

INCIDENT RESPONSE PROTOCOL



THE OHIO STATE UNIVERSITY

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INTRODUCTION

The Incident Response Manual is a program leader's in-country guide to handling student incidents while leading their education abroad program. This provides a starting point to a variety of incidents, some of which may present emergency responses. The protocols for emergencies are dictated by the circumstances and context of the incident. Various steps and processes may change based on unique conditions, including but not limited to the student(s), type of emergency, program location, point of incident in itinerary or other factors.

If an incident arises while abroad, resident directors should follow the protocols listed below and may create an incident report at go.osu.edu/incidentabroad.

GUIDELINES FOR NOTIFYING FAMILY AND EMERGENCY CONTACTS

During incidents and emergencies, the student should be consulted about their preference for notification to family or emergency contacts. During significant health and safety emergencies, the university may initiate contact with the emergency contacts provided by the student in their travel registration. Contact without prior consent of the student is only initiated following review and approval by relevant university staff. If you are traveling with students who are minors (less than 18 years of age), please contact international risk management for additional guidelines.

EMERGENCY CONTACT PREPAREDNESS

All program leaders should carry the following numbers both in written format as well as entered into any mobile phone they are traveling with:

1. The Ohio State 24/7 International Emergency Phone Line 1-614-292-6677. This line can accept collect calls from abroad.
2. GeoBlue Global Health and Safety Services 1-610-254-8771. This line can also accept collect calls from abroad.
3. The local equivalent of 911 for the country they are traveling in.
 - Keep in mind that in many countries there may be a different number for police, fire and ambulance
4. The standard number and emergency after-hours number for the local U.S. Embassy or Consulate for the country they are traveling in.
5. The number(s) for their in-country, host institution contact(s) (e.g. host university, third-party provider, travel agent)

In addition, program leaders should carry a roster of:

1. All students' mobile phone numbers (including notations of students that may not be traveling with activated phones). In addition, program leaders are encouraged to consider linking all students via a common messaging app such as GroupMe, WeChat or WhatsApp.
2. The GeoBlue certificate numbers for all students.

HEALTH AND SAFETY CHECKLIST UPON ARRIVAL (ON SITE ORIENTATION)

1. Program leaders should report new mobile number or SIM card when abroad to international risk management.
2. Students should know how to contact the program leaders in an emergency.
3. Program leaders should collect all students' contact information. Implement checks to make sure each person's phone is working abroad. If using a group app, verify that it is working for all.
4. Students should be made aware of the local emergency 911 numbers for police, fire and ambulance.
5. Students should be provided the emergency contact numbers for any in-country hosts, program leaders or guides.
6. Students should have their local address including general directions written in the local language.
7. Students should be informed of a designated secondary meeting point should the primary accommodation be inaccessible in a security incident.
8. Students should be informed of the location of the nearest medical resources, including a 24/7 emergency room facility and nearest pharmacy.
9. Students should know the nearest location to buy or get potable water and food to have in their rooms in case of an emergency.
10. Students should know how to contact the U.S. Embassy or Consulate (or their home country's embassy).
11. Program leaders should assess the fire safety of the accommodations and make students aware of fire exit protocol.

HEALTH AND SAFETY CHECKLIST UPON ARRIVAL (ON SITE ORIENTATION)

12. Students should be advised to store their passport in a secure location and undertake daily travel with a copy of their passport photo page (unless the host country requires carrying the passport).
13. Review local transportation options. This should include any forms of transportation that are advised against or special instructions for using transportation safely. If public transportation is being used, students should be made aware of the nearest stops and provided general guidance on how to use the system and the hours of operation.
14. Review any program or destination specific safety information (e.g. zones or locations to avoid, protocols for using ATMs, social norms to observe)

HEALTH EMERGENCIES

A health emergency is a health-related event where a student requires immediate medical attention, is likely to require admission to a hospital for care or is incapacitated. Examples may include uncontrolled bleeding, broken bones, severe allergic reaction or loss of consciousness.

All program leaders should use the GeoBlue insurance resources to know:

- The nearest network provider
- The nearest 24/7 emergency care facility

In addition, all program leaders traveling with activated smartphones should travel with the GeoBlue mobile app.

In the event of an emergency requiring hospitalization or immediate medical care:

1. Locate help

- For urgent medical assistance requiring immediate assistance, call the local equivalent of 911 or go to the nearest hospital or clinic

2. Once care is established, contact GeoBlue Global Health and Safety Services:

- 1-610-254-8771 (24/7 outside the United States)
- globalhealth@geo-blue.com

3. When you contact GeoBlue, you will need to provide the:

- Student(s) name(s)
- Student(s) policy certificate number(s)
- Name, address and contact information of the hospital or medical facility
- Name of any treating medical professional(s)

HEALTH EMERGENCIES

4. Contact the Ohio State 24/7 International Emergency Phone Line at 1-614-292-6677.

- Identify yourself as member of faculty or staff traveling with students abroad
- Provide your current location
- Provide contact information, in multiple forms if possible such as phone number, SMS, email or Skype
- Inform the responder of the student(s) name(s)
- Answer any additional questions requested

The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions. Be prepared to report:

- The name and contact information of the agency (e.g. ambulance, police) and individuals who responded to the incident
- The name of the hospital, clinic or facility where the student has been transported
- The name, address and available phone, fax or email for the attending medical professional
- Does the attending medical professional speak English? If not, what is their primary language?
- Has the student already received any known medical treatment?
- Has a medical professional or the student shared any diagnosis or prescribed treatment?
- Is the student likely to be admitted for inpatient care?

5. Additional information can be filed on the incident report form at go.osu.edu/incidentabroad

HOSPITALIZATION

If a traveler is admitted for inpatient care, it is important to assist in completing a GeoBlue HIPAA consent form. Without HIPAA consent, GeoBlue will only be able to release data from the hospital limited to:

1. Case number
2. Discharge status
3. Guarantee of payment status (if case initiated by Ohio State individual)

An individual is not required to complete the HIPAA consent form, but they should be advised that without signed consent Ohio State will not be able to assist in the management of the case or advocate for policy benefits on their behalf. The HIPAA consent form is obtained by contacting GeoBlue Global Health and Safety Services – 1-610-254-8771 or globalhealth@geo-blue.com.

The GeoBlue HIPAA consent form is completed via DocuSign. In order to sign it, the traveler will need access to an enabled laptop, tablet or smartphone. They must be able to log into their Ohio State name.# email address to receive, complete and submit a signed form. The form cannot be sent to or from a third party address.

In “Section C. Recipient” of the form, they will be asked to list the names of persons or organizations that can discuss their case with the insurance. The traveler should be asked to include:

Name: Ohio State International Risk Management
Telephone Number: 614-657-6571
Address: 1961 Tuttle Park Place, Columbus, OH 43210

In addition, they should include the names and contact information for any parents, guardians or other individuals (including program leaders) with whom they want to allow GeoBlue to discuss their care. Without consent, the insurance will not share information to these individuals.

HIPAA governs the collection and sharing of personal health information among covered entities (e.g. hospitals, insurers). Information shared with program leaders by a doctor, nurse, health care professional or by the individual is not considered HIPAA protected. That information should be treated discreetly, but can be shared with Ohio State international risk management.

Keep in mind this can be a very confusing and distressing time for the traveler. In addition to their health concerns, they will be disengaged from an experience they had eagerly anticipated. Below are some steps to assist in helping cope with a hospital stay and navigating a foreign health care system.

Arrangements should be made for a program leader to visit on a daily basis. Visitation to hospitalized individuals will often be limited to specific visiting hours. It is ideal if program leaders can arrange visits when the individual will be meeting with treating medical providers in order to provide assistance and be up-to-date on any treatment plan. In order to attend to the needs of the additional group, it is not required for the program leader to stay for the entire range of daily visitation hours.

Navigating the bureaucracy of a foreign health care system and medical facility can be challenging. The hospitalized individual, their family and the Ohio State program leader will most likely consider the case an exceptional circumstance worthy of special arrangements, however the hospital will view it as a standard patient case and adhere to local guidelines, rules and regulations regarding treatment, standards of care and sharing of information.

DO

- Gather personal effects including clean clothes, medication and toiletries, glasses/contacts, course materials, reading materials and personal electronics with charging devices and outlet adapter to bring to the hospital
- Confirm access to potable water and determine if external bottled water can be brought to the hospital
- Verify if there are any dietary restrictions and if the hospital can accommodate them. If there are challenges, explore potential options to provide specific foods or supplements.
- Determine access to internet/wi-fi for communications
- Verify if a translator is needed for conversations between medical staff and the individual

On each return visit, it is important to document:

- Name and title of any current treating medical provider (this can rotate by day or shift)
- Name and title of any individuals who have met with the traveler since your last visit
- Any medications, tests or procedures that have been administered or scheduled
- Any prognosis including length of stay or expected release date
- Any mention of post-release care including required rest, mobility assistance or other potential limitations on full program participation
- Establish a plan to review this with the hospitalized individual. This information should be shared with Ohio State international risk management.

Depending on the visitor policy and the wishes of the hospitalized individual, it may be appropriate to arrange for other travelers to visit. It is natural for other travelers to be concerned about a hospitalized peer, but keep in mind program leaders should not share health information to other travelers without the expressed consent of the individual.

EMERGENCY HEALTH RESPONSE PROTOCOL Q&A

- 1. If a student is incapacitated can program leaders provide authorization of treatment?** Not without prior written consent from the student. Students complete an optional Authorization for Emergency Medical Treatment form as part of their travel registration. If attending medical professionals ask for authorization of treatment, it cannot be given without confirming a student has consented to the authorization. This is only if you are asked to provide authorization. In cases of major medical emergencies, attending medical staff may proceed directly with treatment according to their internal protocol and local standards.
- 2. What happens if a student needs to be admitted to a hospital or requires medical evacuation?** GeoBlue's medical staff will work with the local treating medical professionals to determine if advanced care is required or if a medical evacuation to another hospital is required.
- 3. Should a program leader remain at the hospital with a student?** Yes. If a student requires emergency treatment that may result in their admission to the hospital at the site of the program, it is appropriate for a program leader to proceed to the hospital until the student has been admitted and the case is being actively managed by GeoBlue.
- 4. If a student has an emergency medical situation and the program is moving to a different location or departing the country, should a program leader remain with the student?** Yes. Under normal circumstances, a student requiring emergency medical treatment should not be left behind alone in a location. A program leader should remain with the student until either they are able to travel and rejoin the group or sustained care has been arranged by GeoBlue and alternate arrangements are authorized.
- 5. Should the student's parents or other emergency contact be notified?** No. Students complete an Information Release and FERPA Release as part of their enrollment releases and waivers. If students are cognizant they can make their own determination of parental or emergency contact notification. If students are incapacitated, the international risk manager or first responder will work with campus resources to determine if notification is warranted and make any authorized notification.

NON-EMERGENCY HEALTH CARE

If a program leader or a student needs to see a medical professional for care of a preexisting condition, a sudden illness or injury, or to fill a prescription while abroad, they can consult GeoBlue. Common examples are gastrointestinal issues, colds, flus, sprains and mild abrasions.

An initial resource is the Symptom Triage Tool available online at geobluestudents.com or via the GeoBlue app. The tool provides information on various medical concerns along with recommendations for self-care and signs when professional care should be sought.

Travelers seeking professional care should consult the International Provider Finder using the online resources above, or by contacting GeoBlue Global Health and Safety Services

- 1-844-268-2686 (24/7 in the United States)
- 1-610-254-8771 (24/7 outside the United States)
- globalhealth@geo-blue.com

GeoBlue will list two types of providers:

- Network
- Non-participating

There is no deductible and no copayment for medical care covered by the supplemental insurance plan. Travelers can pursue medical treatment from a network provider, a listed non-participating provider, or a local clinic or licensed medical professional at their destination and GeoBlue will cover 100% of any covered medical expense. How the payment works depends on which provider is chosen.

For treatment from a network provider, GeoBlue can have the cost of the medical care paid directly to the provider. In most instances, this will require contacting GeoBlue in advance of care to provide a guarantee of

NON-EMERGENCY HEALTHCARE

payment. If the provider accepts the guarantee of payment, they will bill GeoBlue directly for the cost of the care. Travelers may receive care from non-participating providers, local clinics or a network provider without contacting GeoBlue beforehand but will pay out of pocket and file a claim with GeoBlue to be reimbursed. Travelers should keep all receipts and documentation associated with their visit in order to support a claim for reimbursement.

1. Students are not required to report non-emergency health care to their program leader. However, if a student requests or reports seeking medical care, it should be documented with the international risk manager with the following information:
 - The time the illness or injury occurred or was reported abroad
 - Activity the student was engaged in at the time of the illness or injury (e.g. food poisoning at dinner, twisted ankle playing soccer in free-time)
 - The name, address and phone number for the hospital or clinic
 - Name(s) of physician(s) providing care to student(s)
 - Condition of student(s)
 - Other students or persons involved or affected
2. The report can be filed using the incident report form at go.osu.edu/incidentabroad

NON-EMERGENCY HEALTH CARE RESPONSE PROTOCOL Q&A**1. Does the GeoBlue insurance allow for an immediate appointment?**

No. The GeoBlue policy works like standard insurance and does not provide any preferred or immediate access to care. Travelers seeking assistance for non-emergency medical care will still need to schedule an appointment subject to the availability of the medical facility or professional. If an appointment cannot be made quickly, a visit to a local emergency room or urgent care may be another option. If a student's appointment conflicts with scheduled activities, prioritize medical care.

2. Does a program leader need to accompany students for routine, non-emergency medical care? It depends on context.

Some students may feel comfortable visiting a clinic or doctor independently or some want to maintain confidentiality concerning their health and may seek care directly with no interaction with program leaders. In other instances where language or cultural barriers may exist, where an individual's safety may be compromised by traveling alone or where long-distance travel may be required to reach a facility, it is advisable for a program leader to accompany students.

3. Does the insurance directly pay for all of medical costs abroad?

No, not automatically. Providing the GeoBlue card to a local medical facility or medical professional does not mean a guarantee of payment. One of the advantages of the insurance is that it has a number of network providers that can accept direct payment for care of covered illness or injuries. To arrange for direct payment travelers must contact GeoBlue in advance of treatment to arrange a guarantee of payment with the medical facility or treating medical professional. The final acceptance of a guarantee of payment is always subject to the approval of the provider.

- 4. Can program leaders pay for students' medical costs using program or personal funds?** No, not without prior authorization. In many locations, payment is expected upon treatment or admission. All travelers are advised to have access to funds to cover routine medical care while abroad. Program budgets and P-cards do not carry funds to pay costs for routine and non-emergency medical care in-country for students. In the event that a student needing care cannot arrange a guarantee of payment and has demonstrably proven a lack of access to cash or credit cards, an authorization can be sought to authorize funding. Unauthorized funds for medical care are considered a personal loan and the university cannot compel a student to repay program leaders.
- 5. What if a student incurs an injury or illness near the end of travel? Can care be deferred until their return home?** Yes, but coverage depends on action taken while in country. The GeoBlue coverage is designed to cover health and medical expenses during the dates of travel abroad. Upon return from travel, coverage of health care expenses would be assumed by a traveler's primary insurance. The GeoBlue policy does include a limited Home Country Benefit to extend coverage an additional 30 days upon return to assist in covering deductibles, copayments or other charges related to care after return from travel. However, to receive this benefit, a case must be established prior to returning home and the insurance must be extended. This usually includes contacting GeoBlue and visiting a local clinic or doctor for a diagnosis and recommendation of treatment. If a medical appointment is not feasible given the schedule to return home, GeoBlue should be contacted to discuss logistical issues related to care and confirm if the Home Country Benefit will be available without a diagnosis. Prior to departure, notify OIA or the international risk manager to extend the student's insurance (which will be assessed at the daily rate).

MENTAL HEALTH CARE

The role of an education abroad resident director often entails more intensive involvement with students. In this role you may encounter students who express concern for being overwhelmed or who exhibit signs of distressed or disturbed behavior. A majority of students managing pre-existing or emerging mental health concerns fully engage in and complete their experiences abroad. Nevertheless, there may be times when an individual's behavior may require various forms of support or intervention measures. This section reviews strategies for providing student support. Showing compassion and engaging in active listening are fundamental keys to support. In this role, it can be challenging to be the main source of support for a student. It is important to know your own limitations in providing assistance and to understand when to seek more intensive help.

Potential concerns are categorized from most severe (tier 1) to least (tier 3). Most instances that students experience will be at the tier 3 level.

CATEGORIZE THE CONCERN

1. **Tier 1 Response: High Distress** – Suicide attempt, suicidal ideation (with or without a plan) or actions or expressions threatening direct harm to others that require immediate attention
2. **Tier 2 Response: Moderate Distress** – Persistent disruptive or distressing behavior that disturbs the student’s daily functioning on the program, or other participants’ experience, which may require assessment and necessitate interaction with a trained medical provider
3. **Tier 3 Response: Mild Distress** – Persistent or rapid onset behaviors that disrupt the experience of either the individual student or group, which may require intervention but do not require immediate medical attention

The response to any tier of distress draws from the principles of the certification program Mental Health First Aid®. Resident directors should be aware the protocol uses elements of the program as a bridge to support students until certified individuals or professional care is involved.

Response Notification Protocol when contacting the Ohio State 24/7 International Emergency Phone Line at **1-614-292-6677**

- Identify yourself as member of faculty or staff traveling with students abroad
- Provide your current location
- Provide contact information, in multiple forms if possible such as phone number, SMS, communication app, email, or Skype
- Inform them that you have a student health concern
- In instances of responding to mental health concerns, there is no need to inform the initial responder at the Department of Public Safety of the student’s name.

The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions.

TIER 1 RESPONSE: HIGH DISTRESS: SUICIDE ATTEMPT

Student presenting an active physical threat (suicidal or homicidal) to themselves or others

1. Notify the local version of 911 immediately
 - Make sure other participants are in a safe space away from direct harm
 - Do not leave the distressed student alone

2. Once local assistance has intervened contact the Ohio State 24/7 International Emergency Phone Line at 1-614-292-6677 with the information provided above. The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions. Reports to the international risk manager of **Tier 1 Response: High Distress: Suicide Attempt** should contain specific detail:
 - Student's name
 - Objective information – e.g. specific words or observed actions that prompted the call to local emergency services
 - Which unit (e.g. ambulance, police) responded to the call
 - A name and contact number from the responding unit
 - If transported to medical care or detained, the name and location of the facility the student was transported to
 - The name of treating provider (if available), contact information and any assessment provided
 - The international risk manager will report to Counseling and Consultation Services, Student Health, Student Advocacy and other support units to determine an appropriate course of action.

3. If student is hospitalized or assigned to medical treatment, contact GeoBlue Global Health and Safety Services
 - Call 1-610-254-8771 (24/7 outside the United States)
 - Provide name of student and their GeoBlue certificate number
 - Provide name of the facility, treating provider (if available) and contact information

4. For continued documentation please use the incident report form at go.osu.edu/incidentabroad

TIER 1 RESPONSE: HIGH DISTRESS: SUICIDAL IDEATION

Student expressing thoughts or threats of self-harm (with or without an active plan). Expressions include but are not limited to verbal threats to hurt or kill themselves, writing or statements of loss of purpose in life, death, dying or suicide in assignments, journals or social media, seeking access to weapons, drugs or other means of self-harm or deliberately reckless behavior.

1. Immediately arrange a time to discreetly speak with the student
2. Report the conversation to the Ohio State 24/7 International Emergency Phone Line at 1-614-292-6677 using the protocol outlined at the beginning of the section. Reports of concern for Tier 1 Response: High Distress: Suicidal Ideation to the international risk manager should also contain specific detail:
 - Student's name
 - Avoid diagnosis and provide objective information – e.g. specific words used by the student, actions they described taking or planning to take. Did the student indicate a plan for how they would kill themselves, when they planned to do so and/or if they have secured items they would need to carry out a plan?
 - Any assistance the student has indicating needing
 - Contact information for the student
3. Helping identify local resources for assistance

DO

- Talk to the student in private
- Express your concern by specifically stating your observations and reasons for concern
- Ask directly if the student is having thoughts of suicide or thinking about killing themselves. Asking directly will not plant the idea in their head. If the person responds yes, respond that you appreciate that they have been open and you will assist them in seeking assistance
- Use active listening. Allow the student to do most of the talking (80% listening/20% responding). Repeat the essence of what the student has told you to confirm your understanding
- Avoid judgement or giving counseling advice

DON'T

- Ignore the expressed warning signs or threats, even if remarks seem flippant or trivial
- Leave the student alone

- Consult the GeoBlue directory of local providers at geobluestudents.com, via the GeoBlue app, or by contacting GeoBlue Global Health and Safety Services
 - 1-610-254-8771 (24/7 outside the United States)
 - globalhealth@geo-blue.com
 - In some locations the online international provider search function may yield doctor (filter: doctor/dentist) with a specialty in mental health or psychology
 - If working with a local host organization or university, inquire about access or references to local resources (do not share student's name without consent)
 - Follow-up with student about available options for assistance
4. The international risk manager will report to Counseling and Consultation Services, Student Health, Student Advocacy and other support units to determine an appropriate course of action and support
 5. For continued documentation please use the incident report form at go.osu.edu/incidentabroad

Non-suicidal Self-Injury (NSSI) is the deliberate destruction of one's own body tissue without suicidal intent. Among persons of college age, NSSI is reported at rates higher than most categories of diagnosed mental illness (e.g. depression, substance abuse). NSSI is often not indicative of suicidal behavior. It is categorized as a poor coping mechanism.

NSSI includes:

- Cutting, scratching or pinching skin in a manner that causes bleeding or permanent marking
- Carving words or patterns into skin
- Burning skin with cigarettes, matches or hot water
- Pulling out hair
- Hitting or striking hard surfaces to induce bleeding or bruising
- Students exhibiting signs of NSSI should be assessed for additional expressions of suicidal ideation. If present, follow the protocol for **Tier 1 Response: High Distress: Suicidal ideation**
- If not present, responding to NSSI should follow the protocol for **Tier 3 Response: Mild Distress: Distressed Behavior**

TIER 2 RESPONSE MODERATE DISTRESS: DISRUPTIVE BEHAVIOR

Behavior that interferes with the student's or other participants' access to an appropriate educational or work environment is considered disruptive.

1. Examples of Disruptive Behavior
 - Yelling or screaming
 - Persistent and unreasonable demands for time and attention
 - Words or actions that intimidate or harass another
 - Words or actions that cause another to fear for their personal safety
 - Threats of physical assault
2. Arrange a time to discreetly speak with the student
3. If during any conversation a student expresses thoughts or threats of suicidal self-harm, reference Tier 1 Response: High Distress: Suicidal Ideation response.
4. To document concerns of Tier 2 Response: Moderate Distress: Disturbed Behavior file a report at go.osu.edu/incidentabroad. The incident report should:
 - Document objective examples of disruptive behavior (including potential reports previously volunteered by other students), e.g. specific verbal, written or other communicated threats of harm to others, destruction of property, actions that interfered with, delayed or cancelled any activity of the program or actions that threatened to compromise an Ohio State established connection
5. The international risk manager will report to Office of Student Conduct, Counseling and Consultation Services, Student Advocacy and other support units to determine an appropriate course of action. If action is required the international risk manager or first responder will communicate with program leaders.

DO

- Listen through the anger
- Use active listening. Allow the student to do most of the talking (80% listening/20% responding). Repeat the essence of what the student has told you to confirm your understanding
- Acknowledge the feelings of the individual
- Allow the person to vent and tell you what is upsetting to them. Use silence to allow the person to talk it out
- Set limits. Explain clearly and directly what behaviors are acceptable: “I will be willing to speak with you as soon as you lower your voice”
- Be firm, steady, consistent and honest
- Focus on what you can do to help resolve the situation safely
- Maintain clear and consistent boundaries and expectations
- Suggest resources

DON'T

- Interrupt, particularly during the first 20-30 seconds of peak anger
- Minimize the situation
- Get into an argument or shouting match
- Blame, ridicule or use sarcasm
- Touch the individual
- Ignore warning signs that the person is about to explode
- Ignore your own limitations on established boundaries

TIER 2 RESPONSE: MODERATE DISTRESS: DISTRESSED BEHAVIOR

Persistent behavior that **disrupts the student's daily functioning** and may require assessment and necessitate interaction with a trained medical provider. Disruptions may include excessive inability to attend classes or planned program activities, inability to complete academic assignments or sustained issues adapting culturally to a new environment.

1. Recognize potential signs of moderate distress
 - Excessive absence or inability to participate in activities
 - Disruptive behaviors (see Tier 2 Moderate Distress: Disruptive Behavior)
 - Undue aggressiveness
 - Exaggerated emotional response inappropriate to the situation
 - Behavior indicating loss of contact with reality (e.g. delusions, hallucinations, paranoia)
 - Excessive confusion
 - Hyperactivity or very rapid speech
 - Dependency (e.g. individual consistently reliant on resident director)
 - Depressed or lethargic mood
 - Feelings of helplessness or hopelessness
 - Isolation from friends, family or classmates
 - Substance abuse (heavy use of alcohol or drug use)
 - Trouble eating (disordered eating) and/or sleeping (insomnia)
 - Dramatic weight loss or gain
 - Marked change in personal hygiene
2. Arrange a time to discreetly speak with the student. Do not pressure the person to talk immediately, partner with them to determine a good moment for a conversation. Seek to build rapport and avoid appearing adversarial.
3. If during any conversation a student expresses thoughts or threats of suicidal self-harm, reference Tier 1 Response: High Distress: Suicidal Ideation response.
4. Assisting students exhibiting Tier 2 Moderate Distress: Distressed Behavior through encouraging professional and self-help:
 - Encouraging problem identification: encourage the student to actively engage in identifying root issues and causes. It can be very constructive for individuals to engage in daily journaling or reflection (10-15 minutes)

- Is the behavior triggered by symptoms of jet lag? Is it related to downturns in the cultural adjustment cycle or triggered by factors in their new environment? Is it rooted in concerns that existed prior to travel?
- Are there elements of the individual’s support infrastructure (e.g. peers, family, or counseling) that are missing in their new environment? Are there previously used positive coping mechanisms (sleep, exercise, diet, relaxation or mindfulness techniques) that have been disrupted by an intense travel schedule?
- Identifying resources and alternatives for professional and self-help.
 - If the individual identifies disrupted infrastructure or coping mechanisms, assist them with identifying options and creating time to seek assistance and practice healthy behaviors.
 - Accessing Ohio State Counseling and Consultation Resources
 - ◇ Students who are in crisis and need immediate assistance to speak to clinicians and to receive crisis consultation can access the Ohio State Office of Student Life Counseling and Consultation Services After-Hours Phone at 614-292-5766 (option 2). Students will need access to a phone with an international calling plan or use of a VoIP App (e.g. WhatsApp, WeChat)
 - ◇ Students can also access the Crisis Text Line. Pending a Wi-Fi or data connection, the service is available via Facebook Messenger at [facebook.com/crisistextline](https://www.facebook.com/crisistextline). Sending a message of “Hello” or “Start” to Facebook Messenger will prompt an auto response to confirm connection and ask for more information. A crisis counselor will then contact them back within 2-20 minutes

DO

- Express your concern describing objective behavior in nonjudgemental terms
- Tell the student you are willing to help
- Use active listening. Allow the student to do most of the talking (80% listening/20% responding). Repeat the essence of what the student has told you to confirm your understanding
- Help them explore options
- Suggest resources
- Point out that seeking help is a sign of strength and courage, rather than of weakness or failure
- Maintain clear and consistent boundaries and expectations
- Recognize your limits
- Enlist the help of others as appropriate
- Document the interaction or incident

DON'T

- Ignore unusual behavior
- Promise confidentiality
- Judge or criticize
- Make the problem your own
- Involve yourself beyond the limits of your time or skill

➤ Arranging Counseling Assistance in Country

- ◊ Consult the GeoBlue directory of local providers at geobluestudents.com, via the GeoBlue app, or by contacting GeoBlue Global Health and Safety Services
- ◊ 1-610-254-8771 (24/7 outside the United States)
- ◊ globalhealth@geo-blue.com
- ◊ In some locations the international provider search may yield doctor (filter: doctor/dentist) with a specialty in mental health or psychology
- ◊ If working with a local host organization or university, inquire about access or references to local resources (do not share student's name without consent)
- ◊ Let the student know that professional health services for mental health are covered under the provisions of the insurance

5. Setting a Plan of Action – through problem identification and identifying self-help strategies and professional resources, the student is encouraged to engage in a constructive plan to recognize and mitigate triggers, focus on coping mechanisms and seek professional assistance to manage their health.
 - The role of the resident director is to provide time and identify resources versus mandating specific actions
 - A plan of action may include a student identifying that exercise is a positive coping mechanism and the resident director helping identify time and safe resources to pursue it. It may also involve making referrals and allotting time to speak with a professional
 - However, it is important for the resident director to remember the plan of action is student driven. Resident directors are a key part of support, but they are not expected to assume a role in counseling a student
 - If a student does not engage in developing a plan of action or pursue a stated plan of action and their behavior continues to disrupt their daily functioning, this should be documented with the international risk manager
6. Follow-up – In spite of constructive health management, some students might continue to experience health concerns. Others may return to equilibrium and exhibit no outward signs of distress. In either case, once an initial rapport is established with a student, it is important to remain engaged in periodic check-ins during the time abroad.

- To document concerns of Tier 2 Response: Moderate Distress: Distressed Behavior, file an incident report at go.osu.edu/incidentabroad. The incident report should:
 - Avoid diagnosis. Document objective examples of distressed behavior e.g.
 - specific actions, incidents of behavior or specific words expressed by the student
 - Document student absences, missed assignments or other inability to participate fully in the program
- The international risk manager will then seek to schedule a conversation with program leaders for additional follow-up
- Depending on the immediacy of the concern, reports can also be made to the Ohio State 24/7 International Emergency Phone Line at 1-614-292-6677 using the protocol outlined at the beginning of the section and the report information immediately
- The international risk manager will report to Office of Student Conduct, Counseling and Consultation Services, Student Advocacy and other support units to determine an appropriate course of action. If action is required, the international risk manager or first responder will communicate with program leaders

SIGNS OF A PANIC ATTACK

- “Racing” heart
- Breathing difficulties
- Chest pains
- Feeling weak, faint or dizzy
- Tingling or numbness in the hands and fingers
- Sense of terror, impending doom or death
- Feeling a loss of control

TIER 3 RESPONSE: MILD DISTRESS: DISTRESSED BEHAVIOR

Low level acute or rapid onset situations that are not life threatening and do not require immediate psychiatric or medical attention. The student may be exhibiting signs of distress but is functioning in their daily routine.

1. Recognize Potential Signs of Mild Distressed Behavior
 - Feeling nervous, restless or tense
 - Having a sense of impending danger, panic or doom
 - Having an increased heart rate
 - Breathing rapidly (hyperventilation)
 - Sweating, trembling, feeling weak or tired
 - Trouble concentrating or thinking about anything other than the present worry
 - Having trouble sleeping
 - Experiencing gastrointestinal problems
 - Having difficulty controlling worry
2. Arrange a time to discreetly speak with the student. Do not pressure the person to talk immediately, partner with them to determine a good moment for a conversation. Seek to build rapport and avoid appearing adversarial.
3. If during any conversation a student expresses thoughts or threats of suicidal self-harm, reference **Tier 1 Response: High Distress: Suicidal ideation** response.
4. Assisting students exhibiting **Tier 3 Response: Mild Distress: Distressed Behavior** through encouraging self-help:
 - Screening for a panic attack. A panic attack is an episode of intense anxiety accompanied by one or more of the potential signs of mild distressed behavior. An episode often emerges abruptly and peaks in 10 minutes. If you suspect a student is having a panic attack:
 - Do not panic yourself. Remain calm, communicate clearly and concisely, and model a normal breathing rate
 - Do not dismiss the person’s sense of panic; reassure them they are safe
 - Ask the student if they have a prior history of panic attacks or has reason to believe that one was triggered. If the student has no history of prior panic attacks and does not think their condition is related to anxiety, treat the situation as a medical condition and follow the health emergency section above.

- If the student indicates it is a likely panic attack, assist the person to obtain equilibrium and proceed with self-help below.
- Encouraging problem identification: encourage the student to actively engage in identifying root issues and causes. It can be very constructive for individuals to engage in daily journaling or reflection (10-15 minutes) on:
 - Is the behavior triggered by symptoms of jet lag (disturbed sleep, insomnia, early waking or excessive sleepiness; daytime fatigue; difficulty concentrating or functioning; stomach problems; mood changes)? Is it related to downturns in the cultural adjustment cycle or triggered by factors in their new environment? Is it rooted in concerns that existed prior to travel?
 - Are there elements of the individual's support infrastructure (e.g. peers, family, or counseling) that are missing in their new environment? Are there previously used positive coping mechanisms (sleep, exercise, diet, relaxation or mindfulness techniques) that have been disrupted by an intense travel schedule?
- Identifying resources and alternatives for self-help
 - If the individual identifies disrupted infrastructure or coping mechanisms, assist them with identifying options and creating time to seek assistance and practice healthy behaviors
 - If the student identifies the need to access professional resources, consult the sections on Accessing Ohio State Counseling and Consultation Resources and Arranging Counseling Assistance in Country in the **Tier 2 Response: Moderate Distress: Distressed Behavior** protocol

DO

- Express your concern describing objective behavior in nonjudgemental terms
- Tell the student you are willing to help
- Use active listening. Allow the student to do most of the talking (80% listening/20% responding). Repeat the essence of what the student has told you to confirm your understanding
- Help them explore options
- Suggest resources
- Point out that seeking help is a sign of strength and courage, rather than of weakness or failure
- Maintain clear and consistent boundaries and expectations
- Recognize your limits
- Enlist the help of others as appropriate
- Document the interaction or incident

DON'T

- Ignore unusual behavior
- Promise confidentiality
- Judge or criticize
- Make the problem your own
- Involve yourself beyond the limits of your time or skill.

5. Setting a plan of action – through problem identification and identifying self-help strategies and professional resources, the student is encouraged to engage in a constructive plan to recognize and mitigate triggers, focus on coping mechanisms and seek professional assistance to manage their health.
 - The role of the resident director is to provide time and identify resources versus mandating specific actions
 - A plan of action may include a student identifying that exercise, rest or communication with friends and family is a positive coping mechanism. The resident director can assist in identifying time and safe resources to pursue these activities
 - However, it is important for the resident director to remember the plan of action is student driven. Resident directors are a key part of support, but they are not expected to assume a role in counseling a student

6. Follow-up – In spite of constructive health management, some students might continue to experience health concerns. Others may return to equilibrium and exhibit no outward signs of distress. In either case, once an initial rapport is established with a student, it is important to remain engaged in periodic check-ins during the time abroad.
 - To document concerns of **Tier 3 Response: Mild Distress: Distressed Behavior**, file an incident report at go.osu.edu/incidentabroad. The incident report should:
 - Avoid diagnosis. Document objective examples of distressed behavior, e.g. – specific actions, incidents of behavior or specific words expressed by the student
 - If persistent behavioral concerns impact the student’s daily functioning, reference the **Tier 2 Response: Moderate Distress: Distressed Behavior** protocol

MENTAL HEALTH RESPONSE PROTOCOL Q&A

1. **Can Counseling and Consultation Services (CCS) provide counseling to a student abroad?** Although it may seem logical to refer Ohio State students with mental health concerns abroad to CCS, there are a number of limitations to this. Counseling across borders often requires appropriate credentialing or licensure. It is unethical for a mental health provider to assess and treat a situation they cannot see. In attempting to do this, the mental health provider might underestimate the seriousness of the situation and is rendered unable to evaluate the effect of any intervention because of the distance. In certain serious circumstances CCS professionals may be able to provide consultation to assist in identifying needs and appropriate resources.

2. **Can a student be required to seek professional counseling or medical assistance?** In general, a student cannot be compelled to seek medical care. In extreme Tier 1 Response: High Distress incidents, a student may be advised to seek an individual risk assessment as part of a review by the university Consultation and Assessment Team. The resident director cannot force a student to seek assistance and should avoid argumentative behavior. The protocol is to make assistance available as part of a plan of action.

3. **What if a student has identified a need to speak with someone but does not want to access locally identified resources?** It is not uncommon for students to be reluctant to seek counseling in a new environment. For some there may be a stigma in seeking help, while others may be reticent to seek assistance from a new provider, in a different culture on a short-term basis. In these instances, it is:
 - Important to normalize the process of seeking help
 - Valuable to reassure the students that the insurance provides coverage for outpatient mental health care (if available) and that appointments will provide them with a trained, confidential resource
 - Useful to encourage students with pre-existing mental health concerns by informing them that counseling can focus on navigating current issues abroad versus repeating their prior counseling history
 - Productive to leverage short-term care as a way for students to maximize both the cultural and academic experience of their time abroad

- 4. Can a student contact their counselor or medical professional back home?** As with CCS, this will depend on the individual provider's credentials. Some providers may be able to conduct consultations via phone or Skype. In these instances, students should be afforded time. However, it should be noted that any medical care from a home provider will be billed to their home country insurance, not the GeoBlue insurance.

- 5. What if a student indicates they want to return home?** The goal of the protocol is to help students successfully complete their experience. Only extreme circumstance would warrant a student being compelled to return early. However, if a student (not parent) indicates a need to return home for health reasons the resident director should contact OIA (or other unit sponsoring travel) about parameters (academic, financial) for a voluntary withdrawal.

DEATH OF A TRAVELER

In the event an Ohio State traveler dies while abroad, an immense amount of care and discretion will be exercised.

1. Seek a safe location if the cause of death was an event potentially impacting the immediate safety of other students.
2. Call the local equivalent of 911.
3. Contact the Ohio State 24/7 International Emergency Phone Line at 1-614-292-6677
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide your current location, name and contact details (Ohio State email, local cell phone, apps used for communication e.g. WeChat, WhatsApp, Skype)
 - Inform the responder of the student's name
4. Do not communicate with emergency contacts, parents, guardians or your department or campus leadership unless there are circumstances that justify an exception determined by the international risk manager. Notification of emergency contacts, parents, guardians or your department or campus leadership will be done in accordance to university protocol.

DEATH OF A TRAVELER

5. The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions. Inform them of:
 - Student's name and current location
 - If local medical or security authorities have already intervened, note:
 - Which agency (e.g. police, ambulance) was involved
 - The name of the individuals who responded to the incident
 - Contact information for the individuals or agency involved
 - The name, location and contact details of any facility (e.g. hospital, morgue) the student was transported to
 - If local authorities have notified the U.S. Embassy or local consulate
 - If local authorities have attempted to contact the family or guardian
 - Context of where the incident occurred (e.g. at accommodations, during excursion, on free time)
 - Associated cause of death if known (e.g. auto crash, fall)
 - If the family, guardian or other individuals have already been notified by someone other than an Ohio State official
6. Do not inform other students until the university has confirmed the family or guardian of the deceased individual will be notified
 - If other students are already aware, request they use discretion and avoid posts on social media or notifying family and friends until after the university has confirmed the family or guardian of the deceased individual will be notified
 - It is imperative for the group leaders to project calm. Individuals and the group will take their cue from leadership
 - If traveling as a group, seek to inform the entire group at the same time. Provide opportunities for students to express concerns and share feelings between themselves and with program leadership. If needed, group or individual counseling for trauma will be established through GeoBlue or with Counseling and Consultation Services
 - Refrain from oversharing information. The most important, immediate information for other students to know is if they are safe. Details concerning the deceased student should be treated with discretion

DEATH OF A TRAVELER Q&A

- 1. Should I notify the family or guardian of the student?** No. If a U.S. citizen, the international risk manager will contact the local U.S. Embassy so American Citizen's Services staff may take the initiative to contact the relatives of deceased Americans abroad. If the student is not a U.S. citizen, the international risk manager will contact the nearest appropriate consulate. Ohio State will reference the emergency contacts listed by the student in their travel registration and work with the Ohio State Department of Public Safety to attempt a formal, in person notification to family. Following, or in lieu of, the notifications above, the international risk manager or first responder will contact the emergency contacts regarding the incident and arrangements for repatriation.
- 2. Should I notify my department or campus leadership?** No. The international risk manager or first responder will work with the Office of Student Advocacy to follow the standard protocol for notification of campus leadership, relevant faculty or staff and the peers of the students.

GENERAL SAFETY EMERGENCIES

In the event of a felonious assault (physical harm), direct threat to the personal safety of a student or missing student:

1. Seek a safe location or shelter in place.
2. Call the **local equivalent of 911**.
 - If you need assistance identifying appropriate local police or security resources, contact the nearest U.S. (or your country of citizenship) Embassy or Consulate who can assist in identifying appropriate local government agencies and resources in the country where they work.
3. If the student suffers an injury due to assault, consult the Health Emergencies protocol.
4. If the student is a victim of sexual harrasment or violence, consult the Sexual Misconduct protocol.
5. If the student is reported as missing, consult the Missing Persons protocol.
6. Contact the Ohio State 24/7 International Emergency Phone Line at **1-614-292-6677**.
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide your current location
 - Provide contact information, in multiple forms if possible such as phone number, SMS, email or Skype
 - Inform the responder of the student(s) name(s)
 - Answer any additional questions requested

The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions.

THEFT, ROBBERY AND AGGRAVATED ASSAULT

1. If a situation is actively occurring or threatened, contact local 911 emergency resources.
2. **Emergency** - was the victim injured or physically harmed?
 - If yes, see Health Emergencies
3. **Emergency** - Was the student subject to express kidnapping – were they forced to use their credit or debit card to make purchases or withdraw funds? If yes, contact the Ohio State 24/7 International Emergency Phone Line at **1-614-292-6677**.
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide your current location
 - Provide contact information, in multiple forms if possible such as phone number, SMS, email or Skype
 - Inform the responder of the situation
 - Answer any additional questions requested

The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions.

4. Routine - In cases of petty theft, larceny or burglary, document what items were taken.
 - Passport
 - U.S. students will need to report the passport as lost or stolen online: travel.state.gov/content/travel/en/passports/after/lost-stolen.html
 - Once a report is filed, the former passport is nullified if found
 - Preference for emergency replacement is given to stolen passports vs. lost

THEFT, ROBBERY AND AGGRAVATED ASSAULT

- Complete **Form DS-11** (leave unsigned) and **Form DS-64**
 - Schedule an appointment online via the U.S. Embassy or consulate
 - ◇ If appointments are not available prior to the need for the student to return, contact local American Citizen's Services to seek an expedited appointment
 - International students will need to contact the nearest consulate of their home country
- Credit or Debit Cards
 - Student should immediately cancel cards online or by calling bank
 - Student should notify the 3 major credit reporting agencies to initiate a fraud alert. **Equifax: 1-800-525-6285** or equifax.com;
Experian: 1-888-397-3742 or experian.com;
TransUnion: 1-800-680-7289 or transunion.com
 - BuckID – student should report it lost or stolen
 - buckid.osu.edu/secure/account/LostStolen
 - Cash – see below
 - Phones or technology
 - Claims for stolen personal items may be made on home-owners or renter's insurance policy
 - This will require a local police report
5. Does the student have access to funds for the next 24-72 hours?
- Ohio State contingency funds (e.g. P-card) are not allowed to be used for cash advances
 - Funds can be replaced via transfer services such as **Western Union** or **MoneyGram**. Assist student with identifying locations to retrieve funds

6. Document when and where the crime took place
 - Did it occur in accommodation or facilities related to the program?
 - Was it during a program activity or excursion or during free time?
7. Does the student want to file a police report?
 - Police reports should be made while the traveler is still in the country
 - Assistance in identifying the appropriate local agency to file a report can be made by contacting the U.S. Embassy.
 - If a report is filed, document the name of the agency and the contact information of any local law enforcement or public security officials involved
 - Did law enforcement make any recommendations for action or future safety?
8. Advise all students to increase precautions to reduce threat of similar action.
9. File an incident report form at go.osu.edu/incidentabroad

THEFT, ROBBERY AND AGGRAVATED ASSAULT Q&A:

- 1. Does the student have to file a police report?** Reporting should be encouraged and facilitated, but the decision to do so is up to the individual(s) impacted.
- 2. Should program leaders replace lost or stolen items?**
In general, lost or stolen items including transit cards, museum passes or other items purchased with program funds are the responsibility of the traveler. If a student has no access to funds and requires a single day transit-pass or entrance ticket to participate in the program itinerary, limited purchases may be made. Once the student has funds, it is their responsibility to refund the monies and pay for permanent renewals.

CLERY ACT COMPLIANCE

The Clery Act requires all colleges and universities participating in federal financial aid programs to keep and disclose information about crime on or near property they control. For the purposes of education abroad, this includes certain arrangements for non-campus property used as accommodations or instructional facilities.

Clery reportable crimes include murder or non-negligent manslaughter, negligent manslaughter, arson, robbery, aggravated assault, burglary, motor vehicle theft, rape, statutory rape, incest, fondling, dating violence, domestic violence, stalking, hate crimes and arrests for liquor, drug and weapons violations.

Under Clery, faculty and staff leading students abroad are considered a Campus Security Authority (CSA). CSA compliance means:

1. Faculty and staff should report the address of any locations abroad that are formally or informally contracted for the use of Ohio State students to international risk management. The report should specify the dates used.
2. Faculty and staff should report any crimes they become aware of while students are abroad, **even if they did not happen to Ohio State students or employees** (e.g. theft from another room in the accommodation).
3. Reports do not need to classify the crime or if it is Clery reportable. The campus Clery Act coordinator will assist in determining the implications for the Clery Act report.

TRAVELER ARRESTED OR DETAINED

If a student is detained in immigration upon entering or exiting the country or arrested by local authorities while abroad, the program leaders should:

1. Contact the Ohio State 24/7 International Emergency Phone Line at 1-614-292-6677.
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide your current location
 - Provide contact information, in multiple forms if possible such as phone number, SMS, email or Skype
 - Inform the responder of the situation
 - Answer any additional questions requested
 - The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions. Be prepared to report:
 - The student's name
 - The name of the agency or unit that detained the student and contact information for a representative of the unit
 - The name, address and contact information for where the student is being detained
 - Any knowledge of the charges or issues for which the individual is being detained
 - If the authorities have indicated a bail amount to release the individual (do not inquire about this if the information has not been readily divulged)

TRAVELER ARRESTED OR DETAINED

2. Notify the nearest U.S. Embassy, consulate or home country embassy of the detention
3. If there is direct communication with the student being detained:
 - Advise them they should not make any statements to the host country police prior to contacting the U.S. Embassy, consulate or their home country embassy
 - Advise them they should not make any statements to the host country police without having a lawyer present
4. If the student on a group program is detained at a site and the group is moving to another location, one Ohio State leader should remain at the location with the detained traveler until the situation has been assessed.

DETAINED TRAVELER Q&A

- 1. Can Ohio State pay bail or other associated fees for a traveler who has been detained?** No. University funds cannot be used unless there is prior approval.
- 2. Will the U.S. Embassy be able to arrange for the traveler's release?** No. Consular officials cannot provide legal representation, bail funds or other resources to secure their release. However, officials can formally seek to arrange to visit a detained traveler to confirm their well-being.
- 3. Will Ohio State be able to represent the student in court?** No. The Office of Legal Affairs can provide consultation, but they cannot provide representation for individuals charged with crimes abroad.
- 4. How can the student gain legal representation?** The local U.S. Embassy can provide a list of English speaking attorneys. The decision to retain and pay for legal services would be between the student and the attorney.
- 5. Do we contact the student's family or emergency contacts?** No. If contact with the student is available, the student's consent should be sought before notifying emergency contacts. In this case, the international risk manager will notify the family. If there is no communication with the student, the international risk manager will confer with appropriate university officials before notification of emergency contacts.

SEXUAL MISCONDUCT

Under federal Title IX requirements and the Ohio State Sexual Misconduct Policy, any Ohio State faculty or staff member that receives an incident of sexual misconduct (harassment or violence) is required to take certain steps of action including reporting the incident to the university's Title IX office. As a faculty or staff mandatory reporter, you can offer the student reporting the incident discretion but not complete anonymity.

SEXUAL HARASSMENT

Sexual harassment is unwelcome, sex- or gender-based verbal or physical conduct that is sufficiently severe, persistent or pervasive that interferes with, denies or limits an individual's ability to participate in or benefit from the university's educational programs and activities.

If a student reports an incident(s) of sexual harassment, it is important to respond empathetically and effectively. While social attitudes and gender norms vary across cultures, it is important not to minimize or disregard reported incidents based on local context. In event of a reported incident:

1. Assure the individual(s) their concerns will be heard and addressed. The primary aim is to be an active listener and assure the individual(s) you will connect them to those trained to review, assess and respond to incidents. It is important to encourage the reporting individual to remain objective regarding the specific nature of the unwanted conduct, other individuals involved, time and location of events and any impact on their ability to participate in program activities. However, individuals may choose to share as much or as little information as they are comfortable.
2. Program leaders, including faculty or staff, who are made of aware of sexual harassment are obligated to file a report with the university. Reporting can be done using either the International Incident Reporting Form go.osu.edu/incidentabroad or the Sexual Misconduct Reporting Form at titleix.osu.edu under Report an Incident.

3. Do not attempt to classify the behavior of the reporting individual or of an alleged perpetrator. It is also important to not initiate an investigation, promise an outcome or develop a resolution for an incident. The university has professional staff to assist in reviewing reports, determining need to act and initiating action to resolve reported incidents. The university will follow up regardless of whether the alleged perpetrator is a university student or employee, a student at another university or a third party to ensure that the impacted individual has all the necessary resources.
4. Incident reports will be directed to the university's Title IX sexual misconduct response and prevention staff. In cases where an alleged perpetrator is another student, the Office of Student Life Student Conduct will also be notified by the Title IX office.

Please note that although each incident is treated as important, there may not be immediate resolution. Just as it occurs on campus, there may be an investigative period where information is sought, individuals are interviewed and multiple details are reviewed before any resolution is determined. This can be challenging on education abroad programs, where students are constantly together on a daily basis. It is important for the program leaders to let the individual know the protocol is being followed and they should concentrate on participating in group activities.

SEXUAL VIOLENCE

If a student reports an incident of sexual violence to Ohio State faculty or staff, they should:

1. Immediately acknowledge the incident and communicate to the student that you are sorry this has happened to them. You do not need to classify the incident or initiate an investigation. The primary aim is to be an active listener and assure the student that you will work to connect them to those who are trained to offer support.
2. Report the incident directly to Ohio State 24/7 International Emergency Phone Line **1-614-292-6677**
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide your current location
 - Your name and contact details (Ohio State email, local cell phone, apps used for communication e.g. WeChat, WhatsApp, Skype)

SEXUAL MISCONDUCT

- Inform them that you have a potential Title IX incident and need to speak with the international risk manager
- In instances of the report of sexual misconduct there is no need to inform the initial responder at the Department of Public Safety of the student's name

The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions. Be prepared to inform them of:

- Date of incident
- Location of incident
- Time and date of report
- Name and contact details of student(s) reporting/experiencing potential misconduct (Ohio State email, local cell phone, apps used for communication e.g. WeChat, WhatsApp, Skype)
- Other persons involved:
 - ◇ Name(s) (if known)
 - ◇ Status (e.g. other Ohio State student, faculty, staff, guide, home stay family member, host national)
 - ◇ Role (e.g.) alleged perpetrator, witness, reporter)
- Name of Program (if available)
 - ◇ Is it an Ohio State managed program? (e.g. does Ohio State have staff on the ground?)
- Synopsis of incident - Provide narrative details. Your role does not require you to classify conduct. Ohio State's Title IX Office or Office of Student Conduct staff can assume this role in speaking with student(s)
- The international risk manager or first responder will report to the university Title IX office

3. Questions to ask an individual reporting sexual violence:*
- Does the student feel safe right now? If not, ask the student what steps they would like to take for their safety
 - Does the student feel safe in the program? If not, accommodations can be made for the continued safety of the student
 - Does the student need medical attention?
 - The choice to seek medical assistance is entirely the decision of the survivor
 - Ohio State still strongly encourages that the student goes to the clinic/hospital immediately for medical treatment and evidence collection
 - Visits to a clinic/doctor, examinations and medications would be covered subject to the conditions of the GeoBlue supplemental insurance policy. In addition, subject to terms of the policy, the insurance provides coverage for ongoing medical care and counseling services
 - Medical treatment will vary depending on destination and note that not all services may be available in all countries
 - Would the student like to call the police or local authorities?
 - The choice to file a police report is entirely the decision of the survivor
 - The nearest U.S. (or student's country of citizenship) Embassy or consulate can assist in identifying appropriate local government agencies and resources in the country where they work. They can also advise if there are any additional legal considerations to reporting (e.g. in some countries survivors of sexual assault can still be charged with laws forbidding premarital sex)
 - If the assault just happened and the survivor intends to file a report, they should be advised to not shower, not brush his or her teeth or drink anything, not change his or her clothes or he or she can bring the clothing he or she had on in a bag. If he or she has already bathed, etc. evidence may still be collected

*If you feel uncomfortable addressing these issues with the student or they would like to speak with someone else, the international risk manager or the Title IX coordinators can speak with the student.

SEXUAL MISCONDUCT

4. Ask the student if they wish to speak with an Ohio State advocate.
 - If yes, the international risk manager or first responder will seek to arrange a time with either a Title IX coordinator and/or Office of Student Conduct Sexual Misconduct investigator
 - If yes, determine student accessibility in terms of time ranges, privacy and mode(s) of technology
 - Inform the student the conversation may not be feasible immediately, but a conversation will be arranged
 - A Title IX coordinator and/or Office of Student Conduct investigators can work with the student to classify conduct and determine what steps the reporting student would like to take

5. If the alleged perpetrator is also a participant on the program, arrangements need to be considered to separate the survivor/victim and the alleged perpetrator. Consideration will factor in the decision on whether or not the survivor/victim would like to remain in the housing or be relocated. The university can authorize resources to make the necessary arrangements (e.g. the cost of a new room in a separate accommodation)
 - In consultation with the Title IX coordinator and the Office of Student Conduct, a decision will be made concerning the interim suspension of the alleged perpetrator from the program

6. Maintain further documentation using the incident report form at
 - Use of the incident report form allows for more discretion than email

SEXUAL MISCONDUCT RESPONSE PROTOCOL Q&A

- 1. Do I need to investigate the incident or take statements from students involved?** No, the role of a faculty or staff program leader is to be an active listener to the student and a mandatory reporter which will connect students to resources. An investigation would only occur if the student reported the incident to local law enforcement, or if involving an alleged Ohio State perpetrator, by the Office of Student Conduct. The latter would only be initiated after Office of Student Conduct staff have spoken with the student about the incident and determined what course of action the student would like to take.

- 2. How do I know how an incident should be addressed?** Incidents of sexual misconduct can be traumatizing, emotional and/or confusing for both the reporting student and those they report the incident to. Ohio State will offer to connect the student(s) to trained professionals in Title IX or Office of Student Conduct who can speak with the reporting student to classify conduct in the incident, discuss options for responding and determine what choices the student(s) wants to make to address the situation. The aim is to empower the student(s) to make their own determinations concerning a response and support them in their decisions.

- 3. In terms of discretion, who will be notified of a reported incident of sexual violence abroad?** Under the reporting protocol, only the following persons will be notified of a report of sexual violence abroad:
 - The international risk manager or first responder
 - The university Title IX Coordinator (or the Assistant Compliance Director in the absence of coordinator)
 - The Title IX Program Coordinator in the Office of Student Conduct (in the incident of a reported offense by another Ohio State participant)

- 4. Should the student’s parents or other emergency contact be notified?** No. Notification to parents or other emergency contacts would only be initiated at the request of the student. In the event of an associated risk to the health or well-being of the student, the international risk manager or first responder will work with campus resources to determine if notification is warranted and make any authorized notification.
- 5. Who contacts a victim/survivor?** Unless requested by the survivor, the primary contact will be with a Title IX coordinator.
- 6. Should other students on the program be notified?** The decision to notify other program participants is made in consultation with the university Title IX Office.
- 7. If a student on the program is alleged to have committed an act of sexual violence, will they be dismissed from the program?**
Any decision on a response to an alleged perpetrator of sexual violence, including interim suspension and dismissal from a program, will be made in consultation with the university Title IX coordinator and the Office of Student Conduct.

MISSING STUDENT

In the event of a report of a missing student on an Ohio State program:

1. If the student is missing as the result of participating in an activity (e.g. swimming), contact the **local equivalent of 911** to involve local authorities in the search.

2. If the student is reported as absent or out-of-touch, document the following details:
 - What time was the report made?
 - Who made the report?
 - When and where was the student(s) last seen?
 - Who were they last seen with?
 - Had the student reported any known destination or travel away from the program site?
 - Have attempts been made to contact the student via cell phone, group app, instant messaging, email and/or social media?
 - Have they missed a designated program activity, e.g. group meeting time, bus departure or established curfew?
 - If **no**, what is the next assigned program activity, group meeting time or established curfew they should report by?
 - If **yes**, proceed to step 3 at the point of the first missed activity, group meeting time or established curfew
 - If the student has not missed a scheduled itinerary item, but there is reason to believe their absence is the result of events outside their control, proceed to step 3
 - Is there any indication of a kidnap and/or ransom scenario? If **yes**, proceed to step 3

3. Contact the Ohio State 24/7 International Emergency Phone Line at **1-614-292-6677**
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide your current location
 - Provide contact information, in multiple forms if possible such as phone number, SMS, email or Skype
 - Inform the responder of the situation
 - Answer any additional questions requested

The Department of Public Safety will contact the international risk manager or another first responder to return your call and provide further assistance and instructions.

SEXUAL MISCONDUCT RESPONSE PROTOCOL Q&A

1. **Is a student considered formally missing at the time they are reported absent?** Not usually. It is dependent on the context of the location and any restrictions on free time (e.g. curfew, check-in). A report initiates a clock and procedure to assess a formal determination.
2. **Should the student's parents or other emergency contact be notified if reported missing?** No, not immediately. Students on Ohio State administered programs where Ohio State coordinates housing complete a Missing Persons Contact Information Form as part of their travel registration. This indicates one individual and may or may not be a student's parent or relative. The international risk manager will initiate contact in consultation with University Police.

POLITICAL OR NATURAL DISASTER EMERGENCIES

If there is a major security event such as a natural disaster or act of terrorism impacting the location of the group: *

1. Seek an immediate safe location or shelter in place.
2. Contact the Ohio State 24/7 International Emergency Phone Line at 1-614-292-6677.
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide your current location
 - Provide contact information, in multiple forms if possible such as phone number, SMS, email or Skype
 - Inform the responder of the situation
 - Answer any additional questions requested

The Department of Public Safety will contact the international risk manager or first responder to return your call and provide further assistance and instructions.

3. It is imperative for the group leaders to remain confident and project calm. Individuals and the group will take their cue from leadership.
4. If group is dispersed, follow communication plan with all travelers.
 - Initiate contact with all travelers by calling mobile, using SMS or a group application

*The extent of enacting the protocol is based on proximity to the event. For example, if a program is in Barcelona and there is an incident of terrorism in Madrid, there would still be a well-being check for all travelers, but the full protocol may not be enacted.

- If contact cannot be made, gather at group meeting point
 - If feasible and not contradictory to the advice of local security or emergency personnel, move to the primary meeting place in the Emergency Action Plan
 - If primary meeting place is unavailable, and it is not contradictory to the advice of local security or emergency personnel, move to the secondary meeting place in the Emergency Action Plan
 - If movement is inadvisable and contradictory to the advice of local security for any traveler(s), they should shelter in place. If movement is restricted, seek to provide notification to individuals who may be at primary or secondary meeting place of your delay

- 5. Look for communication updates from the U.S. Department of State STEP notification system. Check the U.S. (or your country of citizenship) Embassy or Consulate website for security or emergency messages, or contact U.S. Department of State American Citizen's Services:
 - From overseas 1-202-501-4444
 - From the U.S. and Canada 1-888-407-4747

- 6. Look for and respond to updates and communication from the international risk manager.

- 7. Monitor local media and heed the advice of local media.

SECURITY EMERGENCIES Q&A

- 1. What information is used to determine a response to a security emergency?** Depending on the nature of the incident, the international risk manager will seek guidance from the Overseas Security Advisory Council (Department of State), the local U.S. Embassy or Consulate, host country government and security services, Drum Cussac (provider of the political emergency and natural disaster insurance), resources on the ground including program leaders and benchmark peers.
- 2. Does the issuance of a Department of State Travel Alert prompt a program evacuation?** Not automatically. Travel alert language is highly nuanced. The advisory language may pertain to only specific regions of a country and not all contain explicit language to defer travel or depart the country. In general, a travel alert assumes travel will continue and advises travelers on risk mitigation. However, there can be instances where information in the alert prompts the university to make travel modifications or relocations. The university, in consultation with Drum Cussac, the Overseas Security Advisory Council and other resources, will review the information and determine travel modification, relocation or evacuation.
- 3. Who decides when a program needs to depart a country?** Depending on the severity of the incident, Drum Cussac may issue an evacuation order. In other incidents, a decision to withdraw or continue with a program will be discussed by an emergency action committee consisting of the international risk manager, assistant vice provost for global strategies and international affairs, director of education abroad and director of risk management and insurance. Recommendations from the emergency action committee would be communicated to the International Travel Policy Committee and authorized by the Office of the Provost. The recommendations would be communicated to program leaders and students by the international risk manager.
- 4. Can an individual program decide to evacuate?** A decision to evacuate from a location should always be in consultation with the international risk manager, ITPC and authorized by the provost.

BEHAVIOR AND CONDUCT ISSUES

Program leaders may encounter a range of student interpersonal behavior that is traditionally not part of their standard interaction with students on a campus. It is critical to avoid passing your own judgment. Student behavior may be socially objectionable or abrasive without violating the Code of Student Conduct, breaking local laws or program rules. However, inappropriate behavior that exposes a student or other travelers to harm or significantly disrupts the program can constitute a potential violation.

In these cases, it is important to:

1. Address the inappropriate behavior early.
 - If a student(s) is exhibiting intimidating or threatening behavior, refer to the **Tier 2 Response Moderate Distress: Disruptive Behavior** in the Mental Health Care section
 - If the incident involves sexual harrassment or violence, refer to the **Sexual Misconduct** section.
2. First instance – issue a verbal notice.
 - Arrange to privately speak with the student
 - Identify the concerning behavior using specific, objective language
 - Set clear expectations for improvement
 - File an incident report at go.osu.edu/incidentabroad
3. Second instance – issue a written notice.
 - Specify concerning behavior and outline expectations for improvement
 - Have student sign and date the written notice
 - Inform the student that the behavior is being reported to the Office of Student Conduct
 - File an incident report at go.osu.edu/incidentabroad

ADDRESSING VIOLATIONS OF THE CODE OF STUDENT CONDUCT

1. Behavioral conduct cases abroad are processed through the Office of Student Conduct.
2. If the Office of Student Conduct identifies a potential code infraction, they will initiate an investigation.
3. For many routine infractions, the investigation will not conclude until the student has returned to campus and met with a Student Conduct hearing officer. The expectation is that the notice of a potential infraction and hearing will help mitigate the concerning behavior.
4. At their discretion, the Office of Student Conduct can accelerate the process and advise on interim measures.

STUDENT SUSPENSION

Students cannot be summarily dismissed from a program. Removing a student from an Ohio State program abroad requires the same due process involved in suspending a student from campus. A suspension would be formally issued directly to the student from the Office of Student Conduct.

ALCOHOL USAGE

Under the Code of Student Conduct, students are allowed to consume alcohol if they are of legal age in the county or location where they are traveling. Additional rules or restrictions on consumption can be implemented in a group expectations contract. While permissible where legal, the excessive consumption of alcohol may lead to health or behavioral concerns.

SIGNS OF ACUTE ALCOHOL INTOXICATION

- The person is unconscious or semi-conscious and cannot be awakened
- The person's skin is cold or clammy and has pale or bluish color
- Slow breathing - less than eight breaths per minute or lapses between breaths of more than eight seconds
- Vomiting while "sleeping" or passed out, and not waking up after vomiting

OHIO STATE GOOD SAMARITAN GUIDE

In cases of acute alcohol intoxication, the primary concern is the health and safety of the individual(s) involved. If an intoxicated student is in need of medical assistance, it is the university's priority to assist that student without punitive consequence.

In most cases, neither the intoxicated individual, nor an individual/group who assists will be subject to punitive university disciplinary action. The Good Samaritan guide applies to straightforward cases of alcohol poisoning only. If other infractions occur, such as assault or property damage, then the clause does not apply.

REACTION TO ACUTE ALCOHOL INTOXICATION

If a student is significantly impaired or incapacitated due to alcohol, they require immediate medical attention.

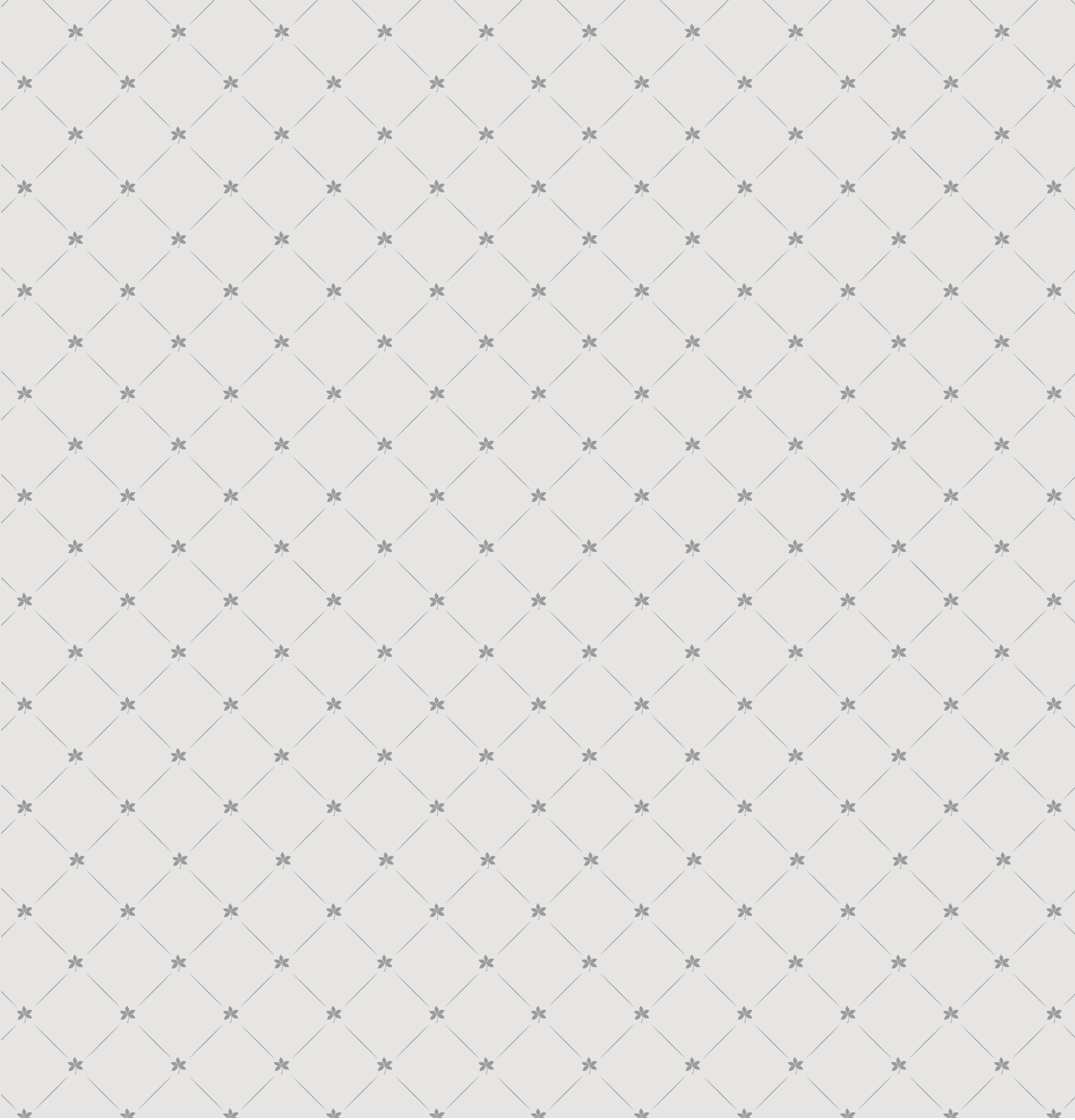
1. Call local 911 for ambulance care or transport them to a medical facility.
2. If the person cannot be awoken or stay alert, make sure they are lying on the side of their body. Do not allow them to lie flat on their back or stomach, this can lead to choking.
3. Keep the person warm. Although they may feel warm, an incapacitated state can lead to lower body temperatures.
4. Do not allow the person to be left alone.
5. Do not attempt to sober them up by drinking water or coffee, providing food, placing them in a cold shower or bath or allowing them to sleep it off.
6. Follow remaining protocol in **Health Emergencies** section. The GeoBlue insurance does not contain exclusions of coverage due to the misuse of alcohol or self-harm.
7. If the consumption of alcohol leads to behavior that is harmful to the student's own health, consult the **Tier 2 Response: Moderate Distress: Distressed Behavior** response in the Mental Health Care section.
8. If the consumption of alcohol leads to behavior that is disruptive to the group or other students, consult the **Tier 2 Response: Moderate Distress: Disturbed Behavior** response in the Mental Health Care section.

DRUG USAGE

The unlawful manufacture, possession, use or distribution of illicit drugs or controlled substances on university property or as part of university activities is strictly prohibited. This extends to the possession or use of drugs that may be legal according to laws of the country where the student is traveling. This also includes the misuse of prescription medications and the sharing of such medications between students.

Use of illegal drugs or misuse of prescription medications can be a sign of distressed behavior. Consult the **Tier 2 Response: Moderate Distress: Distressed Behavior** response in the Mental Health Care section.

If the use of illegal drugs or misuse of prescription medicines leads to behavior that is disruptive to the group or other students, consult the **Tier 2 Response: Moderate Distress: Disturbed Behavior** response in the Mental Health Care section.



OFFICE OF INTERNATIONAL AFFAIRS

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