders should carry a small first-aid kit.
13. Program leaders should encourage participants to operate under a buddy-system and discourage such behavior as going places with strangers.
14. Program leaders should designate areas to regroup at in case of an emergency or evacuation from an area.
15. Program leaders should provide each participant with specific State Department and CDC country information.
16. Program leaders should monitor the US State Department and other official websites to stay updated on pertinent global situations.
17. Providers, host institutions, and/or faculty or staff should provide on-site support for participants
18. Travelers should know how to access and communicate with multiple resources during a crisis. These include:
  - Hospitals, clinics, and health/counseling professionals
  - Local police and fire departments
  - Other local universities/colleges
  - Other US Education Abroad programs/organizations
  - Telephone and other utility companies
  - Transportation authorities (airport, bus station, train station, etc.)
  - UNO Education Abroad Office
  - US Embassy/Consulate

# EMERGENCY RESPONSE

## TYPES OF EMERGENCIES

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Perceived emergencies include, but are not limited to:

- Failure of participant to notify guardian(s) or significant other of safe arrival
- Housing issues (old appliances, pests, poor Wi-Fi, etc.)
- Stomach-ache or head-ache
- Unplanned travel delays

Minor emergencies include, but are not limited to:

- Disciplinary issues
- Mental illness incident
- Minor illness or injury
- Theft or lost item
- Threats of violence
- Threats of Violence

Major emergencies include, but are not limited to:

- Abduction or hostage situation
- Exposure to hazardous material
- Law breaking and imprisonment
- Major illness or injury
- Mental illness crisis
- Missing participant
- Natural disaster
- Participant death
- Physical assault
- Socio-political situation

Title IX emergencies include, but are not limited to:

- Sexual assault/rape
- Sexual harassment
- Stalking

## GENERAL PROCEDURES

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### 1. Assessment

Determine the type of emergency and its severity, such as the need for medical aid, the number of participants involved, and the physical and/or social stability of the immediate area.

### 2. Securing Participants

Secure all participants as well as the immediate surroundings as best as possible. Remove participants from any immediate danger and ensure that participants feel safe. This may require immediate evacuation of the area, calling for medical assistance, and/or contacting local law enforcement. If all participants are not accounted for students can be texted, iMessaged, tracked for interaction on or contacted via social media (Facebook, Instagram, Twitter, etc.), called via cell phone or landline (e.g. at their hotel). If participants cannot be reached or phone and internet service is down, on-site support should be contacted including the faculty-leader, provider, university contact, and all other program related contacts. If that outreach is unsuccessful, contact should be made with UHCG and the US Embassy at that point in time.

### 3. Communication

After participant safety has been secured, contact the Education Abroad team or International Programs Senior Staff directly or via Public Safety to notify them that there is an emergency so that they may assist. Be prepared to provide as much information as possible.

The UNO responder should collect the following information:

- Name of caller and any victims
- Contact information and a call-back number
- Current location
- Brief description of incident
- Status of participants, faculty, and staff
- Whether a rescue squad, law enforcement, or US Embassy/Consulate has been contacted. If so, relay their advice/instructions.

### 4. Documentation

Program leaders should keep a notebook on hand to document all steps taken during and immediately after an emergency. Program leaders should detail what happened, steps taken, when they were taken, with whom they talked, and any follow up actions. The time of each event should be noted as well as the time at which the notes were taken. Once the incident has been stabilized, fill out an Education Abroad Report of Concern. This is required for all incidents. The Education Abroad Report of Concern is intended to be used for reporting concerns related to student participation in Education Abroad opportunities. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

## MANAGING SPECIFIC EMERGENCIES

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### PERCEIVED EMERGENCIES

These situations may cause distress but are not severe enough to be considered an emergency. Program leaders should still help to the best of their abilities, but other matters may arise which take precedence. Participants should be made aware of the state of their lodgings and any key cultural differences to better prepare them and keep perceived emergencies to a minimum.

### MINOR EMERGENCIES

#### Behavioral

#### Disciplinary Issues

Disciplinary issues can arise for many reasons, but some of the most likely include consistent violation of cultural norms, plagiarism/cheating on coursework, failure to attend class, and disruptive behavior due to alcohol or drug use. Some situations may fall under Title IX emergencies as well.

1. Gather information on the behavior exhibited and the history of the problem from the witness.
2. Talk to the participants and identify as many key people in the situation as possible.
3. Assess the extent of the issue. Is it a repeated offense or serious issue? Is the participant at risk for losing their housing, failing their classes, or other consequences?
4. Determine the level of reprimand: a verbal warning, a written warning, or termination from the program. Reprimand the participant and make them aware of the likely consequences if their behavior does not change.
  - Depending on the situation, it may be recommended to refer the participant to counseling.
5. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

## Threats of Violence

Threats of violence can be difficult to deal with if a law has not been broken, but you can still help a participant who is being threatened. Some situations may fall under Title IX emergencies as well.

1. Confirm that the participant is not currently with the person who has made a violent threat towards them. If they are with that person, ask them to go elsewhere. If they are unable to, tell them you will contact campus safety or the local police on their behalf.
2. Ask them questions about who has threatened them, the nature of the threats, and their frequency. Talk to the participant about how they would like to see the issue resolved.
3. Take steps to ensure the safety of the participant, such as working with the host institution to change roommates or housing, reporting the aggressor to the university for disciplinary action, filing for a restraining order, moving someone from off-campus housing into secure on-campus housing, working with the local police, etc.
4. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

## Health and Safety

### Mental Illness Incident

A participant is suffering from depression, anxiety, etc., but they are not a danger to themselves or others.

#### Scenario: A concerned participant contacts you regarding another participant's behavior.

1. Verify that this is not a crisis situation where emergency services need to be called to immediately intervene. If it is a crisis situation, refer to Mental Illness Crisis (pg.18).
2. Determine why the concerned person believes there is a mental health issue.
  - What signs have they seen?
  - How has the individual's behavior changed?
  - Has the individual said anything that prompted concern?
  - Did the concerned person know the individual well before going abroad?
  - Did the concerned person directly observe to the individual?
3. Talk to a mental health consultant to advise you on how to appropriately respond to the concerned person's statements. Do not attempt to make your own diagnosis.
4. Contact the participant and ask them how things are going. Share that others have expressed concerns about their well-being and give them the opportunity to explain their behavior.
5. Ask the participant if you may set up an appointment with a counseling professional. If they say yes, do so. If they say no, assess who may be able to persuade them to seek treatment.
6. Monitor the situation and continue to provide support to the participant.

#### Recommended Questions<sup>3</sup>:

1. Is the insurance provider involved/aware?
2. What medical treatment has the participant received?
3. Is counseling available?
4. If the individual chooses to return home, is it safe for them to go alone?
5. Have the participant's parents, guardians, or significant other been contacted?

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<sup>3</sup>NAFSA.(2014). NAFSA's guide to education abroad for advisors and administrators (4th ed.). M. Herndandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

## Minor Illness or Injury

Includes such sicknesses or injuries that do not require hospitalization but inhibit a participant's ability to leave their hotel/hostel room or their host family's residence.

1. Ensure that the participant's needs are being met, such as any necessary or helpful medications.
  - Program leaders are not to continue program activities that would leave the participant alone or travel to a different city; program activities should be altered so that the participant is not left alone.
2. Monitor the participant's condition to ensure that it does not worsen.
  - If the participant's condition worsens to the point of hospitalization, refer to Major Illness or Injury (pg. 17).
3. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

## Social and Natural Environment

### Theft or Lost Item

1. Verify that the item is truly missing.
2. If an item has been stolen, contact the local authorities to file an official police report.
3. If a passport is lost/stolen, contact the US Embassy to obtain a replacement.
4. If an item was left on a bus or other mode of public transportation, contact that company's information desk to determine where you may be able to retrieve the item.
5. Fill out an Education Abroad Report of Concern.

Relevant Contacts:

- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>
- Worldwide versions of 911: [http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)

## MAJOR EMERGENCIES

### Behavioral

### Law Breaking and Imprisonment

UNO participants are subject to the laws of the host country in which they are studying or traveling. The US Embassy can only attempt to ensure the participant's human rights are not violated.

1. Obtain as many details as possible.
2. Contact the US Embassy Consular Officer. Ask the for the names of lawyers who can give the participant the legal help they require and provide this information to the participant.
3. Contact the participant's host university or program provider for assistance, including visiting the participant to reassure them and to explain legal procedures in the host country.
4. Contact the participant's emergency contact and provide them with the Consular Officer's contact information.
5. Remain in contact with the participant's emergency contact, the Embassy Officer assigned to the participant, and in-country support staff until the situation has been resolved.
6. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

#### Relevant Contacts:

- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>

#### Recommended Questions<sup>4</sup>:

1. Has the participant been detained?
2. Has the US Embassy been notified? What has their response been? What is their advice?
3. What agency made the arrest and filed the charges?
4. What are the names, addresses, and phone numbers of arresting authorities?
5. What is the case number?
6. What rights have been granted? Is the participant entitled to place a phone call?
7. Has a local attorney been contacted?

## Health and Safety

### Abduction or Hostage Situation

#### Scenario: A participant has been kidnapped/abducted.

1. Ensure that local law enforcement is contacted as well as the nearest US Embassy.
2. Call the Omaha FBI Office to enlist FBI assistance. The instructions provided by law enforcement should be followed and their expertise in the situation respected and deferred to.
3. The UHCG Emergency Response Center should be contacted by or on behalf of an abducted participant covered by UHCG insurance unless advised not to by the FBI.
4. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

#### Scenario: A participant has been taken hostage.

1. Ensure that local law enforcement has been contacted and allow the host country's law enforcement agencies to handle the situation.
  - The instructions provided by law enforcement should be followed and their expertise in the situation respected and deferred to.
2. The UHCG Emergency Response Center should be contacted by or on behalf of a hostage participant covered by UHCG insurance.
3. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

#### Relevant Contacts:

- FBI Omaha:
  - o Address: 4411 South 121st Court Omaha, NE 68137-2112
  - o Phone: 402.493.8688
  - o E-mail: [Omaha@ic.fbi.gov](mailto:Omaha@ic.fbi.gov)
- Participants enrolled in UHCG insurance may contact the UHCG Emergency Response Center at 1.410.453.6330.
- Find a US Embassy abroad: <http://www.usembassy.gov/>
- Worldwide versions of 911:  
[http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)

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<sup>4</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4th ed.). M. Herndandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

### Recommended Questions<sup>5</sup>:

1. When was the participant last seen?
2. Does anyone have any idea where they might have gone?
3. When were they expected to have returned?
4. Are search and rescue operations available on site? Are these reliable? Have they already been initiated? Should they be initiated?
5. Have the participant's parents, guardians, or significant other been contacted?
6. If determined that the participant is truly missing, has a report been filed with local police?
7. What is the case number?
8. Has the Embassy been contacted? What is their advice?
9. Have kidnappers made contact?
10. Is negotiation support available on site?
11. Who is the contact person at the US Embassy and the US State Department in Washington D.C.?
12. What are their titles and contact numbers?

### Exposure to Hazardous Materials

Chemicals and hazardous materials incidents can include drug overdose, naturally occurring hazards, or man-made chemicals. If someone in the group becomes exposed to a chemical, please do the following.

1. Upon arriving at the scene, identify the proximate cause of the incident. If it appears to be a drug overdose or ingested substance, look for signs or packaging to identify the material. If it appears that the cause is a gas or inhaled substance, evacuate the area and find a location upwind.
2. Once the scene is safe and the cause has been identified, contact poison control and emergency services. You can contact your host country's poison control center or the American Association of Poison Control Centers.
3. Follow the poison control center's instructions on treating the specific chemical exposure while waiting for first responders to arrive.
4. Monitor the person's mental and physical state and track any changes in consciousness.
5. If the participant requires hospitalization, refer to Major Illness or Injury (pg.17).
6. Once the person has been stabilized, contact the insurance provider and UNO Education Abroad to report the incident, and to notify the person's emergency contact.
7. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

### Relevant Contacts

- Worldwide versions of 911:  
[http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)
- American Association of Poison Control Centers: 800.222.1222
- Participants enrolled in UHCG insurance may contact the UHCG Emergency Response Center at 1.410.453.6330.

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<sup>5</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4th ed.). M. Herndandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

## Major Illness or Injury

Includes such illnesses or injuries that require hospitalization.

1. Verify that the participant is some place safe with no imminent threat to their person.
2. If you are not with the participant, record ways to contact them in the event you are disconnected.
3. If the participant has not called their host country's equivalent of 911, have them hang up and call for help. Tell them to contact you again immediately afterwards. Contact them again within 10 minutes if they fail to get back in contact with you.
4. Once you have verified that emergency services are on the way, ask additional questions to ascertain what has happened, who is present, and what needs to be done next.
  - Ask if they would like their family to be contacted and informed of the situation. If they are unable to answer, communicate only with the emergency contact they provided.
5. If support staff from the provider or host institution have not been contacted, reach out to appraise them of the situation and enlist their assistance on the ground as necessary.
6. Do what is needed to ensure the participant remains safe, receives treatment, is in contact with their insurance provider and has necessary support. Stay in close contact and check in periodically.
  - Program leaders are not to continue program activities that would leave the participant alone or travel to a different city; program activities should be altered so that the participant is not left alone.
  - If a participant needs help opening an insurance claim, guide them through the process or open the claim for them in the event they are unable to do so.
  - If a participant needs to be evacuated, work with the participant's insurance provider.
7. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

### Relevant Contacts:

- Worldwide versions of 911:  
[http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)
- Participants enrolled in UHCG insurance may contact the UHCG Emergency Response Center at 1.410.453.6330.

### Recommended Questions<sup>6</sup>:

1. What medical treatment has the participant received?
2. What is the diagnosis? The prescribed treatment? The prognosis?
3. Does the attending physician speak English?
4. Is the insurance provider involved/aware?
5. Have the participant's parents, guardians, or significant other been contacted?
6. Are other participants at risk from this illness?
7. Is medical evacuation a desirable and viable option?

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<sup>6</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4th ed.). M. Herndandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

## Mental Illness Crisis

Crisis situations include suicidal threats or attempts, violent outbursts, or any other actions that cause the person or others to feel that their health and safety are at risk.

### **Scenario: A concerned participant contacts you regarding another participant's behavior.**

1. Verify that this is a crisis situation where emergency services need to be called to immediately intervene. If it is not, refer to Mental Illness Situation (p.13).
2. Have the participant get to a safe location if possible and instruct them to contact local emergency services for assistance. If they are able to contact a mental health consultant from the host institution, have them do so. Contact the insurance provider for additional resources.
3. Talk to a mental health consultant to advise you on how to appropriately respond to the concerned persons statements. Do not attempt to make your own diagnosis.
4. Contact the participant and ask them how things are going. Share that others have expressed concerns about their well-being and give them the opportunity to explain their behavior.
5. Ask the participant if you may set up an appointment with a counseling professional. If they say yes, arrange an appointment for them. If they say no but it seems likely they will continue to suffer without treatment, assess who may be able to help persuade the participant to meet with a counselor.
6. Monitor the situation and continue to provide support to the participant however needed.
7. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

### **Scenario: A concerned participant contacts you regarding their own mental health issues.**

1. Allow the participant to express their concerns. Take the person seriously.
2. Verify that this is a crisis situation where emergency services need to be called to immediately intervene.
3. Ask the participant if you may set up an appointment with a counseling professional. If they say yes, do so. If they say no, assess who may be able to persuade them to seek treatment. Contact the insurance provider for additional resources.
4. Arrange for them to be escorted to the appointment, preferably by one or two supportive people.
5. Monitor the situation and continue to provide support to the participant however needed. Ask if there is anyone from home they would like you to contact.
6. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

### **Scenario: A participant states that they are considering suicide or a participant believes that another participant is considering suicide.**

1. Take the report seriously; do not allow the participant to brush their statement off.
2. Talk to the participant in question in a private location. Provide comfort and avoid debating the value of life, minimizing their problems, or giving advice.
3. The program leader should personally escort them to mental health services or an emergency room. Allow them to bring along a friend if they so desire. Contact the insurance provider for additional resources.
4. Monitor the situation and continue to provide support to the participant however needed. Ask if there is anyone from home they would like you to contact.

5. If the participant can and desires to continue with the program, remove any lethal means from their room and require that they be with another participant or faculty or staff member at all times.
6. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

NOTE: Sometimes a mental health issue may call for hospitalization. Involuntary hospitalization may or may not be possible depending on the country. Involuntary hospitalization should be reserved for situations where a participant seems likely to harm themselves or others or has already done so. If the participant becomes hospitalized, refer to Major Illness or Injury (pg.17).

#### Relevant Contacts:

- National Suicide Prevention Hotline:
  - o E-mail: <https://suicidepreventionlifeline.org/>
  - o Phone: 1.800.273. 8255
- Participants enrolled in UHCG insurance may contact the UHCG Emergency Response Center at 1.410.453.6330.

#### Recommended Questions<sup>7</sup>:

1. Is the insurance provider involved/aware?
2. What medical treatment has the participant received?
3. Is counseling available?
4. If the individual chooses to return home, is it safe for them to go alone?
5. Have the participant's parents, guardians, or significant other been contacted?

### Missing Participant

If the participant has been kidnapped/abducted, refer to Abduction or Hostage Situation (pg.15).

1. Check with the participant's classmates, host family/university, or other staff for information on the participant's location. Request that all members contact you immediately if the participant appears.
2. If you have a "sign-out form" or travel log, check it for the participant's travel information.
3. Access the participant's room to see if there are any signs or items that indicate their location.
4. Contact UNO Education Abroad to report the incident and pertinent information.
5. Call the participant's emergency contact to check if the participant has contacted them.
6. If the participant has not returned within 24 hours, notify the local police and request that they check hospital admissions and city records. Notify the nearest US Embassy or Consulate as well.
7. Once the participant has been located, contact UNO Education Abroad and the emergency contact to inform them of the participant's location.
8. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

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<sup>7</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4<sup>th</sup> ed.). M. Herdandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

#### Relevant Contacts:

- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>
- Worldwide versions of 911:  
[http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)

## Physical Assault

If a participant is the victim of a physical assault (e.g., violent robbery, fight, etc.), follow these guidelines:

1. Verify that the participant is some place safe with no imminent threat to their person and determine the nature of the emergency.
2. If you are not with the participant, record ways to contact them in the event you are disconnected.
3. If the participant has not called their host country's equivalent of 911 for help or contacted the Embassy for assistance and desires to, do so. If you are not with the participant, have them hang up and call for help. Tell them to contact you immediately afterwards. Contact them again within 10 minutes if they fail to get back in contact with you.
4. Once you have verified that emergency services are on the way, ask additional questions to ascertain what has happened, who is present, and what needs to be done next.
  - If no one is with the participant, ask if you can contact someone from their host university, host family, or program provider to come and be with them. Ask if they would like their family to be contacted and informed of the situation. If they are unable to answer, communicate only with the emergency contact they provided.
5. Continue to monitor the situation and provide support for the participant however needed. Contact the insurance provider for additional resources.
6. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

#### Relevant Contacts:

- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>
- Worldwide versions of 911:  
[http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)

#### Recommended Questions<sup>8</sup>:

1. What are the details of the incident?
2. What has the on-site response been?
3. Where has the participant been taken?
4. Has the closest US Embassy or Consulate been contacted for advice?
5. Has appropriate local law enforcement been notified?
6. What is the medical diagnosis? The prescribed treatment? The prognosis?
7. Is the participant interested in returning to the US?
8. Have the participant's parents, guardians, or significant other been contacted?

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<sup>8</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4<sup>th</sup> ed.). M. Herdandez, M. Wiedenhoft, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

## Participant Death

1. Verify the identity of the individual.
2. Gather as much information about the circumstances surrounding the death as possible.
3. Contact local law enforcement and the UNO Education Abroad office to alert them of the situation.
4. With the UNO Education Abroad office, determine who will notify the participant's emergency contact (in person if possible) about the participant's death.
5. Assist the individual's family however needed, including insurance, transportation arrangements, accommodations, arranging for a meeting with the physicians, etc.
6. Notify the nearest US Embassy or Consulate.
7. Work with the UNO Office of Student Affairs to construct a network of support for all involved parties, such as close friends, roommates, the host family, other UNO program participants, and the person who may have discovered the body.
8. Inform their roommate(s) and close friends abroad once the network is in place.
9. Work with the Office of Student Affairs to ensure that all appropriate UNO offices are notified and have the UNO Education Abroad office verify that all appropriate contacts were made.
10. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

### Relevant Contacts:

- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>
- Worldwide versions of 911: [http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)

### Recommended Questions<sup>9</sup>:

1. Have the local police been notified?
2. Has the US Embassy been notified?
3. Have plans been made to repatriate the body?
4. What coordination is needed to take care of collecting personal belongings, closing a bank account, liaising with the participant's host family, etc.?
5. What counseling support is available for other program participants?
6. Have the participant's parents, guardians, or significant other been contacted?

## Social and Natural Environment

### Epidemic Outbreak

1. If contacted by a participant, verify that they are not currently ill and are following guidelines provided by local authorities, health officials, or the CDC or WHO.
  - If the participant is studying in an affected region but does not contact you, provide them with guidelines for disease prevention from the CDC or WHO.
  - Contact the insurance provider.

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<sup>9</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4<sup>th</sup> ed.). M. Herdandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

2. Encourage participants to follow this advice<sup>10</sup>:
  - Wash hands often with soap and water. If these aren't available, use sanitizer.
  - Avoid touching your mouth, nose, or eyes with your hands.
  - When you cough or sneeze, cover your mouth and nose with a tissue. Throw the tissue in the trash and wash your hands afterwards.
  - Avoid crowded places and stay home if you show signs of illness.
  - Consider wearing a face mask if you must go into a crowded area or come into close contact with an infected person.
  - Stay home and away from other people while you are contagious. If you seek care, contact your health care provider by phone or report illness before going to a clinic or hospital.
  - If possible, have a single person care for you to minimize contact with others.
  - Seek emergency care right away if you have trouble breathing, pain or pressure in your abdomen or chest, sudden dizziness, confusion, or severe vomiting.
3. Determine if evacuation is desirable and/or possible. If so, assist the participants with contacting their emergency evacuation insurance provider.
4. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

## Natural Disasters

Such incidents as earthquakes, hurricanes, floods, mudslides, tsunamis, etc.

1. Contact all participants to make sure they are safe. If a participant is injured, follow the steps for responding to an accident or injury. Encourage the participant to follow any direction received from the local authorities, such as evacuating the area or remaining indoors.

NOTE: If you cannot get in touch with a participant, contact their host institution and/or program provider to see if they are aware of the participant's location and safety.
2. Contact the US Embassy or other official government agency and insurance provider to ask for advice and assistance, especially if none has been provided to participants from local authorities.
3. Contact the participant's host institutions and/or program providers for further information regarding conditions on the ground and measures being taken. Monitor the situation.
4. If a natural disaster has been so destructive that a participant's study abroad program is unable to continue, work with the host institution and/or provider, and the participant to find a solution such as deferment or relocation to another program.
5. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

Relevant Contacts:

- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>
- Participants enrolled in UHCG insurance may contact the UHCG Emergency Response Center at 1.410.453.6330.

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<sup>10</sup>WebMD. (2017). What are epidemics, pandemics, and outbreaks. Retrieved from <https://www.webmd.com/cold-and-flu/what-are-epidemics-pandemics-outbreaks#1>

## Recommended Questions<sup>11</sup>:

1. Has the US Embassy or insurance provider advised participants to take appropriate action?
2. Have all participants been made aware of these precautions, and in writing?
3. Are all participants following these precautions?
4. Has travel in or out of the country been restricted in any way?
5. Is the group in danger?
6. Are regular classes and other program activities suspended?
7. What kind of military or other security or public safety personnel are present? How are they behaving with respect to the civilian population?
8. Is evacuation a desirable and viable option?
9. Have the participant's parents, guardians, or significant other been contacted?

## Socio-Political Situation

### Scenario: The host country enters into war.

1. Check the US State Department Travel Advisory.
  - At a level 1 advisory, the US government does not feel there is any additional risk to US citizens who remain in the host country.
  - At a level 2 advisory, The State Department allows US citizens to continue travel, but encourages increased caution.
  - At a level 3 advisory, the State Department provides additional advice based on each situation and urges people to reconsider travel.
  - At a level 4 advisory, the State Department will not allow travel, at which point travelers must follow protocol set in place by the State Department's advisory.
  - Participants must follow the guidelines provided. An Alert is generally not considered a reason to evacuate.
2. In the event a level 3 or 4 travel advisory advises all US citizens to depart, participants should call their international insurance's security/emergency assistance number.
3. If evacuation is necessary, participants should follow the instructions provided by their insurance's crisis management consultants.
4. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

### Scenario: An act of terror is in progress.

1. If a participant is near the incident, have them get to a safe location.
  - Participants should not leave their safe location until local law enforcement has declared it safe to do so or the location is no longer a safe one.
2. Have them call local law enforcement and encourage them to follow any guidelines provided by local law enforcement through the media or in-person interactions.  
NOTE: Calls to local law enforcement may not get through immediately.
3. If evacuation is required, participants should contact the international insurance's security/emergency assistance number and follow the instructions provided by their insurance's crisis management consultants.

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<sup>11</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4th ed.). M. Herndandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

4. If evacuation is not required, work to support the participant in the aftermath.
  - Make the participant aware of support services provided by their host institution and/or provider.
  - If the participant no longer wants to remain in country, help them make arrangements to finish their Education Abroad coursework early or from elsewhere.
5. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

**Scenario: An act of terror has been committed.**

1. Contact all participants to make sure they are safe. If a participant is injured, follow the steps for responding to an accident or injury. Encourage the participant to follow any direction received from the local authorities.
  - Participants should not leave their safe location until local law enforcement has declared it safe to do so or the location is no longer a safe one.  
NOTE: If you cannot get in touch with a participant, contact the participant's host institution and/or program provider to see if they are aware of the participant's location and safety.
2. Contact the participant's host institutions and/or program providers for further information regarding conditions on the ground and measures being taken.
3. Check with the US State Department travel advisory for the host country.
4. If evacuation is necessary, participants should contact the international insurance's security/emergency assistance number and follow the instructions provided by their insurance's crisis management consultants.
5. If evacuation is not required, work to support the participant in the aftermath.
  - Make the participant aware of support services provided by their host institution/provider.
  - If the participant no longer wants to remain in country, help them make arrangements to finish their Education Abroad coursework early or from elsewhere.
6. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

**Scenario: The host country experiences unrest (coup d'états, severe rioting, civil unrest, etc.).**

1. Contact all participants to make sure they are safe. If a participant is injured, follow the steps for responding to an accident or injury. Encourage the participant to stay in a safe location.
2. Contact the US Embassy and/or the US Department of State's Citizen Emergency Center and ask for advice and assistance.
3. Contact the participant's host institutions and/or program providers for further information regarding conditions on the ground and measures being taken. Gather advice on how to minimize danger to participants, the probable impact on necessities, the intensity of the unrest, and the presence of emergency or military personnel.
4. Contact US Education Abroad offices at other institutions that have programs in the region to develop a common plan of action.
5. If the US Embassy, US State Department, or the like recommend evacuation, participants should contact the international insurance's security/emergency assistance number.

6. If evacuation is not recommended, monitor the situation and advise all participants to follow the instructions that were provided by the US Embassy or US State Department.
7. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

#### Relevant Contacts:

- US Department of State Citizen Emergency Center:
  - o US & Canada: 1.888.407.4747
  - o Overseas: 1.202.501.4444
- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>
- Worldwide versions of 911: [http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)
- Participants enrolled in UHCG insurance may contact the UHCG Emergency Response Center at 1.410.453.6330.

#### Recommended Questions<sup>12</sup>:

1. Has the US Embassy advised participants to take appropriate action?
2. Have participants been made aware of these precautions, and in writing?
3. Are participants following these precautions? Have local authorities imposed a curfew?
4. Has travel in or out of the country been restricted in any way?
5. Should/are regular classes and other program activities suspended?
6. Who or what is the target of any unrest? Has any particular group or organization been threatened?
7. What kind of military or other security or public safety personnel are present? Are they unusually visible? How are they behaving with respect to the civilian population?
8. Is evacuation a desirable and viable option?
9. Have the participants' parents, guardians, or significant other been contacted?

## TITLE IX EMERGENCIES

### Sexual Assault/Rape

If a participant is the victim of a sexual assault, including unwanted sexual touching, rape, or attempted rape, follow these guidelines.

1. Verify that the participant is some place safe, with no imminent threat to their person.
2. If you are not with them, record ways to contact them in the event you are disconnected.
3. If you are not with them, find out if anyone is. If not, ask if there is someone in-country they can call that they would like to have with them or someone you can call on their behalf.
4. Contact the insurance provider for advice and resources.
5. If the participant has not called their host country's equivalent of 911 for help or contacted the Embassy for assistance and desires to, do so. If you are not with the participant, have them hang up and call for help. Tell them to contact you immediately afterwards. Contact them again within 10 minutes if they fail to get back in contact with you.
6. Once you have verified that emergency services are on the way, ask the participant additional questions to ascertain what has happened and what needs to be done next.
  - Ask if they would like their family to be contacted and informed of the situation. If they are unable to answer, communicate only with the emergency contact they provided.

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<sup>12</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4th ed.). M. Herndandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

7. Contact the UNO Education Abroad office to inform them of the incident. They will then contact the university's Title IX Coordinator. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)
8. If the participant requires hospitalization, refer to Major Illness or Injury (pg.17).
9. Continue to monitor the situation and provide support for the participant however needed.

#### Relevant Contacts:

- Find a US Embassy or Consulate abroad: <http://www.usembassy.gov/>
- Worldwide versions of 911: [http://travel.state.gov/content/dam/students-abroad/pdfs/911\\_ABROAD.pdf](http://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)
- Participants enrolled in UHCG insurance may contact the UHCG Emergency Response Center at 1.410.453.6330 or [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)
- Pathways to Safety International: Empowering victims of interpersonal & gender based violence abroad <https://pathwaystosafety.org/contact-us/>

#### Recommended Questions<sup>13</sup>:

1. What are the details of the incident?
2. What has the on-site response been?
3. Where has the participant been taken?
4. If a rape or sexual assault, is counseling available? Counseling in English?
5. Has the closest US Embassy or Consulate been contacted for advice?
6. Has appropriate local law enforcement been notified?
7. What is the medical diagnosis? The prescribed treatment? The prognosis?
8. Is the participant interested in returning to the US?
9. Have the participant's parents, guardians, or significant other been contacted?

#### Stalking

1. Confirm that the participant is not currently with the stalker. If they are with that person, ask them to go elsewhere. If they are unable to, tell them you will contact campus safety or the local police on their behalf.
2. Find out if anyone else is with them. If not, ask if there is someone in-country they can call that they would like to have with them or someone you can call on their behalf.
3. Ask them questions about who the stalker is, the frequency of the behavior, and whether any threats have been made. Talk to the participant about how they would like to see the issue resolved.
4. Take steps to ensure the safety of the participant, such as working with the host institution to change housing, reporting the stalker to the university, filing for a restraining order, moving the participant from off-campus housing into secure on-campus housing, working with the local police, etc.
5. Encourage the participant to operate under a buddy system.
6. Fill out an Education Abroad Report of Concern. To report, visit [https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout\\_id=70](https://cm.maxient.com/reportingform.php?UnivofNebraskaSystem&layout_id=70)

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<sup>13</sup>NAFSA. (2014). NAFSA's guide to education abroad for advisors and administrators (4th ed.). M. Herndandez, M. Wiedenhoef, & D. Wick (Ed.). Washington, D.C.: NAFSA: Association of International Educators.

# PARTICIPANT DISMISSAL

Triggers for student dismissal while on a program are a violation of the Student Code of Conduct or the Study Abroad Agreement. In such an instance, follow these guidelines.

1. File an EA Report of Concern. This may be done by a program leader, participant, or witness.
2. The report is reviewed on campus.
3. The report is discussed with program leader or person(s) who filed the report via email, phone, or other means.
4. The allegation is discussed with the accused via phone or other means with appropriate person(s) on campus.
5. The campus decision is made about continued participation, including immediate return, continued participation with contingencies, or dismissal of complaint.

For more information regarding the Student Code of Conduct, please visit

<https://www.unomaha.edu/student-life/student-conduct-and-community-standards/policies/code-of-conduct.php>

# COMMUNICATION WITH OTHER CONSTITUENCIES

When managing incidents abroad, it is crucial to act quickly and efficiently. The priority of responding staff should be to keep all participants safe while maintaining privacy and protection of participant information.

## THE MEDIA

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Do not provide emergency information to the media without first contacting the Office of University Communications.

What to do if you are contacted by the media:

1. Thank the reporter for the call and offer to record their information so that you can send it to the Office of University Communications for immediate follow-up.
2. Politely ask the media to refer all questions to University Communications. As an example, "I'm not the best person to speak to that question. Our Office of University Communications can make sure that you get the information you need."
3. Do not give out participant names or information under any circumstance.
4. Do not speak on behalf of UNO or UNO Education Abroad.

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## PARENTS/GUARDIANS

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In maintaining participant privacy, be sure to verify the identity of all persons who call seeking information regarding participants. Even if the person states that they are immediately related to the participant, verify on the emergency contact form that the participant has given consent to divulge information to the requesting person. Additionally, valid requests for information will receive follow-up attention when available and necessary. Individuals seeking information should be made aware that their communication may be conducted by individuals outside of the Education Abroad office.

## PARTICIPANTS

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Though other participants in the program may be aware of or have general information regarding an incident, it is crucial for fellow participants, faculty, and staff to respect the privacy of affected individuals. Whether posting to social media accounts, speaking informally with other participants, or speaking directly to the media, participants should maintain privacy and discretion.



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