Health, Safety & Risk Management While Abroad

2016
Preparing for Emergencies
Setting Expectations

Before the Program
- Establish clear and appropriate expectations
  - Regarding Clemson University policies
  - With all program participants
  - Code of Conduct applies to all students while at Clemson University campus and abroad
- Prepare, plan and deliver your program as effectively and safely as possible

During the Program
- Reinforce regularly and administer expectations in a consistent manner
- Start the program with an in-country orientation for students, faculty and staff
- Create a Buddy System between students
Emergency Card & Contact Information

EMERGENCY CONTACT CARD
*Contact local police first in case of emergency*

Local Police 999
Local Ambulance 995
Local Fire 995
U.S. Consulate (+65)-6476-9100
Group Cell Number (faculty)

CU Police Dept. (24 hrs/7 days)
(+1)-864-656-2222

Study Abroad Office (8:45 AM-EST/M-F)
(+1)-864-656-2457
abroad-l@clemson.edu

Office of Global Engagement
(+1)-864-656-1455

Call Collect Insurance #
(+1)-(312) 935-1703
Policy: GLM NO498366A

Personal Information

Name:__________________________

Phone:__________________________

US Address:_____________________

Local Friend:____________________

Allergies:_______________________

Emergency Contact Persons:_____

Medications:___________________
STEP Registration

What is STEP?
The Smart Traveler Enrollment Program (STEP) is a free service to allow U.S. citizens and nationals traveling abroad to enroll their trip with the nearest U.S. Embassy or Consulate.

Benefits of Enrolling in STEP
- Receive important information from the Embassy about safety conditions in your destination country, helping you make informed decisions about your travel plans.
- Help the U.S. Embassy contact you in an emergency, whether natural disaster, civil unrest, or family emergency.
- Help family and friends get in touch with you in an emergency.

Stay Informed, Stay Connected, Stay Safe!

https://step.state.gov/step/
STEP Registration

**Commitment to Participate**

Your status: Committed

Thank you for giving your commitment to participate. If you must change your decision, please contact Clemson Abroad at abroad@clemson.edu.

**Application Questionnaire(s)**

Click the following to view and complete the following online questionnaire(s). You may begin a questionnaire and save it for later completion, but note that you must click submit in order for the questionnaire to be logged as complete and ready for review.

<table>
<thead>
<tr>
<th>Title</th>
<th>Received</th>
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<tr>
<td>Applicants General Information</td>
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<td>Authorization for Release of Information</td>
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<td>Community Standards</td>
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<td>Emergency Contact Information</td>
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<td>Flight Itinerary</td>
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**STEP Registration**

Instructions:

As part of the mandatory pre-departure process, the study abroad office requires you to register yourself in the US Department of State’s Smart Traveler Enrollment Program (STEP). The STEP program is a free online service provided through the US Department of State and will enroll your study abroad program with the nearest U.S. Embassy or Consulate and will help provide you with pertinent risk management information in the case of an emergency. Please see the link below and follow the instructions to register.

**STEPI Registration**

Once registered, you are required to upload a copy of the screen shot or pdf of the enrolled page as part of the documents required to complete your study abroad application.

(*) Indicates the question is required.

1. Upload proof of STEP registration. (*)

[Upload File]

You may enter information on this form and use the Save button to keep your information until you are ready to submit it. Please note that your application questionnaire is not considered complete and cannot be reviewed until you click the Submit button to finalize your responses.
Operational Procedures

- Check that all group leaders have functioning phones
  - Share numbers with each member of group-staff, students, faculty and Clemson Abroad Office
- Ensure students know how to reach you 24/7
- Update and verify list of phone numbers for all participants (to be shared with the group and Clemson Abroad Office)
- Emergency Contact Card has all emergency details (carry it with you at all times)
- Email Clemson Abroad your final itinerary and local contact information **within 24 hours** of arrival in-country
Handling Emergencies Abroad
Emergency Response

• If there is an emergency (or perceived), contact the Clemson University Police at **1-864-656-2222**
• Take steps to address the immediate safety and well-being of program participants
• If needed, contact in-country emergency/health care providers and obtain medical care for affected participants (contacts #’s on Emergency Card)
• If a student becomes ill or cannot travel, **do not leave him/her behind alone (at least one program leader must stay)**
• Frequently communicate with Clemson Abroad office to determine next steps (use WhatsApp, Viber, Facebook messenger, regular/cell phone, Skype)
• Based on discussions/advice from CUPD/Clemson Abroad you may be required to contact the closest U.S. Embassy or Consulate
Incident Report Form

This form is to be used to document all incidents (including near misses, non-evacuated and evacuated injuries), illnesses/ailments, and disciplinary actions that occur during a program. Complete as close to the time of the incident as possible and submit (via email) to Clemson Study Abroad (abroad-tx@clemson.edu). Student names and ID will be kept confidential. Use additional space as needed.

1. Today’s date:
2. Student name:
3. Student Clemson ID:
4. Date of incident:
5. Time of incident:
6. Location of incident:
7. Others involved in incident:
8. Clemson staff/faculty completing form:
9. Contact information for staff/faculty completing the form:
10. Program name:
11. Check or highlight the appropriate descriptor to indicate the nature of the incident:
   - Alcohol/drugs
   - Injury/illness
   - Theft
   - Student Arrest
   - Assault
   - Other (please specify):

Describe the incident. Be as specific as possible (attach additional sheets as needed):
Managing High Risk Activities
Managing Risk Abroad

- Vehicle Use
  - Laws vary by country (and US Embassy/laws have limited say)
  - Do **NOT** rent cars (both faculty and students) – Car rental is not covered in our insurance. Instead use a cab or hire car and driver (whichever is more feasible)
  - Purchase insurance when you hire car and driver

- Alcohol
  - Most incidents abroad are connected to alcohol related violations
  - Do not encourage drinking and minimize alcohol use
  - Minimum legal age varies from country to country
  - Faculty may **NOT** purchase for students

- Prescription Medications
  - Check to ensure that all drugs on your prescription are legal in destination country. Example: Adderall, Codeine, etc. are usually banned substances abroad
  - Take a copy of prescription and medicines in original containers
Managing Risk Abroad

**University Cannot:**
- Eliminate all risks or guarantee safety of participants
- Control personal decisions or assume responsibility for actions of others
- Prevent illegal/dangerous/unwise activities
- Assure due process

**Faculty/Staff Insurance**
- Staff/Faculty have limited liability insurance while abroad
- Workers’ Compensation covers you while abroad, but is limited
- Blue Cross Blue Shield insurance coverage is limited while abroad
Staying Healthy Abroad
Visit the CDC website to determine if you need immunizations before you travel: [http://wwwnc.cdc.gov/travel/](http://wwwnc.cdc.gov/travel/)
Redfern Health Center

- Redfern Health Center offers the following services:
  - Visit with nurse to assess risks
  - Immunizations
  - Review immunization record, update as needed
  - Refer and facilitate access to other vaccines
  - Prophylaxis
  - Malaria prevention: select appropriate medication for destination, instruct in use
  - May prescribe antibiotics for diarrheal illness
  - Medication management
  - It is **HIGHLY recommended** to visit 6-8 weeks before your trip abroad

To schedule an appointment, call 864-656-1541. For general information, call 864-656-2233.
Counseling and Psychological Services (CAPS)

- Going abroad is NOT a miracle cure
  - CAPS related issues must be addressed comprehensively before travel and managed for the duration of your stay abroad
- Visit CAPS - located in the Redfern Health Center
  - Staffed by psychologists, counselors, psychiatrists, nutritionists, psychology interns, and counselors in training
  - Due to the type of services offered by CAPS, face-to-face and/or access to site is a must.
- CAPS services are **not available** for Clemson students while on study abroad programs. We secure local CAPS services from providers in the area of your travel
Counseling and Psychological Services (CAPS)

Common Client Concerns Seen at CAPS

- Mood Disorders (~30%); Anxiety Disorders (~12%); Relationship Problems; Alcohol/Drug Abuse or Dependence; Grief and Loss Issues; ADHD and/or Academic Problems; Eating Disorders

Suggestions for Faculty Role:

- While you are in the front line with students, you are not expected to diagnose or counsel a student
- If you perceive or recognize distress in students then refer them to a local CAPS facility
- If possible try your best to discern and distinguish between emergencies and non-emergencies for incidents
- Please refer to your emergency packet from Clemson Abroad for contacts in your destinations
Insurance

- Insurance through CISI is mandatory for everyone traveling abroad
- The insurance cards are the same for everyone-students, faculty and staff
- The cost of insurance is $39/month
Addressing Student Conduct & CARE Issues
CARE Network

FIRST THINGS FIRST

If a current student has an emergency or needs immediate attention, please click here to learn how best to respond, as filing a CARE report is NOT an appropriate first step.

If a current student poses a threat of harm to self or others, please call the Clemson University Police Department immediately at 864-656-2222. If support is needed from The Office of Advocacy and Success, CUPD will contact the Dean on Call.

CARE reports are NOT reviewed outside of business hours. Business hours are Monday – Friday, 8:00 a.m.–4:30 p.m. The office is closed on all university holidays.

- The CARE network provides support, advocacy, resource referrals to students in crisis. It also is there to support for:
  - Family emergencies (death, accident/illness, etc.)
  - Student accident/illness
  - Emotional or psychological difficulties
  - Personal adjustment/wellness
  - Family CARE

Process for Addressing CARE Needs
- Call, fax, email or file an online CARE report
- Dean of Students office staff will:
  - Route or refer as appropriate/Provide consultation to faculty member/Speak to student if desired
  - Document in CARE file
- Kathy Cauthen, CARE Case Manager (kcauthe@clemson.edu)

CARENetwork.png
Code of Conduct Violations

- A timely response is key
- Contact CUPD and Clemson Abroad for next steps:
  - Usually - Local resolution for minor incidents
  - OCES involvement for other than minor
  - Report by fax, email or online incident report
  - Student is entitled to see all documentation
  - Discipline Skype/teleconference possible
  - Interim sanctions are an option

Alesia Smith, Director
Office of Community & Ethical Standards
alesias@clemson.edu
Revisiting Finances

- **Be Aware of your Final Budget**
  - Your final approved budget is **THE** budget while abroad
  - Make sure to follow your location specific Foreign Per Diem Rates
- **Alcohol purchases cannot be reimbursed**
- Keep track of your finances **daily** while abroad in the Faculty International Travel Logs (your expenses) and the Group Student International Travel Logs (student expenses)
- Your travel reimbursements and budget reconciliations will be due **no later than 2 weeks after your return**
  - All expenses **must be** converted back in USD
  - All receipts must be categorized and organized on 8.5X11 sheets when turned in

Link to PowerPoint for more info: http://www.clemson.edu/studyabroad/documents/Financial-Admin.pdf
Final Thoughts

- If in doubt, contact the Clemson Abroad office
- Complete the Incident Report Form (even for non-emergencies) – due within 24/48 hours of incident
- Enforce expectations
- Prevention is better than cure
- Make electronic copies of everything important
  - Passport, credit cards, airline tickets, drivers license, etc.
- Bring back a souvenir
- Safe travels and have fun!
External Resources

“Lost and Stolen U.S. Passports Abroad”
http://www.travel.state.gov/travel/tips/emergencies/lostpassport/lostpassport_1197.html - contact nearest US Embassy or Consulate for assistance


“Arrest or Detention of an American Citizen Abroad”
http://www.travel.state.gov/travel/tips/emergencies/arrest/arrest_3879.html -

“Emergencies and Crises”
http://travel.state.gov/travel/tips/emergencies/emergencies_1212.html

“LGBT Travel Information”
http://travel.state.gov/travel/cis_pa_tw/lgbt/lgbt_5887.html

“Help for American Victims of Crime Overseas”