

# Hofstra University

## Emergency Procedures, Safety Guidelines and Reporting Requirements for Study Abroad Programs

The University has adopted the following procedures for evaluating and responding to an emergency or crisis that occurs during a University-sponsored study abroad program. An early and appropriate response is often critical in preventing an emergency situation from deteriorating further. Thus, these procedures should be followed carefully in all situations where they are applicable, taking into account the specific factual circumstances involved as well as the cultural context in which the emergency arises.

### Definitions:

1. **Emergency:** An emergency is an event that poses a significant threat to the health or safety of a program participant or faculty member. It may include a serious illness or injury requiring hospitalization, a criminal act directed at or committed by a program participant, emotional or psychological stress that requires intervention, an act or threat of terrorism that poses a threat to the security of program participants, an in-country situation that causes concern (e.g. safety of the student in question or others in the program).

2. **Campus Security Authority (CSA):** Hofstra University, in accordance with the Clery Act, recognizes Program Directors of study abroad programs as campus security authorities. 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 official is defined as any person who has the authority and the duty to take action or respond to particular issues on behalf of the institution.

3. **Program Director:** The Hofstra faculty or administrator in charge of a program traveling abroad. A Program Officer, is an individual identified by the Program Director who is knowledgeable of the trip and can be a secondary contact in the event of an emergency.

#### 4. **Study Abroad Emergency Response Team (SAERT):**

1. Associate Vice President of Public Safety and Community Engagement – providing guidance to the personnel handling the emergency.
2. Provost or Dean as appropriate.
3. Vice President of Student Enrollment, Engagement and Success - notification to administrators.
4. Assistant Vice President for Marketing and Communications - responds to media inquiries.
5. Additional Administrators as appropriate for the situation.

### A. Pre-departure Requirements:

1. The following documentation will be provided to the Department of Public Safety before departing:
  - Program Director contact information
  - Program calendar and travel itinerary
  - List of participants
  - Emergency Contact Forms

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2. Program Directors and students will attend a pre-departure orientation offered by the Office of the Provost:

i. Program Orientation Requirements:

- a. A pre-departure orientation will be conducted at Hofstra prior to Program commencement. The pre-departure orientation will provide information about safety, health, legal, environmental, political, religious and cultural conditions in the host country. It should address health and safety issues and risks, and appropriate emergency response measures. Students should be informed if housing standards in the host country are to be less than those to which U.S. students are accustomed.
- b. Program Directors must be reminded of their obligations as a CSA to report any crimes that occur while participating during a study abroad program. Students should report any incidents or alleged crimes to the Program Director. The Program Director must report any alleged crimes to the Department of Public Safety, who will determine what actions need to be taken. For a complete listing of crimes that must be reported to the Department of Public Safety, please refer to the [Annual Security and Fire Safety Report's](#) Definitions of Reportable Crimes. In any instance where a sexual assault has been reported, the Program Director must refer and act in accordance with the [University Student Policy Prohibiting Discriminatory Harassment, Relationship Violence and Sexual Misconduct](#). Utilize the [Online Incident Report Form](#) to aid in documenting the incident.
- c. An on-site orientation should be conducted at the start of the program to provide additional program-specific information as needed.

### **B. Responding to an Emergency:**

1. Program Director and other on-site program staff must:

- a. Ensure the safety of program participants. If a student is injured, the Program Director should ensure that the student obtains appropriate medical care. In all cases, the Director should first attend to the immediate needs of the students involved and remove other participants from danger.
- b. Utilize the Hofstra University Study Abroad Incident Response Procedure supplied in Appendix B to help guide the response during the incident.
- c. Please refer to the appropriate Study Abroad Incident Response procedure identified in Appendix B to determine which emergency officials should be contacted, such as local medical emergency officials, local law enforcement officials, the U.S. Embassy or consulate.
- d. Notify appropriate officials of Hofstra University. **The Program Director should contact Public Safety at (516) 463-6606 and the Dean of their school.** Submit a preliminary [incident report](#) within

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24 hours. Keep the University informed via e-mail, telephone and fax, as appropriate, about the evolution of the crisis.

### 2. Activation of the SAERT:

a. Public Safety will obtain detailed information about the incident from the Program Director or other on-site personnel.

b. Public Safety will inform appropriate University officials and refer press calls to the Office of Marketing and Communication.

c. The Vice President Student, Enrollment, Engagement and Success, or designee will notify students' emergency contacts of the situation and what is being done in response to the emergency, if appropriate.

d. Public Safety's follow up responsibilities will include ensuring all factual information has been collected, notifying the Associate Vice President of Public Safety and Community Engagement or designee, and preparing a preliminary report.

e. If appropriate, the University's Emergency/Crisis Management Team will be notified of the emergency situation and will respond as appropriate.

### C. Recovery:

1. Once immediate danger or emergency has passed, the program director or other responsible program staff should reassess planned activities for the program, and consult with SAERT on how to proceed. The Director should maintain close communications with students to assess physical and emotional needs. The Director will inform home campus officials if additional support is needed (counseling services, etc.), and inform students of any change in plans. The Director must document the incident in writing, being careful to address all steps that were taken during this emergency situation.

### D. Mitigation:

1. After the program is completed and all participants have returned, the SAERT and other identified individuals will meet to discuss and evaluate the response to the emergency situation.

## Appendix A – Program Planning Responsibilities

### A. The Director of each program is required to:

1. Be familiar with the program, the service providers and the program location (language, culture, and political conditions). Prior to the start of the program, the Director should monitor state department advisories and consular information sheets.

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2. Complete a pre-departure memorandum and submit it to the Department of Public Safety. Memorandum should include, at a minimum, the following information for the Program Director, all other on-site staff and responsible on-campus officials; names of students attending the program, their contact information abroad, and authorized emergency contacts.
3. Appoint and identify a Program Officer who is to be available at all times to respond to an emergency, and to ensure that the students know how to reach that person at all times. If only one Hofstra faculty member is participating, another person (e.g. faculty or staff member at host institution) should be identified in the pre- departure checklist.
  - a. The Program Director should have a cell phone that is operable in all areas in which the program will be traveling and must be accessible via e-mail.
  - b. The Program Director must establish a communications system for students in the program (phone trees, etc.) so that information regarding emergencies or changes in the itinerary can be communicated quickly to all students. All students must be informed of this system in writing in the Emergency Action Plan.
  - c. The Program Director will supply copies of the program itinerary to the AVPs of Student, Enrollment, Engagement and Success, Marketing and Communications and to the Provost Office before the program commences.
4. Forms and documentation to be submitted by all students. Copies should be retained by the Program Director (on-site) and the Program Office:
  - a. **Application form.**
  - b. **Proof of Insurance.** All students traveling internationally will be provided insurance through CHUBB. Students must follow the prompts provided to them via an email from CHUBB Individual Education Travel Assistance Program to download their insurance card prior to leaving for the trip. The student will need to inform the Program Director if they have not received insurance information at least two weeks before leaving for the trip, as each student needs to be individually assigned an insurance card. Students need to download a copy of their card and keep a copy of their insurance information on them while traveling.
  - c. **Release forms.**
    - i. Acknowledgment of Risks and Release (mandatory)
    - ii. Publicity release (recommended)
  - d. **Emergency Medical Care Authorization form.**

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- e. **Medical Information form.** Students must complete a full medical questionnaire and disclose relevant medical conditions, including disabilities that require accommodations, as well as medications (prescription and non-prescription) that they are taking. Note that the questionnaire should not be part of the Program's application materials, to avoid any suggestion that admissions decisions were predicated on a student's medical condition. Forms must be kept confidential. Students who take medication should be advised that equivalent medications generally are not available abroad, and that they should bring an adequate supply.
- f. **Photocopy of passport.**
- g. **Recent photo.**
- h. **Flight itinerary** (arrival, departure information)
- i. **Emergency contact information.**
- j. **Download AlertTraveler, Travel Eye and HofstraSafe App.**

5. The following documents and materials are to be distributed to each student attending a Hofstra study abroad program:

- a. Full description of academic content of program, including credits, grading system, and other pertinent information.
- b. Disclosure of known risks in writing. (Include U.S. State Department Consular Information Sheet for each country.)
- c. Program calendar and itinerary. (Must provide updates if there are changes.)
- d. Emergency action plan. Should include, at a minimum, contact information for all relevant officials - Program Director (24-hour contact number), other on-site officials, emergency numbers at Hofstra, on-site emergency numbers, and phone-tree or other communications system for students in the program in case of emergency.
- e. Program-specific codes of conduct.

## Appendix B

## Hofstra University Study Abroad Incident Response Procedure

The following Study Abroad Incident Response Procedure is a guideline to help you in the event of an emergency while traveling abroad. The guideline starts with a list of General Actions one would take during any emergency, then there are several “Situation Types”, which are more hazard specific.

The list of Situation Types includes the following:

- Psychiatric Emergency
- Sexual Assault
- Contact with Law Enforcement
- Kidnap or Hostage Situation
- Medical Emergency
- Civil Unrest or Natural Disaster
- Missing Student

The Term “General Actions” in the hazard specific guidelines refers to the sections of Immediate Response, Situational Assessment, Situational Management and Wrap-up. Please refer to the Emergency Plans for the specific hazard you are experiencing after reviewing the General Action steps.

Hofstra University has partnered with CHUBB to provide all traveling community members, students, Program Directors, HU Faculty, with an International Travel Insurance Plan that will assist in certain situations. It is available to the Hofstra community 24 hrs a day, 7 days a week. Their contact information is provided on the insurance card they provide.

AXA 24/7 Travel Assistance provides services for the Hofstra community while traveling. Their contact information is as follows, 1-855-327-1425 for in country calls and +1630- 694-9802 from outside of the US. Travel EYE is a mobility risk management platform that identifies and reports security incidents worldwide 24/7 and provides users with over 200 country and city risk profiles. Moreover, the platform provides information on certain travel risks.

### Before you Depart Checklist

Item	Done
Register with AlertTraveler	
Emergency Contact Information	
Medical Information Packet	
In contact with the Travel Vendor for your specific program.	
Locate email regarding your international travel insurance policy. It would be from <a href="mailto:enrollment@visit-aci.com">enrollment@visit-aci.com</a>	
Follow prompts on the international travel insurance policy email to access and download/print your insurance policy documents and ID Card	
Ensure all students have a copy of their insurance ID card on their phone and on their person.	

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Download the Travel Eye App on your phone* <a href="https://travelassistance.chubb.com/">https://travelassistance.chubb.com/</a>	
Download the <u>Member's Guide</u> to Travel Eye documentation.	
All Students have downloaded the AlertTravler and HofstraSafe app	
US Embassy Location & Phone Numbers are Stored in your phone	
If there are international Hofstra students traveling on your trip, ensure you have those countries' embassy locations stored on your phone as well.	
A Program Officer for the trip is identified, and their information is on your phone	
A communication system for all students in the program, e.g. a phone tree, has been established	
Hospital locations and local number for 911 has been identified	
Identified a secondary meet-up location on site, in case the first location is no longer available. Please utilize the phone tree, or app to communicate with the students.	
Reviewed US State Department Advisories	
Identify if any other travel support, for example WorldStrides or SSA, may be available would help with an emergency on your trip	

\*To download the TravelEye app, follow the directions below:

- Visit <https://travelassistance.chubb.com/> and go to the Travel Intelligence Portal section of the website.
- Click on Get Started.
- Create an account.
- Verify the account once you receive the confirmation email provided to you by CHUBB.
- Once verified, log onto the online portal.
- Customize the portal for your travel plans.
- Download the Travel Eye app to your phone.

<b>INTERNATIONAL INCIDENT PROGRAM LEADER RESPONSE PROCESS</b>	
<b>GENERAL ACTIONS</b>	
<b>Immediate Response</b>	<p>Receive notice of the incident or problem/assess the nature and severity of the incident</p> <p><b><u>Crisis Escalation</u></b></p> <p>Evaluate incident as:</p> <ul style="list-style-type: none"> <li>• <b>Minor Emergency:</b> Handled at the local level, student is mugged, student has a minor illness, or a minor conduct issue.</li> <li>• <b>Major Emergency:</b> Requires moderate input from Hofstra University. Examples include harassment or serious conduct issue; the medical emergency is serious but not posing imminent danger to the student or group.</li> <li>• <b>Disaster:</b> Examples include tsunami in the immediate area, State Department issues a Country-wide warning due to escalation of</li> </ul>

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	<p>violence in the immediate area, any imminent danger to the group, faculty, or student.</p> <p>If necessary, contact local authorities or emergency services. Information will be provided in your travel packet.</p> <p><b>Primary Contacts</b></p> <p>Notify as appropriate:</p> <ul style="list-style-type: none"> <li>• AXA 24/7 Travel Assistance +1630-694-9802             <ul style="list-style-type: none"> <li>○ Student ID Number: STIN18157366</li> <li>○ Faculty ID Number: N19010521</li> </ul> </li> <li>• Public Safety +1-516-463-6606*</li> </ul> <p>Record full details of the incident – who, what, where, when, why, how, etc. on the <a href="#">Study Abroad Incident Report Form</a> and provide to Public Safety <a href="mailto:publicsafety@hofstra.edu">publicsafety@hofstra.edu</a> and the Study Abroad Office <a href="mailto:studyabroad@hofstra.edu">studyabroad@hofstra.edu</a>.</p> <p>Begin written log of actions/communication          *Public Safety will connect you with the on-call and/or most-relevant point person.</p>
<p><b>Situational Assessment</b></p>	<p>Assess:</p> <ul style="list-style-type: none"> <li>• Welfare of all students/participants and staff.</li> <li>• Any ensuing danger related to the incident.</li> <li>• Injuries or need for medical/psychological attention.</li> </ul> <p>Provide Status update to Public Safety Designee/Study Abroad Office, it depends on who you contacted regarding the emergency. Work with Public Safety and the Study Abroad Office to determine whether NY-based staff are needed on-site.</p> <p>Contact in-country logistics support for needed resources.</p> <p>Continue to maintain contact with local US Embassy, Consulate, or other US agencies (e.g., US State Department), and/or Consulates or Agencies of student(s) country of citizenship, if traveling student is an international student.</p> <p>Work with the Dean of Students to assess emotional / medical / spiritual / psychological resources needed and contact the Student Counseling Services 516-463-2273 and/or AXA 24/7 Travel Assistance, +1630-694-9802, Student ID Number: STIN18157366, for resources.</p> <p>Contact, account for, and gather all students and program participants (including non-students) to notify them of the incident.</p> <p>Compile factual information on the incident from all related sources (e.g., witnesses, affected students, 3<sup>rd</sup> party travel organizers, etc.)</p>



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<p><b>Situational Management</b></p>	<p>Continue to provide/receive status updates to/from the Public Safety Designee/Study Abroad Office.</p> <p>Evaluate planned activities and determine whether to cancel/alter, (including possible travel to new location).</p> <p>Continue to evaluate welfare of students/program participants and staff</p> <p>Contact AXA 24/7 Travel Assistance, +1630-694-9802, Student ID Number: STIN17933383 and Faculty ID Number: N19010521, to determine needed resources and response. (The Director of Business Affairs &amp; the Study Abroad Office will assist with this)</p> <p>Continue to work with student(s) and the Dean of Students Office to communicate with families if necessary.</p> <p>Human Resources can provide Faculty/Staff assistance, benefits, medical coverage, or other resources if necessary. Additional resources may be available through the policy with AXA. (The Director of Business Affairs &amp; the Study Abroad Office will assist with this)</p> <p>Determine cash/financial needs and communicate them to the Study Abroad Office.</p>
<p><b>Wrap Up</b></p>	<p>Work with the Study Abroad Office to evaluate and address possible academic ramifications and implement policy.</p> <p>Participate in post incident review.</p>

### EMERGENCY PLANS

**Please review the different possible hazards you might encounter on your trip.**

<p><b>Psychiatric Emergency</b></p>	<p>For a student or an individual having a psychiatric emergency, please follow the steps below.</p> <ul style="list-style-type: none"> <li>• Contact local 911 equivalent or arrange for transport to a hospital/clinic, if the individual needs immediate attention.</li> <li>• Contact Public Safety and work with Student Counseling Services to determine whether the individual is in immediate danger of harming self/others</li> <li>• Maintain constant supervision while you wait</li> <li>• Arrange for translator. (LanguageLine Solutions can assist with this if needed; translation resources are also available through the policy with AXA)</li> <li>• Encourage direct communication between the individual and the</li> </ul>
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	<p>counselor</p> <ul style="list-style-type: none"> <li>• Perform appropriate steps in the <b>General Actions</b> section of the plan</li> <li>• Work with the Dean of Students Office to contact the student’s family and primary care physician</li> <li>• Work with the Study Abroad Office to ensure that the medical information is provided to appropriate parties (e.g., medical history, etc.)</li> <li>• Determine if the student can be treated at your current location or if additional care is needed (e.g., return home, specialty hospital)</li> <li>• Work with student’s health insurance policy and/or policy with AXA to coordinate health insurance coverage, and related issues such as repatriation as needed</li> </ul>
<p><b>Sexual Assault</b></p>	<p>For a student or an individual involved in a sexual assault, please follow the steps below.</p> <ul style="list-style-type: none"> <li>• If medical attention is needed, contact local 911 equivalent or arrange for transport to hospital/clinic</li> <li>• Arrange for translator. (LanguageLine Solutions can assist with this if needed; translation resources are also available through the policy with AXA)</li> <li>• Within 24 hours of being notified of an incident, connect victim with the Title IX Coordinator for a full list of options for resources and support. <ul style="list-style-type: none"> <li>○ In an emergency contact the Title IX Coordinator by calling Public Safety.</li> <li>○ In a non-emergency contact the Title IX Coordinator by emailing <a href="mailto:StudentTitleIX@hofstra.edu">StudentTitleIX@hofstra.edu</a>.</li> </ul> </li> <li>• Perform appropriate steps in the <b>General Actions</b> section of the plan.</li> <li>• Title IX Coordinator will work with you and resources as needed to determine: <ul style="list-style-type: none"> <li>○ A safety plan for the student</li> <li>○ Emotional support options and resources available locally</li> <li>○ Any conduct or interim measures that need to be taken</li> <li>○ Academic and living needs for students involved</li> <li>○ Whether any parties should leave the program</li> </ul> </li> <li>• Given that these situations are sensitive in nature, all contact and sharing of information should be done directly through the Title IX Coordinator who will work with the parties involved to determine who needs to be notified of the situation</li> </ul>
<p><b>Contact with Law Enforcement</b></p>	<p>If someone is in need of legal support or has been arrested, please follow the steps below.</p> <ul style="list-style-type: none"> <li>• Perform appropriate steps in the <b>General Actions</b> section of the plan</li> <li>• Confirm whether the student has been detained or arrested and where are they being held</li> <li>• Determine which agency has made the arrest</li> <li>• Determine what charges have been filed and the rights of the arrested individual</li> <li>• Work with US Embassy or relevant consulate for students’ citizenship to assess legal situation and determine appropriate course of action</li> <li>• Work with the Study Abroad Office to determine the extent of involvement/support</li> </ul>

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	<ul style="list-style-type: none"> <li>• Work with the Study Abroad Office, appropriate insurance agencies, and students' families to identify sources of legal assistance</li> </ul>
<b>Kidnap or Hostage Situation</b>	<p>In the event a member of the group was kidnapped or held hostage, please follow the steps below.</p> <ul style="list-style-type: none"> <li>• Perform appropriate steps in the <b>General Actions</b> section of the plan.</li> <li>• Notify Public Safety and specifically reference the possible kidnap/hostage event to initiate current procedures</li> <li>• Maintain contact with Public Safety for further instructions</li> <li>• Contact local US Embassy, Consulate or other US agencies (i.e. US State Department), or Consulate of Students Country of Residence.</li> </ul>
<b>Medical Emergency</b>	<p>For a student or an individual needing medical attention, please follow the steps below.</p> <ul style="list-style-type: none"> <li>• Contact local 911 equivalent or arrange for transport to hospital/clinic</li> <li>• Arrange for someone to accompany the injured individual during transport, exam, and treatment</li> <li>• Arrange for translator as needed</li> <li>• Work with AXA 24/7 Travel Assistance</li> <li>• Work with the Study Abroad Office to ensure that the medical information is provided to appropriate parties (e.g. medical history, etc.)</li> <li>• Contact local police/ investigative authorities as needed (if criminal behavior)</li> <li>• Perform appropriate steps in the <b>General Actions</b> section of the plan.</li> <li>• Work with the Dean of Students Office to contact student's family and primary care physician</li> <li>• Work with AXA to help determine if student can be treated at current location or if additional care is needed (i.e. airlift, specialty hospital)</li> <li>• Utilize the Medical Envelopes as necessary</li> <li>• Review the individuals Emergency Contact Information as needed</li> </ul>
<b>Civil Unrest or Natural Disaster</b>	<p>If you are involved in an incident of civil unrest or a natural disaster, please follow the steps below.</p> <ul style="list-style-type: none"> <li>• If the incident involves a civil unrest, assess the severity and target of unrest (e.g. ethnic groups, nationalities, local governments, specific locations)</li> <li>• Conduct an initial impact assessment of the event regarding the availability of critical supplies (e.g. food, water, medication, etc.)</li> <li>• Perform appropriate steps in the <b>General Actions</b> section of the plan.</li> <li>• Gather all program participants and attempt to contact those traveling independently</li> <li>• Decide whether to evacuate or identify a secure in-country location to remain for duration</li> <li>• Contact AXA 24/7 Travel Assistance, +1630-694-9802             <ul style="list-style-type: none"> <li>• Student ID Number: STIN18157366, if needed.</li> <li>• Faculty ID Number: N19010521</li> </ul> </li> </ul> <p><b>Evacuation Needed?</b></p> <ul style="list-style-type: none"> <li>• Develop evacuation plan by contacting, the Study Abroad Office, or AXA, who will fully coordinate the evacuation.</li> </ul>

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	<ul style="list-style-type: none"> <li>• The following steps should be considered:             <ul style="list-style-type: none"> <li>• establish communication procedures among program participants</li> <li>• determine travel routes</li> <li>• determine whether it is necessary to break into smaller groups (i.e., less visibility, ease of travel)</li> <li>• prepare withdrawal documents</li> <li>• obtain maps</li> <li>• obtain lodging</li> <li>• obtain food/water/medical supplies for relocation</li> <li>• obtain/prepare vehicle/transport for departure</li> <li>• coordinate evacuation with local response teams</li> <li>• remove any identification of US affiliation if necessary</li> </ul> </li> <li>• Provide evacuation plan/shelter-in-place details to Public Safety Designee and the Study Abroad Office</li> </ul>
<b>Missing Student</b>	<p>If a student or member of the traveling team is missing, please follow the steps below.</p> <ul style="list-style-type: none"> <li>• Perform appropriate steps in the <b>General Actions</b> section of the plan.</li> <li>• Ask the other program participants about the missing individual's probable location or where they were last seen &amp; check the student's lodging</li> <li>• Determine if there is evidence of criminal behavior or any circumstances which may have caused the student to be missing</li> <li>• Contact local police/investigative authorities as needed – provide a description, a photo and last known whereabouts</li> <li>• Work with AXA and/or local authorities to contact local hospitals for recent admissions</li> <li>• Work with the Study Abroad Office to develop a strategy if departure is imminent and program leader needs to remain behind</li> <li>• Contact local US Embassy, Consulate, other US agencies (i.e. US State Department), or Consulate of student's country of residence</li> </ul>