



International Affairs

UNIVERSITY OF COLORADO
COLORADO SPRINGS

Faculty and Staff Directed Abroad Emergency Plan Guide and
Worksheet

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Faculty and Staff-Directed Abroad programs are a vital part of the student experience at UCCS. It provides many students, who otherwise wouldn't be able to take advantage of traditional education abroad programs, the opportunity to take learning from the classroom to the world. While emergencies rarely happen, we want to make sure that our students, faculty and staff are prepared to respond to these situations. For incidents that do happen abroad, it is important to for you as a group leader to document situations in detail as they arise. For most programs that are working with a 3rd party program, group leaders will work in conjunction with the company or organization to ensure the safety and security of trip participants.

I. What should be considered an emergency while abroad?

In general, an emergency is a situation that threatens the health and safety of participants on a UCCS faculty or staff directed abroad program. International emergencies can range from petty theft to terrorist acts, psychological or bodily injury, and even death. Distance, limited communications, and unfamiliar laws and customs can further exacerbate these emergencies. Trained group leaders and participants who have prepared and been oriented on a written crisis response plan are best prepared to respond to a variety of emergencies. This can include, but is not limited to the following:

- Serious physical or mental illness
- Kidnapping
- Terrorist attack
- Death of a participant
- Incarceration
- Disappearance of a participant
- Assault
- Injury
- Political or civil uprising
- Natural disasters or weather-related emergencies
- Serious participant behavioral issues

Reportable Incident (non-emergency)

A reportable incident is any situation that violates the UCCS Student Code of Conduct, UCCS Sexual Misconduct Policy or violates Protected Class Discrimination and Harassment Policy. These incidents, while may not violate law abroad, violate UCCS policies which apply to these programs. An incident report should be filed for any policy violations. Common violations of these policies may include but are not limited to the following:

- Problematic behavior due to alcohol
- Harassment against protected classes
- Discrimination against protected classes
- Problematic behavior that is disruptive to the program
- Behavioral incidents that are addressed multiple times by a trip leader
- Behavior (sexual or otherwise) that makes fellow participants feel uncomfortable or puts another participant at risk

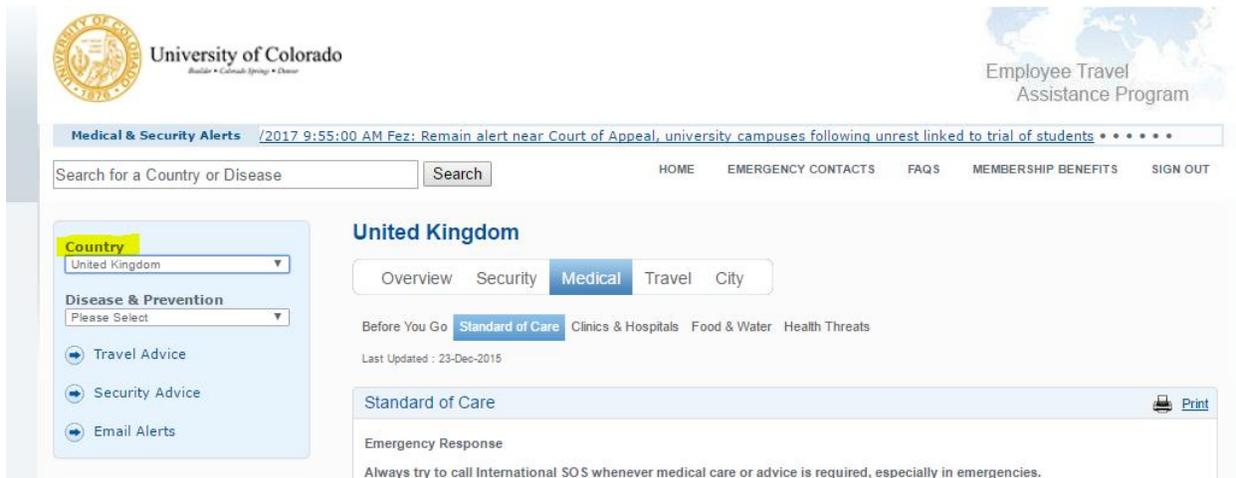
II. Emergency Plan Information

The group leaders are asked to prepare/read information for each country that the group will be going. This information can be obtained from International SOS via the following link.

International SOS website: <https://www.internationalsos.com/#>

Member ID: 11BCAS000006

Group leaders can look up country specific reports and information by selecting the country to which the group is traveling and reviewing the information provided in the tabs. Specifics regarding emergency phone numbers in country are located in the Medical>Standard of Care tab.



The screenshot displays the University of Colorado's International SOS portal. At the top left is the University of Colorado logo and name. On the right, it says 'Employee Travel Assistance Program'. A navigation bar includes 'HOME', 'EMERGENCY CONTACTS', 'FAQS', 'MEMBERSHIP BENEFITS', and 'SIGN OUT'. A search bar is present with the text 'Search for a Country or Disease'. The main content area is titled 'United Kingdom' and has tabs for 'Overview', 'Security', 'Medical', 'Travel', and 'City'. Under the 'Medical' tab, there are sub-tabs for 'Before You Go', 'Standard of Care', 'Clinics & Hospitals', 'Food & Water', and 'Health Threats'. The 'Standard of Care' sub-tab is selected, showing an 'Emergency Response' section with the text: 'Always try to call International SOS whenever medical care or advice is required, especially in emergencies.' There is also a 'Print' icon.

Group leaders are also **required** to register through International SOS. This registration alerts International SOS and UCCS/CU Risk Management to their travel. This allows International SOS and UCCS to respond to emergencies swiftly and accurately without having to obtain duplicate information. To register, go to right-hand side of the International SOS page after logging in. You will see a prompt that says, “Click HERE to register your trip with MyTrips.”

- For questions regarding policies and guidelines specific to the University of Colorado go to your campus specific Office of Global Education, Study Abroad or International Affairs Office for more information.
- University Risk Management website international tools including the following can be found at www.cu.edu/risk under the [travel tab](#).
 - International Traveler Letter (including insurance information)
 - International Travel Guidelines
 - International Travel Risk Assessment and Emergency Planning Checklist
- The University of Colorado Website hosted by International SOS provides access to:
 - **Country Specific Information**
 - Overview
 - Security (Summary, Personal Risk, Country Stability)
 - Medical (Before You Go; Standard of Care; Clinics & Hospitals; Food & Water; Diseases)
 - Travel (Getting There; Getting Around; Language & Money; Cultural Tips; Phone & Power; Geography & Weather; Calendar)
 - City
 - **Set up travel alerts** by email or text prior and during travel
 - **International SOS Scholastic Comprehensive Access contact number:** 1.215.942.8226 [📞](#) (this number is your contact 24/7 for questions on international travel)
 - **CU Membership Number:** 11BCAS000006 (Print card from the website)
 - **Establish an Emergency Record** that allows you to store and access vital health, contact and vaccination information and important documents and images on a secure, easy-to-use website. It also contains an interactive vaccination management system that will remind you when your boosters are due and make appropriate vaccination recommendations based on your type of travel. The Emergency Record is accessible in emergencies and can be used to determine the best care for you.
 - **Download the [Mobile Assistance App](#)** for travel information to prepare for trips and get travel alerts before and during travel.

Print Card


[Membership E-Guide](#)


University of Colorado

Click [HERE](#) to register your trip with MyTrips

[MyTrips User Guide](#)

[MyTrips training video](#)

III. Faculty/Staff Leader Insurance While Abroad

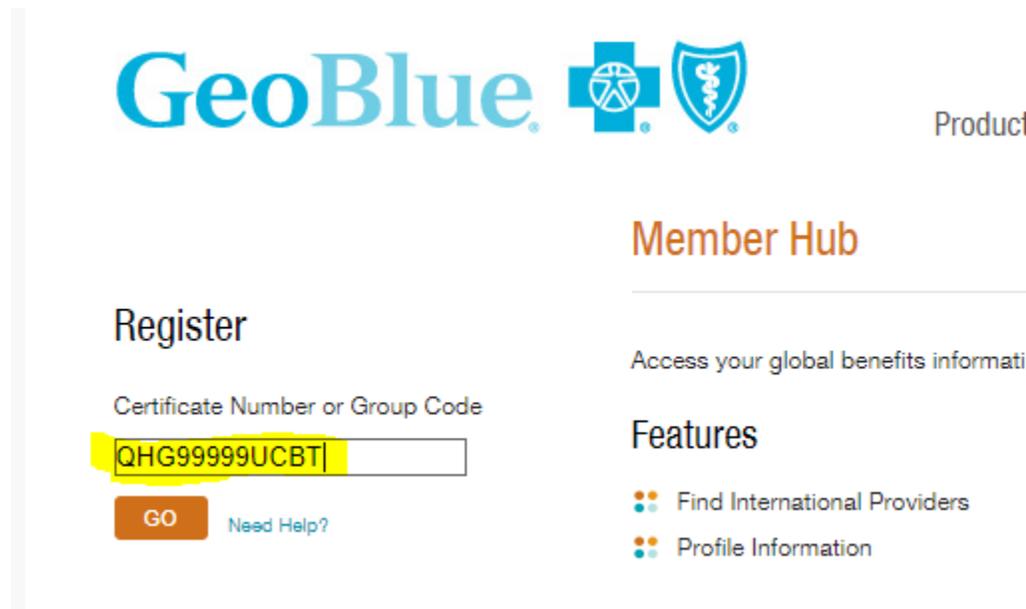
While leading a trip abroad for UCCS, faculty and staff are covered by CU for health related insurance while abroad through Geo-Blue. Faculty and Staff leaders need to sign up and register with Geo-Blue in order to be covered. At the end of the registration process, faculty and staff will be able to print out an ID card as well as the Benefits and Coverage. Please note that Geo-Blue insurance is only for health coverage and does not cover travel related issues like lost luggage.

To obtain your Member ID card, you will need to login to the Member Hub of geo-blue.com using the code **QHG9999UCBT**. From there you will need to create a login and registration. Once that is created, you can login to geo-blue.com to obtain your ID card as well as navigate other areas of Geo Blue.

Step 1:



Step 2:



Step 3:



User Profile | [Redacted] [Sign Out]

[Member Hub](#) [Destination Dashboard](#) [Wellness](#) [Tools & Services](#) [Claims](#)

[Redacted] [Redacted]
UNIV OF COLORADO BLANKET BT
[Edit Profile >](#)

ID Card
[Print](#)

[Coverage & Benefits](#)

Direct Pay
Avoid paying out-of-pocket for medical care and submitting claims by requesting Direct Pay prior to your appointment.
[Request Direct Pay](#) [View Issued GOPs](#)

Claims
Download [Medical Claim Form](#)
(Expense Claim Form & Instructions)

- [Explore Your Destinations](#)
- [Wellness](#)
- [News & Safety](#)
- [Symptom Triage Tool](#)
- [Translate Medical Phrases](#)
- [Translate Medical Terms](#)
- [Medicine Equivalents](#)

Find Doctors and Hospitals Outside the U.S.

Doctors or Dentists Hospitals or Clinics

Radius *

Country *

City *

Specialty *

[How to File Claims](#)

[Contact Customer Service](#)
+ 1 888.412.6403 (U.S.) + 1.610.254.5830 (collect outside the U.S.)
or Email Us at customerservice@geo-blue.com

[More Personal Services](#)

IV. Faculty/Staff Leader Expectations While Abroad

While we as faculty and staff leaders are often well versed and familiar with international travel, especially to the locations in which we are taking participants, but some of our participants may not have traveled internationally before. Leaders should expect that participants may have issues that range from basic travel questions to the inability to cope with a new culture during the time abroad. International travel takes participants out of their comfort zones which can have an impact on their physical, mental and emotional well-being.

Physical Difficulties: Lack of sleep/change in sleep pattern, change in diet and timing of eating, shared living spaces, increased physical exertion, varying levels of handicap accessibility

Mental/Emotional Difficulties: Feeling uncomfortable due to cultural changes/varying levels of cultural shock, homesickness, feeling stress due to lack of sleep/routine, changes in medication timing

It is important to note that physical difficulties can have an impact on the mental/emotional state of the participant. It is vital that faculty and staff prepare themselves to encounter many different types of participant difficulties and provide as much support as possible to participant. This may mean that faculty and staff are dealing with participants outside of their professional educator role. Leaders are expected to facilitate academic, disciplinary and support roles all at once during the duration of the travel course. Leaders should always be reporting difficulties and disruptions to the travel course through communication to University Risk Management and GEO in addition to filling out Incident Forms as necessary.

Trip leaders should also keep in mind appropriate professional expectations apply with their role leader of the program and academic instructor/facilitator.

V. Student/Participant Expectations

Students and travel participants all signed a waiver of liability/conduct form. This applies both to UCCS students and non-UCCS participants. This means that all participants are required to follow the UCCS Student Code of Conduct which also includes the UCCS Sexual Misconduct Policy as well as adheres to rules abiding by protected class discrimination and harassment. UCCS facilitated trip abroad also are covered by Clery Act and Title IX rules. Even while overseas laws differ in these aspects, all participants are required to adhere to the expectations set through these laws and regulations. Participants are relayed this information through a mandatory Pre-Departure Orientation and given a handbook with specifics regarding conduct. Links to these policies can be found in the Appendix.

Participants breaking these UCCS program rules are subject to disciplinary actions like:

- UCCS students/members subject to disciplinary action on-campus
- Barred from participating in future trips
- Dismissed from program while abroad and charged the cost of purchasing a return plane ticket

Trip leaders should also set their own appropriate expectations of students and participants relating to the academic components and any additional behavioral expectations. If a trip leader does encounter disciplinary problems which are adversely impacting the atmosphere of the program and other participant, leaders should address the participant immediately to avoid further disturbances. If issues persist, the trip leader should notify International Affairs of the issues for additional advice.

Advice on Alcohol and Drug Use

Alcohol

In each Pre-Departure Orientation, drug and alcohol use and mis-use are addressed. Regarding alcohol specifically:

- Students should be educated about legally and culturally appropriate behavior regarding alcohol, as well as the consequences (legal or otherwise) of inappropriate behavior
- The University has enacted a “Good Samaritan Provision” stating that individuals who seek medical assistance or other assistance for themselves or another person who is intoxicated will not be subject to University disciplinary action, this however does not supersede local laws abroad
- Local enforcement abroad could be more strict regarding individuals who show signs of intoxication/over intoxication and the behavior associated with such things
- UCCS students/participants should NOT feel pressured to consume alcohol due to local cultural norms abroad

Drugs

Drug use or possession is strictly prohibited on all UCCS sponsored programs. Evidence of drug use and possession should result in immediate dismissal from the program.

- While Marijuana is legal for recreational in Colorado, it is NOT legal to possess/use in most other countries with few exceptions
- Possession and use of illegal drugs can result in detainment overseas
- UCCS and the U.S. have little to no ability to assist citizens who have broken the law

VI. Student Dismissal

Severely problematic students (threatening the safety of themselves or other participants, or causing general disruption to the group) may need to return to the U.S. early. Faculty leaders may decide to send individual students home in response to:

- Criminal activity on the part of the individual: arrest, drug use, physical or sexual assault, etc.
- Inappropriate behavior on the part of the individual: a continuing pattern of culturally inappropriate behavior which does not improve with advising and which endangers the program's relationship with the host institution and/or community; or behavior which is insensitive to other group members and/or damaging to the program group's morale.
- An emotional crisis which greatly affects the individual: death of a program participant, death or serious illness in the family.
- Serious illness, either physical or psychological.

The leader should coordinate as soon as possible with UCCS International Affairs to coordinate any student dismissal. Incident Reports should be filled out to document patterns of behavior and individual incidents.

VII. Clery Act and Title IX Abroad

UCCS abides by Clery Act and Title IX rules for off-campus programs. This means reporting violations of these acts to UCCS as soon as possible. This not only helps UCCS facilitate any emergency action that needs to be taken, but also offer assistance to any student/participant in need. Using the steps outlined below, trip leaders will be able to start the process of helping us with these reporting requirements.

VIII. Emergency Communication

It is vital that faculty and staff leaders establish a manner of contact with students while they are abroad. It is up to the discretion of the leaders and the participants to establish a form or forms of contact. The most common forms are email, Facebook messenger (via a closed Facebook group), Whatsapp, Skype, etc. Please note that while some students may have phone plans that work while they are abroad, not all participants will. Therefore, this method of communication needs to function through an internet (wifi) connection. Not only is this necessary for emergency situations, but also for the program to run smoothly while abroad.

In the case of an emergency, we have provided below a Crisis Phone Tree, which will help you as leaders know who to contact. Please note that the first contact should **not** be the participant's emergency contact. Rather, UCCS University Risk Management or GEO will contact the participant's emergency contact and will be the point of contact.

For national emergencies, trip leaders will be required to monitor the closest U.S. Embassy or Consulate for recommendations on safety for international travelers as well as secure the advice of International SOS.

IX. Emergency Plan

Emergencies and crises can often be overwhelming with many moving parts. The most important piece a trip leader needs to keep in mind is to keep oneself and trip participants safe. The parties involved in this process are the following:

- International SOS
- UCCS Public Safety/University Risk Management
- UCCS International Affairs

If an emergency does occur during the course of the program, we want trip leaders to feel comfortable following a simple plan. The point of this simple emergency plan is to inform the necessary parties so that steps can be taken without putting burden on trip leaders abroad. The following 4 steps are the simple steps trip leaders should follow to efficiently deal with a crisis/emergency abroad:

- 1. Contact International SOS for closest local and acceptable hospital/police station/embassy/consulate (depending on the emergency and follow instructions accordingly)**
- 2. Contact UCCS Public Safety (available 24 hours/day)**
 - a. UCCS Public Safety contacts University Risk Management and GEO for further response**
- 3. UCCS University Risk Management or GEO will contact the participant(s) emergency contact**
- 4. Faculty/Staff Leader starts/completes Incident Report when appropriate**

X. Risk Management Form

The University of Colorado system has provided the following template to assist leaders in conceptualizing the information they need for emergencies. Please refer to the template below and fill completely and to the best of your ability. Please ask International Affairs any questions pertaining to the template below. The leaders of the trip as well as International Affairs should have the complete form on file as well as a list of emergency contacts.

International Travel Dates: Departure _____ Return to US _____

International Itinerary

Flight # (if group flight):

Airport names and locations:

In-country accommodation names and addresses:

CONTACT INFORMATION (insert additional rows as required for all travelers)

FACULTY AND STAFF group leaders (list all)				
Name, Title	Email Address	Phone/Cell	Fax	Address
Campus Police	Direct:+1 719 255 3111 Collect: N/A Toll Free: N/A			Campus specific dispatch can locate faculty/staff including the emergency response team, integrated communications, legal, and student life after hours and on weekends. Insert your campus info.
DESTINATION EMERGENCY CONTACT INFORMATION (By Country/Region/City)				
Type	Phone	Address	Comments	
Emergency	Country specific		Determine the emergency process in the area you are traveling	
Hospital				

Ambulance			
Police			
Fire Department			
International Student Insurance Contacts	Toll Free: 877-758-4391 Direct: +1 904-758-7391 24 hour number is available on the back of participant's ID Card	International Student Insurance 224 First Street Neptune Beach, FL 32266 USA	First responder to all medical and evacuation needs. Identify the carrier and contact information.
International SOS	(toll-free) 1-800-523-6586 (collect) 1-215-942-8226	N/A	Can respond to travel questions.
Closest US Embassy or Consulate			As applicable for each destination
URM Emergency	riskmgmt@cu.edu , James.Duvall@cu.edu	+1 719-255-3525 (UCCS URM)	
Local/On-Site Trip Leads and Contacts			

Designated Emergency Rendezvous Points

In each change in city/country, trip leaders are expected to establish an agreed upon rendezvous point in case of emergency. Please write below your anticipated rendezvous points in each city below, even though it could be subject to change upon arrival. Most of the time this will be a hotel/hostel or common city in which you are residing.

Location 1:

Location 2:

Location 3:

Location 4:

Location 5:

Location 6:

Location 7:

Location 8:

Location 9:

Location 10:

XI. Reference Items

International SOS

<https://www.internationalsos.com/#>

UCCS Office of the Dean Student Conduct Information

<https://www.uccs.edu/dos/student-conduct>

CU Risk Management

<https://www.cu.edu/risk/travel>

GEO Blue

<https://www.geo-blue.com>

UCCS International Affairs

<https://www.uccs.edu/international>

U.S. Department of State International Travel Information

<https://travel.state.gov/content/travel/en/international-travel.html>

XII. Checklist

Please check off the following items once they have been completed and have all UCCS group leaders sign off at bottom of form. Once all items are completed prior to departure, please sign and turn in to International Affairs.

- All UCCS group leaders have registered through International SOS
- All group leaders have a copy of emergency contacts
- In-country communication plan established with all program participants

Please describe the method of communication that has been agreed upon by leaders and participants

- Any and all potential local health and safety risks outlined through the U.S. Department of State and the Centers for Disease Control (CDC) have been identified and discussed with program participants
- All group leaders have reviewed UCCS discrimination and harassment policy
- All group leaders have a list of voluntarily disclosed potential health issues of participants
- All group leaders have a printed out country/countries report provided by International SOS

Printed Name of Group Leader(s)

Signature of Group Leader(s)

Study Abroad Incident Report

Off-campus program leaders/representatives must complete this form as thoroughly as possible for any crimes or incidents (including hospitalizations, serious/major illness, etc.) involving protected class status, disciplinary incidents, hospitalizations, verbal or physical assault, and anything the program leaders deems applicable. Once completed, the form should be sent to Dr. Mandy Hansen at mhansen2@uccs.edu and James Duvall at jduvall@uccs.edu.

Today's Date: _____

Program Name and Country:

Person Submitting Report:

Participant's Name: _____

Date of Incident: _____

Time of Incident: _____

Location of Incident: _____

Were other UCCS students/participants involved? Yes No

Were there witnesses? Yes No

If there were UCCS program participant witnesses, please provide full first and last name:

Brief description of Incident:

Immediate action taken by Program Leader:

Were clinic/hospital/health practitioners consulted? Yes No

Was medical treatment required? Yes No

Brief Description of medical treatment and action required:

Was the local police/other local authorities notified? Yes No

If “yes,” was a report filed? Yes No

Report Reference Information: _____

Contributing factors and Follow-Up Information if known, such as weather, student’s own behavior, failure to follow UCCS’ policies, failure to follow International Affairs advice, political situation, etc. (Note: A major purpose of incident reporting is to understand contributing factors to document preventive actions, recommendations, etc.):