Questions regarding this document should be directed to

**International Center/Education Abroad Office**
219 University Center
303 East Kearsley Street
Flint, Michigan 48502
Phone: 810-762-0867
[www.umflint.edu/international/educationabroad](http://www.umflint.edu/international/educationabroad)
PART I:
OVERVIEW OF INCIDENT & CRISIS MANAGEMENT

Defining Incidents and Crises..................................................................................................................4
Real Emergency vs. Perceived Emergency.............................................................................................5
Emergency Levels .....................................................................................................................................6
Regarding Student Misconduct.................................................................................................................6
Crisis Management Team and Roles .......................................................................................................6
Response Coordination of the UM-Flint International Center ...............................................................7
Preventive Measures to Mitigate Risk ......................................................................................................8
The Clery Act and Roles of a Program Leader .........................................................................................9
Responding to Emergency Related Inquiries ........................................................................................10
Responding to an Incident or Crisis: Operating Principles ................................................................11
General Procedures for Responding to an Incident or Crisis ...............................................................13
Defining Incidents and Crises

Safety is a major concern for all who participate in international travel—students, their families, the host institutions, and all UM-Flint faculty and staff. While it is considered that traveling in a foreign country is generally no more dangerous than traveling in the United States, there are risks that are unique to settings abroad. As a result, when incidents occur, the impact on travelers and their families is often more profound because of the unfamiliarity of the context and the distance that separates participants from their primary sources of consolation and support.

- An incident is a disruption or occurrence to normal travel that usually can be resolved by program leaders on site with minor impact to health and safety.

- A crisis is a sudden, generally unanticipated event that profoundly and negatively affects an education abroad participant(s) and has the potential to result in serious injury or death.

- Crisis management is the process of preparing for, mitigating, responding to and recovering from a crisis situation. It requires (1) an organized plan to ensure the safety and survival of self and community, and (2) an understanding of the human response to stress. Crisis management is a dynamic process that begins well before the critical event and extends beyond its conclusion. As all those in the field know, there are many kinds of crises, from natural disasters to accidents and injuries to civil unrest, riots, and military coups. Each stage before, during and after a crisis presents special challenges and requires different strategies for effective management.

  -Center for Global Education, SAFETI Adaptation of Peace Corps Resources

Crisis response procedures are intended to guide staff in responding to a crisis, such as the illness or death of a student or faculty/staff and other traumatic events which can affect the education abroad program. These procedures are intended to be time-sensitive, problem-focused intervention designed to identify and resolve the crisis, restore balance, and support productive responses.
Real Emergency vs. Perceived Emergency

**Real Emergency**: A genuine or imminent risk to participants. Examples include:

- Physical/emotional illness or accident
- Trauma or physical assault
- Missing student for unknown reasons
- Death of a student or other program member
- Political coup or civil unrest
- Natural disaster
- Terrorism
- Incarceration
- Kidnapping
- Pandemic
- Potentially dangerous situation such as questionable facilities or transportation

**Perceived Emergency**: No immediate significant risk, but perceived as threatening by students, family, university official and/or others. Examples include:

- Sensationalized media reporting of overseas events
- Distortion of information provided by a participant
- Anxiety of participants, family members, or others

**NOTE**: Perceived emergencies can affect students, family members, and staff as strongly as real emergencies. Perceived emergencies need to be treated seriously and responses should be made in a timely manner.
Emergency Levels

Responses to emergencies will be determined by an initial assessment of the level of the incident or crisis:

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1—Incident</td>
<td>Student misconduct issues, including academic and behavioral misconduct; concerns regarding mental health</td>
</tr>
<tr>
<td>Level 2—Incident</td>
<td>Minor injury or accident; theft</td>
</tr>
<tr>
<td>Level 3—Crisis</td>
<td>Natural disaster; pandemic or regional health threat; terrorism or political crises</td>
</tr>
<tr>
<td>Level 4—Crisis</td>
<td>Severe injury; death; kidnapping; sexual assault; incarceration</td>
</tr>
</tbody>
</table>

Regarding Student Misconduct

**Student Misconduct**: Academic or behavioral conduct violations, disruption towards university group or international hosts, and potentially dangerous situations. Examples include:

- Missing class or group functions; repeated tardiness
- Drug and alcohol misuse; belligerence
- Cultural inappropriateness
- Sexual misconduct
- Academic misconduct (cheating, plagiarism, copyright violations)

Crisis Management Team (CMT) and Roles

The Crisis Management Team (CMT) is responsible for coordinating responses related to a crisis. Members of the CMT can include one or more individuals from the following units:

- U-M International Travel Oversight Committee (ITOC)
  - U-M Office of Provost
  - U-M Office of General Council
  - University Health Services & GEOBLUE Insurance
- Other critical units (Risk Management, International Center, ITS, Dean of Students etc.
- UM-Flint International Travel Advisory Committee (ITAC)
  - UM-Flint Office of the Provost
  - UM-Flint unit sponsoring the program
  - UM-Flint Environment, Health and Safety
  - UM-Flint International Center
  - UM-Flint Department of Public Safety
- UM-Flint Division of Student Affairs
- UM-Flint University Relations
- UM-Flint Counseling, Accessibility, and Psychological Services (CAPS)
- Additional resources may include the on-site program leader and on-site host facilitator, host country support services (medical, police, rescue, consulate), international insurance representative, and U.S. Embassy or Consulate representatives in the country where the education abroad program is held.

Depending on the nature and severity of an incident or crisis, some or most of the members of the Crisis Management Team (CMT) will convene to coordinate a response to the emergency.

**Response Coordination of the UM-Flint International Center**

The International Center (IC) and Education Abroad Office (EAO) plays an integral role in coordinating the management of emergencies affecting participants in UM-Flint-related education abroad programs. Assuring the safety and well-being of students, faculty and staff who are involved or participating in UM-Flint programs abroad is of the highest importance, and all reasonable actions will be taken to accomplish this.

While acknowledging that no single plan can address all contingencies, the International Center recognizes the importance of establishing, in advance, procedures and guidelines that are designed to safeguard the safety and well-being of study abroad participants and to limit the University’s legal liability. The procedures, practices and guidelines described in this document will serve to guide the University’s response to crises affecting participants abroad.
Preventative Measures to Mitigate Risk

The UM International Travel Policy applies to faculty, staff and all students traveling outside of the United States of America for University-related purposes, which may include but are not limited to, study, research, internships, service, conferences/presentations, teaching, performances, or athletic competitions. Schools, colleges and business units may have additional policies and procedures that support this overall policy. The University reserves the right to prohibit or suspend travel for University-related purposes to any destination by faculty, staff, or students if significant health, safety or security concerns pose extreme risks that warrant such a decision. View the University Standard Practice Guide #601.31

For the ultimate health and welfare of all participants on education abroad programs, it is necessary to take steps in the program planning process for risk reduction. The following are implemented for each group travel education abroad program:

- **Risk Audit**
  - As a policy-making and advisory committee, the International Travel Advisory Committee (ITAC) assists in assessing and monitoring education abroad safety issues in cooperation with specific programs, departments and individuals. The ultimate authority in evaluating and approving the safety of programs is the Provost for Academic Affairs (or designee), as recommended by ITAC and appropriate constituencies, and in consultation with the U-M system wide International Travel Oversight Committee (ITOC).
  - ITAC reviews all group travel programs through the evaluation of location(s), transportation methods, facilities, program leader expertise, itinerary, modes of communication, local medical facilities, and medical and legal resources.
  - In addition, program participants are screened in the application process by an evaluation of their academic standing (GPA), and any disciplinary or judicial records.

- **Health and Safety Program Leader Orientation**
  - Required for all faculty and staff who intend to take a group of students abroad. The workshop is geared to provide program leaders with resources and best practices of successfully leading an international group travel program. It will also provide an overview of their roles and responsibilities as a Campus Security Authority as well as an overview of campus and university system-wide crisis management protocols.

- **Mandatory Submission of University International Travel Forms**
  - Program participants must submit a Participation Agreement, Participation Health Form, and Emergency Medical Treatment Authorization Form (See Appendix III for samples of forms)
• **Mandatory Participation in Pre-Departure Orientation**
  o Program participants must participate in pre-departure orientation. This orientation(s) will cover a number of topics that include but are not limited to discussions of conditions for participation (assumption of risk, academic and behavioral expectation, and emergency contact information); travel preparation and packing; health and safety concerns and responses; cultural transition and diversity issues; awareness that laws may differ in other countries.

• **Mandatory International Health Insurance Through the University’s Authorized Vendor**
  o Faculty and staff traveling internationally for any University-related purpose are covered under the University’s blanket travel abroad health insurance policy.

All students traveling abroad for any University-related purpose are required to have travel abroad health insurance coverage from the University’s authorized vendor. The University’s authorized travel abroad health insurance must be obtained for/by students traveling internationally regardless of whether the student traveler has other related coverage. See the International Travel Policy, SPG 601.31 at [http://spg.umich.edu/policy/601.31](http://spg.umich.edu/policy/601.31).

The UM-Flint Education Abroad Office will be responsible enrolling group program participants in health insurance. Charges will be billed to the respective program account.

• **Mandatory Registration in the UM Travel Registry**
  o All faculty, staff, and students traveling abroad for University-related purposes must register their international travel in the University Travel Registry before the expected departure date and, if possible, should update the University Travel Registry as additional information becomes available or changes occur throughout the duration of the trip, including additional countries added during travel. See the International Travel Policy, SPG 601.31 at [http://spg.umich.edu/policy/601.31](http://spg.umich.edu/policy/601.31).

The UM-Flint Education Abroad Office will be responsible registering group program participants in the UM Travel Registry.
The Clery Act and Roles of a Program Leader

According to a federal law known as the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, UM-Flint is required to disclose “statistics concerning the occurrence of certain criminal offenses reported to local law enforcement agencies or any official of the institution who is defined as a ‘Campus Security Authority.’”

The law defines “Campus Security Authority (CSA)” as: “An official of an institution who has significant responsibility for student and campus activities, including, but not limited to, student housing, student discipline, and campus judicial proceedings.” An example would be a dean of students who oversees student housing, a student center, or student extra-curricular activities and has significant responsibility for student and campus activities. Similarly, a director of athletics, team coach, or faculty advisor to a student group also has significant responsibility for student and campus activities.

University faculty or staff program leaders who are traveling with students abroad are identified as a Campus Security Authority. In order to comply with federal laws, UM-Flint policies, and to protect participants of a program, faculty and staff program leaders must report incidents of crimes by completing a Crime Report Form or a Sex Offense Report Form (Appendix II).

Responding to Emergency Related Inquires

If an emergency (perceived, real and acute, or real and widespread) is widely reported to parents or the media, a number of callers may contact the University voicing concerns. All calls/concerns should be fielded to the International Center at 810-762-0867.

- **In the case of a real or perceived emergency which has already been addressed and participants have been secured**, it is important to reassure the caller that appropriate inquiries have been made, that we are confident program participants are secure, that the program is proceeding normally, and that the participants' welfare is not being compromised.

- **In the case of a real or perceived emergency which is ongoing**, it is important to reassure the caller that appropriate inquiries are being made have been made, and that the University is working to address the situation in the best interest of the participants.

**Important note concerning student privacy:**

- The Federal Family Education Rights and Privacy Act (FERPA) is a federal law designed to protect the privacy of a student’s educational records. The Act applies to “education
records” originating from the educational institution. These records are defined as “records, files, documents and other materials which...contain information directly related to the student” and “are maintained by an educational agency or institution.” These records include grades and transcripts, as well as disciplinary records. UM-Flint policy governing privacy and release of student records is in compliance with the Federal Family Educational Rights and Privacy Act (FERPA) of 1974, as amended.

- Initially, personal information should not be released by DPS, the International Center, ITAC or any other university department.
- While medical or law enforcement records are not protected under the Federal Education Rights and Privacy Act (FERPA), they should remain confidential and protected from unauthorized persons, including parents, unless a student has consented to parental notification, or the injury is so severe that the student cannot speak for him or herself. In such cases, the individual listed on the application as the student’s emergency contact shall be contacted. Note that this person may not always be a parent.
- The Participation Agreement form includes authorization for the University to inform a student’s emergency contact that the student is safe and accounted for during time of crisis.
- If there is ever concern or confusion as to what information can be legally released and to whom it can be released, then it is necessary to consult with the Office of General Counsel (OGC).

### Responding to Crises: Operating Principles

In responding to crises (whether real or perceived), the goal of the University of Michigan-Flint is to:

- Prevent life threatening situations
- Provide a climate of safety
- Maintain confidentiality
- Defuse threat if possible and ensure health and welfare of participants
- Maintain communication with appropriate personnel

In managing emergencies, real or perceived, the University is guided in its decision-making, before, during and after a crisis, by the following operating principles:

1. All responses to a crisis will be governed by the highest concern for the safety, health and well-being of students, faculty and staff participating in a UM-Flint-sponsored study abroad program.

2. Beginning with the first person to receive communication regarding an incident and throughout the duration of the incident, each person will take sufficient notes in
documenting the crisis and response, so appropriate individuals can be updated during and after the incident. Following the resolution of the incident, the primary respondent will complete and file a brief report detailing the incident, the response, and the resolution.

3. The University will respond to emergencies by closely following these procedures, except when otherwise directed by circumstances or agencies outside the University’s control.

4. The University will exercise caution and restraint in deciding when, and with whom, information about an emergency should be shared. If unsure about how much information should be released, and to whom, contact the Department of Public Safety. Always keep the Provost and/or designee informed, even if an issue seems trivial.

5. It is important that all staff members provide the same information to inquiries from any source. Consistent with the Campus Emergency Response plan, communications with the media must be coordinated through UM-Flint’s University Relations Department.

6. In the case of a student emergency abroad in which a variety of campus officials are involved, the International Center Director will provide a daily email briefing to ITAC, Executive Officers, and others as appropriate.

   Such messages will be sent even if there is no new information to report. To protect the privacy of a student or students involved in an emergency or incident, they will not be referred to by name in the email briefings, but by description (i.e. “journalism student(s)”) or simply as “student(s).” All identifying descriptors should be omitted.

   However, internal conversations, which may involve the police, other security officials, university administrators, and the student’s parents/guardians, will reference the student by name.


8. All reasonable and prudent measures will be taken to limit the University’s legal liabilities.
General Procedures for Responding to an Incident or Crisis

For Level 1 and Level 2 INCIDENTS:

Onsite faculty/staff calls Department of Public Safety (DPS) ➔ DPS contacts International Center ➔ International Center initiates appropriate response procedure by contacting relevant individuals and units

The program leader will submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333 or sending an email to studyabroad@umflint.edu. The program leader should also complete an Incident Report Form (Appendix II).

If an incident involves a crime or sexual assault, it must also be reported by using the Crime Report Form or Sex Offense Report Form (Appendix II).

For Level 3 and Level 4 CRIPSES:

Onsite faculty/staff calls Department of Public Safety (DPS) ➔ DPS contacts International Center ➔ International Center initiates appropriate response procedure by contacting relevant individuals and units

The program leader will submit an initial report on the crisis by calling the UM-Flint Department of Public Safety at 810-762-3333 or sending an email to studyabroad@umflint.edu. The program leader should also complete an Incident Report Form (Appendix II).

If a crisis involves crime or sexual assault, it must be reported by using the Crime Report Form or Sex Offense Report Form (Appendix II).
This section is intended to provide recommendations for general procedures to be followed in the case of an incident or crisis. Each incident or crisis will vary and may require the use of only a portion of the recommended action or may require steps that are not included.

I. **STEP ONE: INFORMATION GATHERING**

The on-site program leader—acting as a Campus Security Authority—will most likely be the first person notified or made aware of a crisis involving a participant(s). They should begin a careful process of gathering and reporting information which includes the following information:

- Describe the imminent risk
- Describe current status of the affected participant(s) (location, physical condition, etc.)
- Describe what monitoring/assistance affected participant(s) is receiving
- Describe what impact this incident has on the entire group/program
- Report on others who may have already been notified of the incident (students, parents, local police, media, etc.)
- Describe urgent needs or expected responses

II. **STEP TWO: DETERMINE THE INITIAL LEVEL OF RESPONSE AND ACTIVATE THE CRISIS MANAGEMENT TEAM (CMT)**

After being notified on the incident, the International Center—in consultation with relevant units—will determine the initial level of the incident or crisis and initiate appropriate response protocols.

III. **STEP THREE: RESPOND TO INCIDENT OR CRISIS AND DRAFT A COURSE OF ACTION**

The Crisis Management Team will work with all relevant units/resources, including the onsite program director to respond to the incident and draft a Course of Action. The Course of Action will include specific actions steps for the onsite program director, and all other involved units.

Considerations in response actions/decisions:

- On-site assessment of the situation and advice by the on-site Program Director.
- International Education Programs’ Office recommendation.
- Determination of real or perceived risk.
- Reliability/accuracy of information.
- Health and welfare of participants.
- On-site host involvement and considerations.
- Academic credit and consequences.
- College services impacted (faculty, counseling).
- Family involvement and recommendation.
• Available on-site contingency plans.
• Evacuation feasibility
• Implications of return to U.S.
• Refund policy of the program.
• Refund, accountability, compensation for damage, legal issues, hospitalization, transportation to the hospital and/or airport
• Financial aid consequence to the student
• News Media
• College responsibility
PART II:

ACTION PLANS

Action plans are intended to assist program leaders as they are planning education abroad programs and to provide guidance when responding to incidents and crises.

Student Misconduct..............................................................17
Mental Health...........................................................................19
Minor Injury ............................................................................21
Major Injury, Major Medical ....................................................23
Unexplained Absence of Student .............................................25
Arrest of a Student .................................................................27
Natural Disaster, Civil Unrest or Terrorism.................................29
Crimes Against Participant ......................................................31
Physical or Sexual Assault .......................................................33
Death of Student ......................................................................35
Kidnapping/Hostage .................................................................36
Death or Serious Injury/Illness of Family Member.......................37
Pandemic or Regional Health Threat .......................................38
Late Cancellation of Program ..................................................40
Student Misconduct
(Level 1 Incident)

Definition: Any incident that is in violation of the Statement of Student Rights and Responsibilities. Student behavior that results in sufficient disruption to the educational process such that disciplinary action is warranted.

Students may be issued a probationary warning or dismissed from an education abroad program; the choice should be determined in consultation with the Division of Student Affairs and the sponsoring unit. This is intended to be an interim solution to deal with an urgent situation and does not necessarily impact overall student status. College policies, procedures, and due process for suspension must be considered in any such action.

Examples: Substance or alcohol misuse, sexual misconduct, tardiness, missing class or group activities.

Preventative Measures
- Mandatory pre-departure orientation: establish clear alcohol policies; explain differences in attitude toward drunkenness; encourage students to watch out for each other; reiterate the fact that students are ambassadors or representatives of the university
- Submission of relevant university forms, including the Participation Agreement (Appendix III)

Information to Gather
- Description of behaviors/actions at issue
- Description of consequences of behavior/actions to program
- Description of warnings or sanctions imposed
- Description of proposed logistics of student exiting program and transportation issues

Action if Necessary
- Begin an event log by gathering background information and reporting developments and responses.
- Submit an initial report on the incident by contacting the International Center
- Discuss issue with student by explaining how actions/behaviors are incompatible with success of program. A written summary of discussion should be sent to the student.
- If circumstances permit, the student can receive disciplinary actions, which may include the involvement of the Office of Student Conduct and Conflict Resolution, under the Division of Student Affairs.
- Depending on the severity of issue, student may be dismissed without a probationary warning. This decision should be made in consultation with the unit sponsoring the program, as well as the Division of Student Affairs.
Follow-Up

- Complete an *Incident Report* (Appendix II) and submit to the International Center.
- If student is dismissed from program, consult with college personnel to ensure student is met at the airport by family to be transported home.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Mental Health
(Level 1 Incident)

Definition: Student exhibits behaviors symptomatic of mental illness and with sufficient severity to cause concern or is disruptive to self or others; behaviors symptomatic of alcohol or drug misuse.

Examples: Student threatens, attempts, and/or acknowledges ideation of homicide or suicide; student is unable to participate in class or group activities; behavior causes other participants to fear or be concerned of his/her actions.

Preventative Measures
- Mandatory pre-departure orientation discussion on culture shock and psychological strain caused by new environment.
- Submission of relevant university forms, including the Participation Health Form and the Health Care Provider Clearance Form (Appendix III)
- Students are encouraged to get a thorough mental and physical health screening prior to participation.
- Requirement of health insurance with international emergency coverage.
- Program Director has 24/7 contact information for college administration

Information to Gather
- Description of student behavior (continuing or single incident).
- Description of discussion with student about behavior.
- Discuss nature of concern.
- Ask what the issue may be.
- Determine if student is risk to self or others.
- Response to the request that student voluntarily talk to a counseling professional.
- Determine the student’s support network.
- Obtain input / observations from others who have been interacting with the student.

Action if Necessary
- Begin an event log: gather background information and report crisis developments and responses. Focus on behavior; do not add personal comments.
- Ensure student is monitored and not left alone.
- Submit an initial report on the incident by contacting the International Center.
- Call GEOBLUE Insurance and get advice on appropriate medical treatment through consultation with Counseling Department or other mental health professional and/or local hospital or licensed psychologist.
- Obtain consent of family if necessary.
- If student will not voluntarily talk to Program Director (and does NOT appear to be an immediate threat to self or others), clearly state behavioral expectations, keep a log of all
communications with student and related incidents, and continue encouragement to seek assistance.

- If disruptive behavior persists, contact the International Center Director for consultation on student dismissal.

**Follow-up**

- Complete an *Incident Report* (Appendix II) and submit to the International Center.
- Provide written summary to mental health profession.
- Consult with Counseling Department to determine if referral to community mental health provider is warranted.
- International Center Director should debrief with Program Director, Counselors, and Division of Students Affairs to assess problem, responses, and make program modifications, if needed.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Minor Injury
(Level 2 Incident)

Definition: An actual event or any situation where a student is injured or ill but there is no loss of consciousness, excessive loss of blood, or altered breathing patterns.

Examples: recreational injury, minor illness

Preventative Measures
- Mandatory pre-departure orientation instruction on avoiding injury and illness while abroad and Code of Conduct behavioral expectations.
- Students are encouraged to undergo physical and mental health screenings prior to program for an assessment about participation.
- Requirement of health insurance with international emergency coverage.
- Center for Disease Control web address www.cdc.gov/travel provided.
- Familiarize students with the host country’s auto/accident policies

Information to Gather
- Describe details of how/when illness/injury occurred.
- Where is student currently?
- What medical treatment was received?
- When and where was medical treatment obtained?
- Who was attending physician?
- Does attending physician speak English?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has travel insurance company been contacted?
- Are other participants at risk (physical or psychological)?
- Does victim want to return to U.S.? If so, when?
- What are the consequences of returning to U.S. (medical, academic and financial)?
- Has anyone else been notified of incident (family, Campus Police)?
- Is evacuation necessary?

Action if Necessary
- Get student appropriate emergency medical treatment: call for local ambulance or transport to local hospital and call GEOBLUE Insurance.
- Begin an event log: gather background information and report crisis developments and responses.
- Submit an initial report on the incident by contacting the International Center.
- Monitor student condition; ensure student has translator if medical care providers do not speak English.
- Continue communication with UM-Flint.
• Refer media inquiries to University Relations.

**Follow-up:**
• Complete an *Incident Report* (Appendix II) and submit to the International Center.
• Monitor the student’s return home and/or recovery.
• Refer to appropriate department(s) for resolution of financial and academic issues.
• Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Major Injury, Major Medical
(Level 3 Crisis)

Definition: An actual or potentially life threatening event or any situation where a loss of consciousness, excessive loss of blood, or an altered breathing pattern occurs.

Examples: Auto/transportation accident, recreational injury, serious illness, drug or alcohol overdose.

Preventative Measures
- Mandatory pre-departure orientation instruction on avoiding injury and illness while abroad and Code of Conduct behavioral expectations.
- Students are encouraged to undergo physical and mental health screenings prior to program for an assessment about participation.
- Requirement of health insurance with international emergency coverage.
- Center for Disease Control web address [www.cdc.gov/travel] provided.
- Familiarize students with the host country’s auto/accident policies/rules

Information to Gather
- Describe details of how/when illness/injury occurred.
- Where is student currently?
- What medical treatment was received?
- When and where was medical treatment obtained?
- Who was attending physician?
- Does attending physician speak English?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has travel insurance company been contacted?
- Are other participants at risk (physical or psychological)?
- Does victim want to return to U.S.? If so, when?
- What are the consequences of returning to U.S. (medical, academic and financial)?
- Has anyone else been notified of incident (family, Campus Police)?
- Is evacuation necessary?

Action if Necessary
- Get student appropriate emergency medical treatment: call for local ambulance or transport to local hospital and call GEOBLUE Insurance.
- Begin an event log: gather background information and report crisis developments and responses.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
• Monitor student condition; ensure student has translator if medical care providers do not speak English.
• Continue communication with UM-Flint.
• Refer media inquiries to University Relations.

Follow-up:
• Complete an *Incident Report* (Appendix II) and submit to the International Center.
• Complete a *Crime Report Form* if a crime was involved (Appendix II).
• Monitor the student’s return home and/or recovery.
• Refer to appropriate department(s) for resolution of financial and academic issues.
• Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Unexplained Absence of Student
(Level 1 Incident; Potentially Level 4 Crisis)

Definition: Student is absent from class or lodging without permission and/or notification of absence.

Examples: Student has not returned to lodging at expected time and did not notify roommate or host family.

Preventative Measures
- Mandatory pre-departure discussion includes importance of letting Program Director, host family, and/or other participants of plans and timeframe and the importance of reporting any change in those plans.
- Students will know that attendance at classes and cultural events is mandatory.
- Program Director should have access to the copies passport of program participants for physical description.
- Students have emergency card with local contact information.

Information to Gather
- When and where was the missing person last seen?
- Was she/he seen with someone else?
- Who was the last contact?
- Did the person tell anyone of plans to be absent?
- Does anyone know or have an idea about where the person went?
- How was the person traveling (alone, by train, etc.)?
- What, if any, search efforts have been initiated?
- Has a missing person report been submitted with local police? If so, what agency, what is case number?
- Are there search/rescue services available locally?
- Has U.S. State Department (or student’s home country embassy/consulate) been contacted?
- If so, State Department contact (name, title, phone number)?
- Has anyone else been notified?

Action if Necessary
- Begin an event log: gather background information and report developments and responses.
- Submit an initial report on the incident by contacting the International Center.
- Ask EVERY student if they have any information about the missing student’s whereabouts.
- Contact host family or dormitory residence manager.
- Contact local police, if determined necessary, through consultation with on-site director.
- Provide police with student’s photograph, description, passport number, and last known whereabouts.
- Notify other faculty and students.
- Determine if rest of group is safe and accounted for.
- Contact the local U.S. Embassy.
- Seek assistance from International Education Director and notify appropriate college contacts.
- Consider having the International Education Director contact the student’s emergency contact and/or family.
- Refer any media inquiries to University Relations.

**Follow-up:**
- Complete *Incident Report* (Appendix II) and submit to the International Center
- Depending on reason for absence, refer to Vice President of Student Affairs for possible Code of Conduct disciplinary action.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Arrest of a Student
(Level 4 Crisis)

Definition: Student is been legally incarcerate by local authorities.

Examples: Drug or alcohol misuse, sexual misconduct that has led to an arrest

Preventative Measures
- Mandatory pre-departure orientation discussion that Student Code of Conduct applies while on an education abroad program (Appendix II).
- Familiarize students with the host country’s auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.
- Participants are informed during orientation that they are completely subject to the legal jurisdiction of the host country. International Education Director or designee discusses the laws and customs of destination countries during orientation.
- Students report if they were subject to disciplinary action at any college attended.
- International Education Program Office determines if students should participate in program through consultation with college faculty and administrators.
- Students are told to contact the Program Director immediately if an incident occurs.

Information to Gather
- Describe nature of incident leading to participant’s legal incarceration.
- Has the participant been detained or arrested?
- What agency has made arrest / detention? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses?
- What rights have been granted?
- Has the U.S. Embassy/consulate been notified? If yes, name, title, and phone number?
- What advice has the U.S. Embassy/consulate given?
- Is a representative from the Embassy/consulate able to talk to participant? If so, name and phone number?
- Has the participant been given legal representation? If so, name and phone number?
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media)?
- Does the student want coaching or assistance in contacting family?

Action if Necessary
- Begin an event log: gather background information and report developments and responses.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
• Obtain as much information as possible from local authorities.
• Contact the U.S. Embassy/Consulate to obtain legal representation for student and to guarantee student’s rights and humane treatment according to internationally accepted standards (If student is non-U.S. citizen, contact student’s home country Consulate).
• Contact host staff.
• Verify that student is obtaining legal representation with the U.S. Embassy.
• Assist the student in contacting family.
• Refer family to Vice President of Student Affairs.
• Assist the student in contacting appropriate Embassy.
• Visit student if possible and appropriate.
• Refer any media inquiries to college University Relations.

Follow-up
• Complete Incident Report (Appendix II) and submit to the International Center.
• Evaluate whether student should continue to be enrolled in education abroad program.
• Evaluate with Division of Student Affairs whether student should be referred for possible Code of Conduct disciplinary action.
• Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Natural Disaster, Civil Unrest or Terrorism

(Level 3 Crisis)

Definition: Activity that causes the threat of a program to be cancelled or cancelled due to widespread safety and/or health reasons.

Examples: Hurricane, flooding, earthquake, fire, volcanic eruption, rioting, terrorism

Preventative Measures

- Monitor international security news and ensure that no travel alert or warning has been posted for the host country (http://travel.state.gov/travel).
- Hold mandatory pre-departure orientation discussion of potential risks and steps taken to mitigate such risks.
- Emergency contact information for all students and college administration maintained by the Program Director.
- Requirement of health insurance with international emergency coverage.

Information to Gather

- What is the nature of the unrest / disaster?
- Is the group directly threatened or in imminent danger?
- Where is the group currently located?
- Are all participants accounted for and aware of risk?
- What advice have participants been given for response/precaution?
- What advice has the host institution given?
- Has the U.S. Embassy been notified? If so, date and time? Contact person and phone number?
- What advice has U.S. Embassy given?
- Have local authorities imposed protections and/or restrictions?
- Is travel restricted?
- Is evacuation desirable? If so, when, where, how?

Action if Necessary

- Begin an event log: gather background information and report crisis developments and responses.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
- Contact all students to determine needs of each.
- Determine local emergency plan (listen to news, meet at contingency location and seek advice from host institution, and call U.S. and relevant embassies).
- Refer any media inquiries to University Relations.
Follow-up
- Provide needed counseling to students or refer students to appropriate counseling services.
- Complete *Incident Report* (Appendix II) and submit to the International Center.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Crimes Against Participant
(Level 3 Crisis)

Definition: Program participant is a victim of a crime.

Examples: Pick-pocking or robbery or larceny

Preventative Measures
- Mandatory pre-departure orientation providing crime and security information for destination country.
- Encourage students to be aware of surroundings and not to display cash, wear expensive jewelry, and set down packages but to carry cash, credit cards, plane tickets, and passport in front pockets or in Velcro-closing bags.
- Encourage students to take limited amount of credit cards, cash, jewelry, etc.
- Encourage participants to make copies of passport, credit cards, and flight information and leave with responsible family member or friend.
- Encourage participants to store copies of travel documents electronically in the iNext Document Store and Travel Vault.
- Check Department of State website prior to departure for up-to-date safety and security information. ([http://www.travel.state.gov](http://www.travel.state.gov))
- Know location of nearest U.S. Embassy or Consulate for passport replacement.
- Familiarize students with the host country’s auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.
- Requirement of health insurance with international emergency coverage.

Information to Gather
- Police report information and any necessary follow-up action.

Action if Necessary
- Get student medical attention if necessary.
- Begin an event log. Gather background information and report developments/responses.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
- Submit notification/report to local law enforcement.
- Make appropriate contacts to report/replace stolen items (passport, credit cards, tickets).
- Report stolen passport and or other travel documents to U.S. (or relevant) embassy/consulate.
- Seek assistance from to replace passport and/or other travel documents as soon as possible, before leaving the host country.
- Provide appropriate emotional and financial support to student.
- Notify other students and staff as needed.
- Refer media inquiries to University Relations.
Follow-Up

- Complete *Incident Report* (Appendix II) and submit to the International Center
- Complete a *Crime Report Form* (Appendix II)
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Physical or Sexual Assault
(Level 4 Crisis)

Definition: Physical or sexual harassment and/or assault by fellow participant or local citizen.

Preventative Measures:
- Mandatory pre-departure orientation includes:
  - Crime and security information for destination country.
  - Alcohol and drug misuse and abuse.
  - Information on local culture, customs, religious and moral standards, safety and security, and crime statistics.
  - UM-Flint policies on sexual harassment and assault and Code of Conduct.
  - Statement that such crimes will be reported to local police.
  - Discussion on local legal system.
  - Website address for victim assistance programs: http://www.vaonline.org.
- Requirement of health insurance with international emergency coverage.

Information to Gather
- What are known details of incident?
- Has person obtained medical assistance? If so, where, what?
- Has incident been reported to local law enforcement? If so, what agency and case number?
- Is counseling available? In English? If so, contact name, and phone number?
- Are there witnesses? If so, have they reported, do they need counseling?
- Does victim want to return to the United States? If so, when?
- What are consequences of leaving the program (academic and financial)?
- Has anyone else been notified of this incident (family, media, insurance company, etc.)?
- Is the person allegedly responsible a UM-Flint student, faculty or staff member?

Action if Necessary
- Contact GEOBLUE Insurance and get victim immediate medical treatment at local hospital.
- Report attack to local police.
- Begin an event log: gather background information and report crisis developments and responses.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
- Seek assistance from the relevant Embassy or Consulate.
- Address safety concerns of victim and provide emotional assistance.
- If another program participant contributed towards the injury, review section on student misconduct and consult with International Director.
• Determine who else in the program needs to know and provide information and support to other program participants affected as appropriate.
• Continue with necessary medical and/or mental health treatment.
• Determine if victim wants to leave the program early and assist with any necessary travel arrangements.
• Refer media inquiries to University Relations.

Follow-up
• Complete *Incident Report* (Appendix II) and submit to the International Center
• Complete a *Crime Report Form* or *Sexual Offense Report Form* (Appendix II).
• Verify that victim returned home safely.
• Refer victim for additional counseling.
• Report alleged criminal behavior to appropriate Vice President for potential discipline.
• Refer victim to State Department website for possible compensation and victim assistance. www.nacvcb.org
• Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Death of Student
(Level 4 Crisis)

Preventative Measures
- Mandatory pre-departure orientation includes discussion on:
  - Crime and security information for destination country.
  - Alcohol and drug misuse and abuse.
  - Avoidance of injury and illness while abroad.
  - Filling prescriptions and carrying adequate medication.
  - Taking copies of essential prescriptions.
- Requirement of health insurance with international emergency coverage.
- Students are encouraged to get mental and physical health screening prior to trip for assessment of ability to participate and/or secure appropriate on-site resources.

Action if Necessary
- Begin an event log: gather background information and report crisis developments and responses.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
- Confirm status through local agency (police, hospital, consulate).
- Seek assistance from U.S. Embassy and GEOBLUE Insurance to arrange repatriation of remains.
- Coordinate the repatriation of remains, collect the deceased’s personal belongings, and serve as centralized contact person.
- Collect deceased’s belongings and return to U.S.
- Contact college Counseling Department to determine counseling needs of other students and staff on program.
- Refer media inquiries to University Relations.

Follow-up
- Complete Incident Report (Appendix II) and submit to the International Center.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Kidnapping/Hostage
(Level 4 Crisis)

Definition: A participant is verified to be a victim of kidnapping or hostage-taking.

Preventative Measures
- Mandatory pre-departure orientation discusses the health and safety risks to students and faculty/staff.
- Familiarize students with the host country’s auto/accident policies/rules to avoid putting student in a volatile situation while traveling.

Information to Gather
- What verification do you have that a kidnapping has taken place?
- Have kidnappers identified themselves?
- Have the kidnappers made ransom request? If yes, what?
- Has the U.S. (or relevant) Embassy been notified? If so, when, contact person, phone number?
- What is the U.S. Embassy response/advice?
- Has local law enforcement been notified? If so, when, contact person and phone number?
- Is negotiation support available on-site?

Action if Necessary
- Verify that the student has been kidnapped or held as hostage.
- Begin an event log. Gather background information and report crisis developments and response.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
- Assess risk to other program participants.
- Contact on-site host, if appropriate.
- Contact the U.S. (or relevant) Embassy/Consulate.
- Contact local police and other law enforcement authorities in the country.
- Provide emotional support to other students in the group.
- Refer any media inquiries to University Relations.

Follow-Up
- Refer student(s) to counseling services
- Complete Incident Report (Appendix II) and submit to the International Center
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Death or Serious Injury/Illness of Family Member
(Level 3 Crisis)

Definition: A family emergency that may warrant to return to home country. Responses will differ, depending on whether the participant or the International Center Director is notified of the situation first.

Preventative Measures
- Contact information for all program participants is maintained by the Education Abroad Office
- Participants are asked to tell family to direct any concerns first to the International Center Director.

Information to Gather
- Who is family member? What relation to student/staff?
- Is counseling available locally for student/staff? Is on-phone counseling desired?
- Does participant want to return to U.S.?
- What are consequences of returning to U.S. (academic and financial)?

Action if Necessary
- Begin an event log: gather background information and report developments and responses.
- Discuss details privately with involved person.
- Offer options: return home immediately, receive counseling support, monitor situation daily.
- Monitor student/staff’s mental health and offer on-phone or local counseling.
- Consult with International Center Director on effect of news and choices made.
- If necessary, assist in making travel arrangements.
- Determine how student/staff will be transported to desired destination.

Follow-up
- Complete Incident Report (Appendix II) and submit to the International Center
- Verify that person was safely delivered to the desired destination.
- Consult with Student Affairs/Academic Affairs on possible academic impact.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Pandemic or Regional Health Threat
(Level 3 Crisis)

Definition: A serious, widespread viral or bacterial outbreak that causes severe illness or death. To slow the spread, countries may bar entry or require quarantine upon arrival.

Examples: H1N1 flu virus, Ebola, cholera, etc.

Preventative Measures
- Requirement of health insurance with international emergency coverage.
- Contingency policy and plans for late cancellation of trip, quarantine after arrival, or if entry into country is prohibited.
- Procedures in place for accessing funds through ProCard or ATM access to U.S. bank account.
- Students are encouraged to undergo physical and mental health screening before traveling prior to program for assessment by International Education Program staff about participation.
- Mandatory pre-departure orientation discussion on
  - preparing for possible quarantine,
  - avoidance of illness,
  - availability of prescription medication,
  - awareness of sanitary conditions of lodging and food
  - Preventative behaviors of washing hands, avoiding others’ sneezes and coughs, using hand sanitizers.
- Monitoring of State Department (www.travel.state.gov) and Center for Disease Control (www.cdc.gov/travel) websites for travel warnings and alerts.

SITUATION A: IF QUARANTINED UPON ARRIVAL AND NO ONE IS ILL.

Information to Gather
- Where are you required to stay? For how long?
- How will group be monitored for symptoms?
- What lodging and food accommodations must be provided? By whom?
- Are there serious health concerns if participants share rooms?

Action if Necessary
- Begin an event log; gather information; report situation development and responses.
- Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
- Notify the relevant Embassy/Consulate and GEOBLUE Insurance.
- Notify on-site hosts of situation.
- Make necessary decisions about lodging and providing food for group.
• Remain in contact with local authorities and update the International Center Director and on-site host of ongoing situation.
• Depending on length of quarantine, consult with International Center Director for decision on continuation of program once quarantine is lifted.
• Monitor physical and mental/emotional health of participants.
• Refer media inquiries to University Relations.

Follow-up
• Complete Incident Report (Appendix II) and submit to the International Center.
• Refer to Student affairs/Academic Affairs for resolution of financial and academic issues.
• Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

SITUATION B. UPON ARRIVAL, ENTRY INTO HOST COUNTRY IS PROHIBITED.

Information to Gather
• Reason for barring entry. For how long?
• What can group do in meanwhile? Stay at airport? Stay in nearby hotel? What meal accommodations can be made?
• What return flight arrangements can be made? Additional expenses incurred?

Action if Necessary
• Begin an event log; gather information; report situation development and responses.
• Submit an initial report on the incident by calling the UM-Flint Department of Public Safety at 810-762-3333.
• Contact the U.S. Embassy and GEOBLUE Insurance.
• Contact on-site host.
• Make travel arrangements to return home or secure lodging and food for group if denial of entry is anticipated to be short.
• Refer media inquiries to University Relations.

Follow-up
• Complete Incident Report (Appendix II) and submit to the International Center.
• Refer to Student affairs/Academic Affairs for resolution of financial and academic issues.
• Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
Late Cancellation of Program

Definition: The decision to cancel a program is made after refund deadlines or a major travel warning/alert is issued after the program has begun.

Examples: Natural disaster, regional health or security threat

Preventative Measures
- Monitor the situation in the host county closely (http://travel.state.gov/travel).
- Establish a contingency plan if decision to cancel is made after refund deadlines.
- Work with travel agency to get group rates, but students buy, and subsequently own, tickets in their name.
- Requirement of health insurance with international emergency coverage.

Information to Gather
- Has the University of Michigan issued a statement or response?
- Why has travel warning or alert been issued?
- What is the anticipated timeline of travel warning or alert?
- Is safety of the group an immediate concern?
- Has the U.S. Embassy/Consulate been contacted? What advice given?

Action if Necessary
- Contact the International Center.
- Begin an event log; gather information; report situation development and responses.
- Evaluate security and consider ability of program to provide a safe, educational, and positive experience to students.
- Make decision to continue or cancel program.
- If evacuation is needed, contact the U.S. Embassy for recommendations on safest and fastest way for participants to leave the country.
- Arrange travel plans for group, if not an emergency evacuation.
- Refer media inquiries to Public Relations Director.

Follow-up
- Refer to Student Affairs/Academic Affairs for resolution of financial and academic issues.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.
PART III:
APPENDICES

Appendix I: International Travel Emergency Contacts .................................................................42
Appendix II: Reporting Forms for Program Leaders .........................................................................43
  Incident Report Form .....................................................................................................................44
  Crime Report Form .......................................................................................................................46
Appendix III: WorldLink Requirements ............................................................................................49
  For Students .................................................................................................................................49
  For Program Leaders ....................................................................................................................49
Appendix IV: Country-Specific Pre-Departure Orientation Topics ..................................................50
Appendix V: GEOBLUE Insurance Coverage Summary .....................................................................51
Appendix VI: American Consulate Emergency Services ...................................................................51
### Appendix I: International Travel Emergency Contacts

#### University of Michigan-Flint

<table>
<thead>
<tr>
<th>Department of Public Safety</th>
<th>International Center/Education Abroad Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 810-762-3333</td>
<td>Daniel Adams, Director</td>
</tr>
<tr>
<td>Raymond Hall, Director</td>
<td>Email: <a href="mailto:dadams@umflint.edu">dadams@umflint.edu</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:raydhall@umflint.edu">raydhall@umflint.edu</a></td>
<td>Work Phone: 810-762-0869</td>
</tr>
<tr>
<td>Cell: 810-820-1760</td>
<td>Cell Phone: 810-516-4322</td>
</tr>
<tr>
<td>Philip Smith, Lieutenant</td>
<td>Asinda Sirignano, Manager</td>
</tr>
<tr>
<td>Email: <a href="mailto:smithpw@umflint.edu">smithpw@umflint.edu</a></td>
<td>Email: <a href="mailto:agadzama@umflint.edu">agadzama@umflint.edu</a></td>
</tr>
<tr>
<td>Cell: 810-557-0772</td>
<td>Work Phone: 810-4245632</td>
</tr>
<tr>
<td>Heather McDonald, Executive Sergeant</td>
<td>Cell Phone: 540-435-6392</td>
</tr>
<tr>
<td>Email: <a href="mailto:mcdonaldg@umflint.edu">mcdonaldg@umflint.edu</a></td>
<td></td>
</tr>
<tr>
<td>Cell: 810-237-6512</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Environmental Health and Safety &amp; Emergency Preparedness</th>
<th>International Travel Advisory Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Lane, Director</td>
<td>Email: <a href="mailto:umf-itac@umflint.edu">umf-itac@umflint.edu</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:mjlane@umflint.edu">mjlane@umflint.edu</a></td>
<td>Maureen Tippen, Chair</td>
</tr>
<tr>
<td>Work Phone: 810-766-6763</td>
<td>Email: <a href="mailto:mtippen@umflint.edu">mtippen@umflint.edu</a></td>
</tr>
<tr>
<td>Cell Phone: 810-919-1709</td>
<td></td>
</tr>
</tbody>
</table>

#### University of Michigan

<table>
<thead>
<tr>
<th>International Travel Oversight Committee</th>
<th>University Health Services/GeoBlue International Health Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrick Morgan, Chair</td>
<td>Laurie Burchett</td>
</tr>
<tr>
<td>Senior Advisor for International Health Safety and Security</td>
<td>Email: <a href="mailto:lburchet@umich.edu">lburchet@umich.edu</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:morganpt@umich.edu">morganpt@umich.edu</a></td>
<td>Work Phone: 734-764-5182</td>
</tr>
<tr>
<td>Work Phone: 734-763-8840</td>
<td></td>
</tr>
</tbody>
</table>
# Appendix II: Reporting Forms for Program Leaders

<table>
<thead>
<tr>
<th>Form</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Report Form</td>
<td>43</td>
</tr>
<tr>
<td>Crime Report Form</td>
<td>45</td>
</tr>
<tr>
<td>Sex Offense Report Form</td>
<td>48</td>
</tr>
</tbody>
</table>
INCIDENT REPORT FORM

Please fill out this form as completely as possible. In the event of any legal action, this form will serve as the basic official college record of what transpired and what actions were taken by responsible college officials at the scene of the incident. Attach extra sheets as necessary and any documentary evidence. Email a copy of your report to the International Center Director (dadams@umflint.edu) as soon as possible. Submit the complete original report and all supporting materials to the International Education Director upon your return to the United States.

Date of Incident: ___________________________   Location of Incident: ___________________________
Time of Incident: ___________________________ Were you present?   ☐ Yes   ☐ No

Name of student involved (please use a separate form for each student):
______________________________________________________________________________________________________

Names of other participants involved: ________________________________________________________________________
______________________________________________________________________________________________________

Brief description of what happened: __________________________________________________________________________
______________________________________________________________________________________________________
______________________________________________________________________________________________________
______________________________________________________________________________________________________

Who provided this description if you were not a witness (please list all names): __________________
______________________________________________________________________________________________________
______________________________________________________________________________________________________

If you were not present, when were you informed? ________________________________________________

What actions did you take? _____________________________________________________________________________
______________________________________________________________________________________________________
______________________________________________________________________________________________________

If the student was transported to a hospital or clinic, please provide complete name of the facility, its phone number, fax number, and address: ________________________________
______________________________________________________________________________________________________
______________________________________________________________________________________________________
Names and phone number of all physicians who examined or treated the student:
Dr. ___________________________________________ Phone: ____________________________
Dr. ___________________________________________ Phone: ____________________________
Dr. ___________________________________________ Phone: ____________________________

Exact names of any medications prescribed to the student (please have student keep all packaging/inserts):
Rx: __________________________________________________________________________
Rx: __________________________________________________________________________
Rx: __________________________________________________________________________
Rx: __________________________________________________________________________

Was the student conscious and capable of making informed judgments about medical treatment? ☐ Yes ☐ No

If the student was not capable of making medical decisions, who made any decisions?
________________________________________________________________________________
________________________________________________________________________________

What, if any, follow-up care was recommended? _______________________________________
________________________________________________________________________________
________________________________________________________________________________

Were the police or legal authorities notified of the incident or present at the scene? ☐ Yes ☐ No

Names and phone numbers of responsible legal authorities in charge of the case:
________________________________________________________________________________
Case#: __________________________

Was the U.S. or relevant embassy notified? ☐ Yes ☐ No

Name of phone number of responsible consular officials involved in this incident:
________________________________________________________________________________

Dates/times of contact with UM-Flint DPS, International Center and/or family:
________________________________________________________________________________
________________________________________________________________________________

Report submitted by: ________________________________________________________________
Printed Name ____________________________ Signature ____________________________
Date: ____________________ Time: ____________________
CAMPUS SECURITY AUTHORITY REPORTING FORM

Date of report: ____________________________________________________________

Name of campus security authority: __________________________________________

Date that incident occurred (mm/dd/yyyy): ____________________________

*If multiple incidents were reported or if the date the incident occurred is unknown, please note below:*

REPORTING PERSON CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Reported By:</th>
<th>The Victim ☐</th>
<th>A Third Party ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td></td>
<td>Last Name:</td>
</tr>
<tr>
<td>Phone Number:</td>
<td></td>
<td>E-mail Address:</td>
</tr>
</tbody>
</table>

*If a third party reported the crime to you, please enter the relationship of the third party to the victim: ___________________________

AGENCY NOTIFIED

*If, to your knowledge, a law enforcement agency was notified, please enter the name of that agency.*

Does the victim want the incident reported to law enforcement?  Yes ☐  No ☐

INCIDENT INFORMATION

<table>
<thead>
<tr>
<th>Location of incident (building name, street address, office number):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time of incident (if known):</td>
</tr>
<tr>
<td>Incident description (Please provide specific, detailed information; can attach additional document if necessary.)</td>
</tr>
</tbody>
</table>
Is there any evidence that this crime was motivated by bias?  Yes ☐  No ☐

If yes, please choose any/all categories of prejudice that apply.

- Race ☐
- Ethnicity ☐
- Disability ☐
- Gender Identity ☐
- Gender ☐
- Religion ☐
- National Origin ☐
- Sexual Orientation ☐

If you answered “yes” to the Motivated by Bias question, please provide a brief summary of the evidence supporting a bias motivation:

<table>
<thead>
<tr>
<th>Incident category:</th>
<th>(Please see attached for definitions of offenses.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
<td>Burglary</td>
</tr>
<tr>
<td>Sex Offense</td>
<td>Robbery</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>Arson</td>
</tr>
<tr>
<td>Motor Vehicle Theft</td>
<td>☐</td>
</tr>
<tr>
<td>Dating Violence</td>
<td>Domestic Violence</td>
</tr>
<tr>
<td>Stalking</td>
<td>Hate Crimes</td>
</tr>
<tr>
<td>Arrest for Liquor Law Violation</td>
<td>Referral for Liquor Law Violation</td>
</tr>
<tr>
<td>Arrest for Drug Law Violation</td>
<td>Referral for Drug Law Violation</td>
</tr>
<tr>
<td>Arrest for Weapons Law Violation</td>
<td>Referral for Weapons Law Violation</td>
</tr>
<tr>
<td>Other Crime Category</td>
<td>If the crime was not listed above, please enter the additional crime category: ____________________________</td>
</tr>
</tbody>
</table>
LOCATION

What best describes the location of the crime? *(If the crime occurred in multiple places, check all that apply. Please see the attached for further explanation as the geography.)*

- On campus, residence hall
- On campus, not in a residence hall
- Public property immediately adjacent to campus
- Non-campus in a University owned, leased, or controlled space (fraternity, sorority, off campus classroom)
- Unknown location, other
- I do not know which category this location would fall under.

Please review the information within the form. When completed, submit the form to:

UM-Flint Department of Public Safety
Attn: Sgt. Heather McDonald

mailto: DPS-CleryComplianceOffice@umflint.edu
(810) 237-6512, 103 Hubbard Building
Appendix III: WorldLink Requirements

For Students
- Application for UM-Flint Faculty/Staff-Led Program (Q)
- Faculty Recommendation (R)
- Disciplinary Information & Criminal Record Information (Q)
- Application Fee (M)
- Education Abroad Student Agreement (S)
- Copy of Passport (Q)
- Self-Guided International Travel Health Inventory & Self-Care Plan (L)
- Health Care Provider Clearance Form (M)
- Emergency Medical Treatment Authorization (S)
- Participation Agreement (S)
- UM Travel Warning Destination Liability Waiver (S)
- General Health & Safety Pre-Departure Orientation (L)
- Health & Safety Quiz (A)

For Program Leaders
- International Group Travel Faculty/Staff Leader Agreement (S)
- Part 1: International Group Travel: General Program Information (Q)
- Part 2: International Group Travel: Health and Safety Information (Q)
- Part 3: International and Global Studies (IGS) Proposal_Required Only If Seeking IGS Endorsement (Q)
- Part 4: Uploads (Q)
- Signature Form for Application for International Group Travel (M)

KEY
Q: Questionnaire
M: Material Doc
S: Signature Doc
L: Learning Content
A: Assessment
R: Recommendation
Appendix IV: Country-Specific Pre-Departure Orientation Topics

Program participants must participate in pre-departure orientation. This orientation(s) will cover a number of topics that include but are not limited to discussions of conditions for participation (assumption of risk, academic and behavioral expectation, and emergency contact information); travel preparation and packing; health and safety concerns and responses; cultural transition and diversity issues; awareness that laws may differ in other countries.

Program participants will also receive an in-person country-specific pre-departure orientation. This orientation will be offered by the program director as well as Education Abroad Office.

Topics that will be addressed include:

I. Culture of the Country
II. Laws and Law Enforcement
III. Public Transportation
IV. Country-Specific Health, Safety, and Security Concerns
V. Diversity
VI. Emergencies Abroad
VII. Best Practices to Keep You Safe
Appendix V: GeoBlue Insurance Converge Summary

For the most up-to-date information on insurance, visit www.uhs.umich.edu/ta.

Appendix VI: American Consulate Emergency Services

The US Department of State and Bureau of Consular Affairs offers a variety of services at its various American Embassies/Consulates around the world. Emergency resources include:

- Lost & Stolen Passports
- Medical Emergencies
- Victims of Crime
- Arrest & Detention
- Missing Persons & Contacting Loved Ones
- Parental Child Abductions
- Death Abroad
- Natural Disasters
- The State Department’s Role in a Crisis

For more information about the services above, visit http://travel.state.gov/content/passports/english/emergencies.html.

Call Overseas Citizens Services
In an emergency, please contact the nearest U.S. Embassy or Consulate or call these numbers:

From the U.S. & Canada
1-888-407-4747

From Overseas
+1 202-501-4444

Report a Lost or Stolen Passport

From the U.S. & Canada
1-888-407-4747

From Overseas
+1 202-501-4444