



Global Health & Safety Plan

Cal Poly International Center

Table of Contents

I.	Introduction	3
II.	Crisis Defined	3
III.	Crisis Management	4
IV.	Global Health & Safety Plan Overview	4
a.	Purpose of the Global Health & Safety Plan	4
b.	Distribution of the Global Health & Safety Plan	4
c.	Global Health & Safety Committee (GHSC)	5
V.	Preparation: Before the Crisis	5
a.	Crisis Prevention	5
VI.	Key Elements of Emergency Protocols	6
a.	Roles and Responsibilities	6
b.	Communication	8
c.	Travel and Transportation	8
d.	Safety and Health Concerns	9
e.	Administration & Mandatory Reporting	9
f.	Insurance	10
g.	Smart Traveler Enrollment Program (STEP)	11
VII.	Planning for and Managing the Crisis	11
a.	Crisis Scenarios & Response Protocols	11
i.	Health Emergencies	12
ii.	Legal and Criminal Emergencies	14
iii.	Report of a Missing Student	15
iv.	Death of a Student	16
v.	Political Emergencies, Terrorist Attacks, and Natural Disasters	17
vi.	Crises at home in the U.S.	18
b.	Evacuation	18
c.	Closing the Program/Study Center	19
d.	FERPA Guidelines for Communicating with Parents	19
e.	Guidelines for Media Inquiries	20
VIII.	After the Crisis: Returning to Normal	20
a.	Debriefing	21
	Appendix A: Online Incident Report	21
	Appendix B: Crisis Response Checklist	22
	Appendix C: Contact Information Cards	23
	Appendix D: Global Health & Safety Committee Contact List	24
	Appendix E: Global Health & Safety Committee Phone Tree	25

I. Introduction

This document is intended to assist Cal Poly faculty and staff leading groups of students abroad, and also serves as an important procedural resource to guide the Cal Poly Global Health & Safety Committee. For every Cal Poly program abroad, Group Leaders also serve as Resident Directors and are expected to take a lead role when a crisis occurs.

The Cal Poly International Center Director is charged with the responsibility of coordinating the management of emergencies affecting participants in study abroad programs and international group trips sponsored by Cal Poly. The California State University (CSU) Risk Management Policy (CSU Executive Order 715) addresses recommended practices for all off-campus activities, including the development and operation of study abroad programs. This Executive Order states that “the CSU and its officers and employees are responsible for conducting CSU programs and activities in a manner that does not impose an unreasonable risk of loss or injury.”

Safety is a top priority in administering quality programs abroad. The Cal Poly International Center Director, program supervisors, and participating faculty/staff share the responsibility for monitoring local and national conditions affecting student safety and providing relevant information to program participants. Participants themselves are responsible for becoming familiar with all materials provided and following safety guidelines given by Cal Poly, onsite service providers, and host institutions. Cal Poly cannot guarantee student safety or eliminate all risks associated with a stay abroad. Orientation information, both printed and oral, contains information for faculty, staff, and students about health and safety issues related to international travel. Adherence to this information, along with appropriate behavior, caution, and professional perspective, can prevent many crisis situations. Cal Poly makes every effort to provide students the information they need to make responsible decisions about their participation in, and conduct during, programs abroad.

Many crises affecting U.S. students overseas arise from lack of preparation, misconduct, or carelessness. Other problems occur when students are victimized by social, political, or natural circumstances beyond their control. Our goal is to take a proactive approach to crisis management. Students and faculty/staff participating in study abroad programs should make themselves aware of the current political situation in the host country and stay informed of University procedures in case of emergency situations.

II. Crisis Defined

A crisis is a serious situation or dangerous occurrence that happens unexpectedly, demands immediate action, and can often be minimized with good pre-planning. The types of emergencies that can occur are too numerous to list, but it is easy to appreciate that natural disasters, civil disorder, criminal activity or other misconduct, accidental injury, serious illness, or terrorist activities may seriously affect the program’s activities and demand an immediate response. The term ‘crisis’ includes mishaps affecting both groups and individuals. Individual crises often stem from personal problems that threaten a given student’s wellbeing and are typically unrelated to what other students are experiencing. Often what happens to one student and how it is treated, however, can have a profound impact on the other students.

All of these crises have several aspects in common:

- They can result in a disruption or early termination of the program, or the closing of the study abroad center or university in the country;
- They usually cause significant emotional stress to the individuals involved, resulting in predictable cognitive, physical and behavioral reactions;
- Their effects can be mitigated with pre-planning and effective management.

III. Crisis Management

Crisis management begins during the selection of the Group Leader(s) and student participants. All participants must understand their roles and responsibilities. The Cal Poly International Center is responsible for providing a general online Pre-Departure Orientation and resources for a program-specific pre-departure orientations. Faculty and staff leaders are responsible for carrying out a pre-departure orientation and an onsite orientation (with a service provider). These orientations will include information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country, potential health and safety risks, and appropriate emergency response measures. The Cal Poly International Center, in collaboration with the Office of Student Rights and Responsibilities, screens the disciplinary status of all study abroad and international trip applicants.

The following are steps the Cal Poly International Center program supervisor and the Group Leader(s) can take to be proactive about the selection of program participants:

- Consider health and safety issues of the activity as a whole in the initial risk assessment stage of a new program proposal
- Evaluate the student participant's ability to perform or function with each activity
- Communicate applicable codes of conduct and the consequences of noncompliance to participants
- During the participant screening process, consider factors, such as disciplinary history, that may impact the safety of the individual or group
- Set clear expectations for student conduct, group cohesion, and communication procedures
- Inform participants of policies related to sexual assault and harassment, resources to help prevent sexual assault or harassment, or should an incident occur, resources to support the survivor
- Provide information for participants and their parents/guardians/families regarding the scope of your role and the description and contact information of additional on-the-ground support personnel

Crisis management is the process of preparing for, mitigating, responding to, and recovering from a crisis situation. Preparation, communication, and certain administrative procedures are essential in managing a crisis. The crisis response occurs both onsite and back on the home campus.

IV. Global Health and Safety Plan Overview

The Global Health and Safety Plan provides a framework for contingency planning and defines the communication network to be used in an emergency. This document will be evaluated and updated annually. Five stages to global health & safety crisis management exist: anticipating a crisis, taking steps to prevent a crisis, containing a crisis, recovering, and learning from a crisis.

a. Purpose of the Global Health and Safety Plan

- Improve the managing of a crisis
- Reduce the costs and injuries
- Prevent a chain reaction of crises
- Provide specific procedures to follow
- Define roles and responsibilities
- Set up a communication network

b. Distribution of the Global Health & Safety Plan

The Global Health & Safety Plan will be distributed to all faculty and staff participating in Cal Poly programs abroad, the Cal Poly International Center staff, the members of the Global Health & Safety Committee, student leaders of group trips abroad, and the Vice Provost for International, Graduate and Extended Education. It is available for download on the 'Faculty/Staff Resources' page of the Study Abroad website, abroad.calpoly.edu. Copies of the Global Health & Safety Plan (both hardcopy and electronic copy) are kept in the International Center and all members should have access to the documents at home or abroad.

c. Global Health & Safety Committee (GHSC)

Members of the Global Health & Safety Committee include:

- Cal Poly International Center Director (Chair of Global Health & Safety Committee)
- Associate Director, Study Abroad
- Associate Director, International Students and Scholars
- Study Abroad Coordinators, Cal Poly Global Programs
- International Trip Advisor
- Associate Risk Manager
- Dean of Students
- University Police Chief

The GHSC includes as needed the following auxiliary members:

- Study Abroad Advisors & Coordinators
- VP of International, Graduate and Extended Education
- VP of Student Affairs
- Assistant VP of Strategic Business Support Services
- Director of Budget & Analytic Business Services
- University Legal Counsel
- Executive Director of Campus Health & Wellbeing
- Director of Counseling Services
- Director of Media Services
- Director of Student Rights and Responsibilities
- University Ombuds
- Director of Counseling Services
- Title IX Coordinator

V. Preparation: Before the Crisis

Planning is a critical component in crisis management. The planning involves assessing the risks, creating a plan, training staff and participants, rehearsing the protocols, coordinating with other agencies, evaluating/assessing, and updating the plan.

a. Crisis Prevention

When evaluating potential risks, all University representatives should follow these basic principles:

- Determine what foreseeable risks exist abroad
- Provide information about foreseeable risks to staff and students
- Provide support services for students that minimize risks and maximize safety

A 'safety profile' is included in the development of each study abroad program, and provides specific information on the host country. The country specific information is listed on the [U.S. Department of State International Travel](#) website and includes: political climate; health, disease risk (epidemics) and prevention; medical treatment and psychological services; weather and climate; natural disasters; environmental hazards (nuclear hazards, pollution, water and air contaminants); road and travel safety; living conditions relating to security; accommodations; food accessibility; and safety, emergency response, and evacuation routes. The Cal Poly International Center and participating faculty/staff must frequent this website for updated information.

VI. Key Elements of Emergency Protocols

- Clear delineation of authority to act
- Clarification of roles of various faculty, staff, and members of the Global Health & Safety Committee (GHSC)
- Actions to be taken according to circumstances
- Person(s) who speak on behalf of the university regarding the crisis, if necessary
- Effective communication plan

a. Roles and Responsibilities

It is important for each party to be aware of his or her respective role and responsibilities in carrying out the Global Health & Safety Plan in order to strive for a coordinated effort.

- **Cal Poly International Center Director:** *Core Key Responder*. Chair of the Global Health & Safety Committee. Responsible for all aspects of responding to a crisis. Convenes the GHSC when necessary and delegates assignments as needed. Represents Cal Poly and speaks for the University as appropriate when responding to a crisis. Designee for contacting participants' emergency contacts and/or parents.
- **Associate Director, Study Abroad:** *Core Key Responder*. Assists with communication among key parties during a crisis; monitors the situation and its resolution. In the event the Director of Cal Poly International Center is off campus, assists the Vice Provost of International, Graduate and Extended Education with managing the crisis. Serves as a consultant regarding certain student situations, as needed.
- **Associate Director, International Students and Scholars:** *Core Key Responder*. Assists with communication among key parties during a crisis; monitors the situation and its resolution. In the event the Director of Cal Poly International Center is off campus, assists the Vice Provost of International, Graduate and Extended Education with managing the crisis. Serves as a consultant regarding certain student situations, as needed.
- **Study Abroad Coordinators, Cal Poly Global Programs:** *Core Key Responder*. Ensures that Group Leaders of Cal Poly Global Programs have completed the Group Leader Preparation Workshop and other pre-departure responsibilities. Assists with communication among key parties during a crisis; monitors the situation and its resolution. If onsite during the crisis, works directly with the Group Leader(s) and onsite service provider. Serves as a consultant regarding certain student situations, as needed.
- **International Trip Advisor:** *Core Key Responder*. Serves as a consultant regarding certain student situations, as needed. Assists with communication among key parties during a crisis; monitors the situation and its resolution. If onsite during the crisis, works directly with the Group Leader(s) and onsite service provider.

- **Group Leader:** *Core Key Responder*. It is critical that Faculty/Staff Leaders attend to the health and safety needs of the study group and have direct contact with program participants at the first opportunity post-crisis event. The Group Leader is responsible for reporting minor and major crises to the International Center via the online Incident Report Form. The Group Leader is also responsible for maintaining contact information (email, cell, social media, etc.) for all student participants, and for maintaining a log of students' travel plans outside of the study site (including day trips, overnight stays, and weekends over the duration of the program). The Group Leader serves as the liaison with the U.S. Embassy and Responsible Security Officer (RSO), the Cal Poly International Center, the local police, the program participants, and the service provider and/or host institution.

- **Onsite Staff:** *Core Key Responder*. Onsite staff such as contacts from third party service providers or host institutions serve as key responders in case of emergency. It is vital for onsite staff to assist students and faculty/staff on the ground in times of crisis and emergency and for onsite staff serve to remain in communication with Cal Poly International Center staff. Service providers and host institutions are required to provide comprehensive safety plans (including information about local medical services), proof of insurance, and the email and phone number of an emergency contact representative for the group. Service providers and host institution representatives are involved in orienting students to health and safety measures upon arrival (and in many cases, also prior to departure).

- **Assistant VP for Strategic Business Support Services:** Provides oversight and consultation in the area of risk management and insurance policies. Reviews all programs as part of approval process. Applies the University's evolving enterprise risk management system (ERM) to all services, including those associated with international programs.

- **Dean of Students:** Provides consultation in assisting students with the resolution of the crisis and in any university-related concern, grievance, or appeal.

- **University Police Chief:** Provides staff to respond to a 24-hour emergency phone number. Upon receiving the report of a crisis, University Police contacts the International Center Director via direct cell line, appraises the Director of the details regarding an impending or actual critical incident, and works collaboratively with the Director to respond to the crisis.

GHSC Auxiliary Members

- **Vice Provost of International, Graduate and Continuing Education:** Assists the Chair with managing a crisis. Coordinates with the Chair in contacting family members of program participants and collaborates with the Director of Media Relations in compiling 'talking points' for the media.

- **Assistant Dean of Students, Office of Student Rights and Responsibilities:** Provides guidance on student conduct and judicial affairs.

- **Director of Budget & Analytical Business Services:** Advises the Chair regarding all financial matters resulting from the crisis.

- **Director of Counseling Services:** Consults with the Chair to determine strategies on how to work with the Group Leader, other program staff, service providers, and students. Serves as a resource during relevant crises on programs abroad.

- **Director of Media Relations:** Facilitates communication at the home campus and serves as an advisor to the Chair with all matters involving the media.

- **Executive Director of Campus Health & Wellbeing:** Provides medical and psychological expertise and assists with providing services to program participants.
- **Title IX Coordinator:** Has authority delegated by the President to receive sexual harassment/violence complaints. Assists the International Center with the management of crises involving sexual harassment, sexual violence, sexual assault, or related issues.
- **Safer Director:** Assists the International Center with the management of crises involving sexual harassment, sexual violence, sexual assault, or related issues.
- **University Legal Counsel:** Advises the Chair regarding all legal matters related to and resulting from the crisis. Contributes information on individual and institutional liability.
- **University Ombuds:** Provides a safe place for students to go for assistance in resolving any university related concerns or complaints.
- **Vice President for Student Affairs:** Assists the Cal Poly International Center Director as needed, such as in the event of a serious incident or the death of a student.

b. Communication

Effective communication is critical to any crisis management system. All involved must be informed about the emergency communication system. The Group Leader(s) will devise and test, within the first week of a program, a system of rapid communication with students and staff of the program. This communication network (call tree) will be useful for academic and social notices, and will enable the Group Leader(s) to contact all students on short notice and assemble the group quickly.

The Group Leader should maintain contact information (e.g., email, cell number, social media, WeChat, housing address, etc.) for all student participants, and should be able to access this information quickly in order to be able to contact any student at any time. Group Leaders are responsible for upholding the requirement for students to report in writing (via email or other reliable tracking system) any plans to travel outside of the study site, including for day trips, overnight stays, and weekends over the duration of the program. Group Leaders should also maintain contact information for onsite service providers and/or host institution representatives, and should be familiar with the service provider's safety plan and emergency response protocols.

In the event of a serious or ongoing crisis, the Group Leader(s), after tending to the immediate health and safety needs related to a crisis, are responsible for contacting the Cal Poly University Police Campus Dispatcher at (805) 756-2281 (24-hour line), who can reach the International Center Director. Cal Poly's University Police must be provided with appropriate details about the study abroad program, the nature of the crisis, and contact information of the Group Leader(s). After managing the initial aspects of the crisis, the Group Leader must submit an online Incident Report Form to provide details about the crisis and communicate his/her needs for support and follow up for resolution of the crisis.

c. Travel and Transportation

Information on travel methods and routes should be as specific as possible (by bus, train, air, sea, private, and/or commercial). It is very important to present and prioritize alternative methods of travel and routes in the event that the usual route is no longer safe and feasible. Maps should be included demarcating student and staff sites, meeting points, and estimated travel time under normal circumstances. Students

should be provided with clear arrival instructions, including details on whom and how to inform the program staff of any missed flights, delays, or other changes regarding arrival.

In airports, airplanes, trains, and train stations students should act appropriately:

- Maintain a low profile. Do not wear identifying clothing such as baseball caps, T-shirts, or sweatshirts with identifying information.
- Accept nothing from anyone.
- Do not agree to watch someone else's bags, no matter how innocent the request may sound.
- Keep luggage with your person at all times.
- Report any unattended baggage immediately.
- Comply immediately with security instructions from the airport, airline, or train station personnel.

d. Safety and Health Concerns

Students on programs abroad may face potential risks to their health and safety. While all risks cannot be foreseen, various steps can be taken to limit potential harm through effective management of known risks.

Students should be given instructions on how to access the Consular Information Sheet and the Centers for Disease Control and Prevention (CDC) health information at the pre-departure orientation for their specific program. The Cal Poly International Center and participating faculty/staff should continue to monitor the [U.S. Department of State website](#) for travel advisories and warnings and the [CDC website](#) for health information and vaccination recommendations.

Students should be informed to:

- Always carry a passport, a secondary photo I.D., a contact information card with essential telephone numbers, and an insurance card.
- Keep photocopies of a passport, visa and other essential documents separate from the original documents. Keep a copy at home with a family member or friend, and/or save an electronic copy.
- Be aware of your surroundings and belongings at all times.
- Use a money belt to carry important personal information, cash, debit card, or credit card. Leave expensive or irreplaceable items at home. Bring only what you are willing to lose.
- Travel only in well-lit and frequently traveled areas. Avoid walking in alleys or unfrequented streets. Always travel with a friend or companion (Group Leaders should assign 'buddies').

The crisis response protocol for each program should follow the basic safety and health precaution listed on [U.S. Department of State International Travel Information](#) website. In a crisis, this information will be updated to include instructions about:

- Safe water and food supplies
- Medication
- Safe shelter
- Dealing with military, police, and other officials

e. Administration & Mandatory Reporting

Group Leaders are often the first responders to student crises abroad, and should outline what administrative and logistical responsibilities are needed in the event of a crisis. The Group Leader(s) should, as applicable:

- Initiate and coordinate all activities with the Global Health & Safety Committee
- Maintain a daily log and continue providing updates to the GHSC as the crisis develops
- Keep student rosters and contact information updated
- Ensure that water, food, and transportation are on hand with the assistance of the service provider
- Procure lodging, food and water supply, and vehicle transportation for relocation or departure
- Prepare student withdrawal documents, if necessary

Group Leaders are responsible for mandatory reporting of incidents related to Title IX and the Clery Act. Mandatory reporting duties include incidents that happen on study abroad programs.

- **Title IX** – No person in the United States shall, on the basis of sex, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance.
- **Clery Act** – Requires universities to disclose information about crime on and near their respective campuses, or in off-campus facilities. Universities that send students to study abroad at an institution over which the sending university does not have control do not need to disclose statistics for crimes that occur in those facilities. However, universities that rent or lease space for its students in a hotel, classroom facility building, or student housing facility are in control of those spaces for the time period covered by your agreement, and as such do need to report crimes that occur in those locations. Host family situations do not normally qualify as non-campus locations unless your written agreement with the family gives your university some significant control over space in the family home.

f. Insurance

Faculty/staff-led group travel abroad, including both credit-bearing and non-credit-bearing programs, are required to go through the International Travel Authorization process in a timely manner prior to departure. Part of this process is to secure insurance coverage for the Group Leader and all group members for the duration of the program. Cal Poly programs are required to have insurance coverage through the CSU system's insurance provider, ACE American Insurance Company. Through the ACE Travel Assistance Program, faculty, staff, and students have 24/7 access to ACE's Travel Assistance Services, and are privy to comprehensive travel and medical insurance. See the CSU Travel Insurance Information document on the Faculty/Staff Resources page at abroad.calpoly.edu for details on the policy.

Participants on some international programs may be required to have mandatory insurance coverage offered by the service provider; in these cases, the group must still be insured by ACE American Insurance Company, but may qualify to use the 'overlay insurance' instead of the full plan, at a reduced rate. Should the program abroad involve any high-risk activities that may require additional insurance coverage, Group Leaders must coordinate with the International Center to secure additional coverage and/or provide students with the option to secure additional coverage for participation in high-risk activities outside of the official program.

g. Smart Traveler Enrollment Program (STEP)

Participants in international group travel are registered for the Smart Traveler Enrollment Program (STEP). STEP is a free service to allow U.S. citizens and nationals traveling and living abroad to register their trip with the nearest U.S. Embassy or Consulate. STEP benefits include receiving important information from the Embassy about safety conditions in your destination country, helping you make informed decisions about your travel plans; helping the U.S. Embassy to contact you in an emergency, whether natural disaster, civil unrest, or family emergency; and helping family and friends to get in touch with you in an emergency. Learn more about STEP at <https://step.state.gov/>.

VII. Planning for and Managing the Crisis

a. Crisis Scenarios & Response Protocols

In any type of crisis that occurs on a faculty- or staff-led program abroad, there are several **Core Key Responders** who will take active part in the immediate response to the crisis. Note below the core immediate and subsequent steps that will be involved in the response to any type of crisis.

Core Key Responders: Group Leader(s), onsite staff (service provider and/or host institution), Director of the Cal Poly International Center, Associate Director of Study Abroad, Study Abroad Coordinator, and Study Abroad Advisors

Core Immediate Steps:

- Group Leaders(s) and Onsite staff should serve as a first responders to the crisis and begin to manage it. Use professional judgment to respond appropriately and effectively to the crisis.
- If needed, contact the 24-hour University Police line in order to reach the Director of the Cal Poly International Center or other staff member.
- The Group Leader must verify information about the crisis with the student(s), and communicate detailed information to the other key responders as it becomes available and as appropriate.
- Group Leaders must communicate the situation to the International Center by submitting an online Incident Report.
- If needed, coordinate with the International Center to arrange for notification of the student's emergency contact person.

Core Subsequent Steps:

- Account for all students, staff, and faculty.
- Arrange for the care of the rest of the student group, so as to minimize interruptions to the program.
- Assess the extent or severity of the crisis.
- Maintain communication with the International Center, whose staff will mobilize the GHSC members to provide further instructions and to support you in managing the crisis.
- Document the occurrence, and keep a log of all communications regarding the incident.
- Provide updates as needed via email or the Incident Report Form.
- Coordinate with the other key responders to assist the student(s), and continue timely and appropriate communication with the other key responders.
- Ensure that food, water, and transportation are on hand, and secure a safe location if needed.

In the next section, we list further immediate and subsequent steps that will be involved depending on the type of crisis, in addition to the core response protocols provided above. Crises are categorized as **Health Emergencies** (Serious Accident or Illness, Psychiatric Emergencies, Serious Behavioral Problems); **Legal or Criminal Emergencies** (Crime against a student, Sexual Assault, Crimes committed by a student); **Report of a Missing Student; Death of a Student; Political Emergencies, Terrorist Attacks, and Natural Disasters**; and **Crises at home in the U.S.**

i. Health Emergencies

○ ***Serious Accident or Illness***

- **Possible Scenarios:** Motor vehicle accident, recreational or sports injury, serious illness, drug overdose, loss of consciousness, hospitalization for an ongoing medical condition, gastrointestinal illness, appendicitis, etc.
- **Key Responders:** Core Key Responders + Executive Director of Campus Health & Wellbeing (as needed), and Associate Risk Manager
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - Verify information about the accident or illness with the student, and communicate information to the other key responders as it becomes available and as appropriate.
 - Coordinate with other key responders to assist the student with finding appropriate medical care in a trusted local hospital or clinic; arrange for translation services if needed.
 - Assist with filing an insurance claim and/or consulting the insurance provider about treatment facilities.
 - As appropriate, discuss the student's medical condition with the attending physician. Assess if any other steps must be taken immediately, and take action accordingly.
 - Keep a log of all communications regarding the incident (e.g., contacting the ACE Travel Assistance Program).
 - Assess the extent or severity of the accident/illness through talking with the student, parent, or the physician treating the student.
 - If the student's life is in jeopardy, it may be appropriate to communicate with the parents even if no consent has been given.
 - Provide updates to the International Center Director.
 - In some cases, the student may need to be evacuated in order to receive appropriate medical treatment. If needed, assist to arrange contact with the student's family/personal physician.
 - As applicable, notify any other instructors that the student will be absent from classes.
 - Provide appropriate information to the other program participants.
 - In the case of the student's death, follow the student death protocol.
 - NOTE: Group Leaders should not intervene in medical or mental health situations for which they are not trained; instead, they should utilize the existing resources both at the home institution and with the onsite service provider.

○ ***Psychiatric Emergencies:***

- **Possible Scenarios:** Disruptive behavior, psychotic behavior, suicide threat or attempt, severe depression or withdrawal, severe emotional disturbance / creating disturbances, alcohol or drug abuse, homicide threat or attempt to harm others, etc.
- **Key Responders:** Core Key Responders + Director of Counseling Services, and Executive Director of Campus Health & Wellbeing (as needed)
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - Take action to stabilize the situation so that the student in crisis is not a threat to self or others.
 - Intervene and help to remove the student from the threat or triggering event; attempt to de-escalate the crisis and assist the student.

- With the assistance of onsite staff and/or in consultation with the Cal Poly International Center and Counseling Services, connect the student to local resources for psychiatric care (including hospitalization, if necessary).
- If the student is able to continue on the program, connect the student to resources for ongoing local psychiatric care and check in with the student regularly to monitor wellbeing.
- If the student is not able to continue on the program, arrange for a family member to come and pick the student up (consult with the insurance provider regarding coverage) or arrange for the safe transport of the student.
- The International Center Director should be consulted before any action is taken, except in an emergency in which immediate response is required. In an emergency, the Group Leader is to use his/her best judgment in handling severe physical or psychological conditions, before reporting those actions to the International Center Director.

○ ***Serious Behavioral Problems***

- **Possible Scenarios:** Student is chronically missing classes; student asks to take less than a full academic program; student withdraws from friends and favorite activities; student's host family or roommates report unusual behavior; student repeatedly consumes large amounts of alcohol; student refuses to eat, etc.
- **Key Responders:** Core Key Responders + Director of Counseling Services, and Executive Director of Campus Health & Wellbeing (as needed)
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - Be as proactive as possible – look for early warning signs that may suggest a need for counseling or medical attention. Some of the early warning signs may include: illness, sporadic attendance problems, drug use or abuse, depression or withdrawal, academic or social problems, and difficulty adjusting to the host culture.
 - Consult with the International Center by submitting an online Incident Report if a student is showing serious signs of depression, psychosis, or psychological illness. The International Center staff will then consult with Counseling Services and communicate how to proceed with handling the situation.
 - If possible, coordinate with the other onsite staff to arrange for local counseling services. If the crisis continues to escalate, seek a professional medical or psychological assessment of the student's condition with recommendations.
 - The International Center Director should be consulted before any action is taken, except in an emergency. In an emergency, the Group Leader is to use his/her best judgment in handling severe physical or psychological conditions, before reporting those actions to the International Center Director.
 - If the student's behavior remains a serious impediment to the educational process or a threat to safety, consult the International Center Director to determine what action to take. In some cases, it may be necessary to bring the student home for appropriate treatment. Medical evacuation can be facilitated by the ACE Travel Assistance program.

ii. Legal or Criminal Emergencies

- ***Crime against a student not including sexual assault***

- **Possible Scenarios: A student is a victim of a robbery, assault, or fight**
 - **Key Responders: Core Key Responders + University Legal Counsel, Associate Risk Manager, and Director of Counseling Services (as needed)**
 - **Additional Responses: Core Immediate Steps + Core Subsequent Steps + the following:**
 - Work with the onsite service provider or host university to determine the local laws and risks surrounding the situation, and to connect with local law authorities as needed.
 - Via the Director of the International Center, consult with University Legal Counsel if needed.
 - Consider the legal issues that need to be considered when creating an action plan.
 - Support the student with seeking appropriate medical and/or psychological care in the aftermath of the crime.
 - Continue to monitor the student's wellbeing on an ongoing basis.
 - Ensure that the rest of the group is reminded to take appropriate precautions against crimes.
- ***Crime against a student: sexual assault***
- **Possible Scenarios: A student is a victim of rape, attempted rape, or other violent sexual assault**
 - **Key Responders: Core Key Responders + Title IX Coordinator, Safer Director, and Director of Counseling Services (as needed)**
 - **Additional Responses: Core Immediate Steps + Core Subsequent Steps + the following:**
 - Know that sexual assault is defined as any non-consensual sexual act. This may include unwanted oral intercourse, penetration of the anus or vagina with a foreign object, or unwanted touching on an intimate area of a person's body. Sexual assault can also include unwanted kissing or bodily contact that is sexual in nature. On study abroad, the new surroundings and language can make students particularly susceptible to assault. A survivor of sexual assault should be reminded that it is not their fault, and that there are resources available to help them.
 - First, the student needs to get to a safe place as soon as possible after the assault, and should have someone they trust stay with them. The student may want to call a friend, the police, and/or Cal Poly Safer.
 - Note that the student may or may not want to talk to you about the incident; take care to respect the student's privacy and be sure to act respectfully and not to pry.
 - Let the student know that you are required to report the event to the campus because you are a mandatory reporter.
 - Let the student know that Cal Poly Safer is a confidential resource and can be contacted by phone at 1-805-756-2282 or email at safer@calpoly.edu.
 - In countries with reasonable systems of government and laws, reporting these crimes to the police may be a viable option; local Consular offices may advise you to report the incident to the local police, and will also keep a statistical account of all complaints received.
 - As a supporter of a survivor of sexual assault, you have an important role. When a person is sexually assaulted, their power has been taken away from them. Allow your student to regain control by letting them make their own decisions moving forward. Let the student know that they are not alone and thank them for sharing with you if they choose to do so. State that you believe them and validate their feelings. Let them

know that they can talk to people who can provide help and guidance (e.g., Cal Poly Safer, Cal Poly Health & Counseling Services, the National Sexual Assault Hotline at 1-800-656-4673, etc.). Listen without judgment. Try not to ask too many specific questions about the incident, and leave the investigation to the professionals.

- Keep in mind that it is normal for survivors to have a range of reactions, including depression, anxiety, difficulty concentrating, social withdrawal, impaired memory, even an increase in risk-taking behavior such as over-intoxication with drugs or alcohol.
- If the student is at risk of hurting self or others, immediately contact emergency services and your in-country service provider.
- Continue to monitor the student's wellbeing on an ongoing basis.

○ ***Crimes committed by a student***

- **Possible Scenarios:** A student is arrested for theft, assault, drug possession, or another infraction
- **Key Responders:** Core Key Responders + University Legal Counsel, Associate Risk Manager, and OSRR Assistant Dean of Students
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - Work with the onsite service provider or host university to determine the local laws and risks surrounding the situation, and to connect with local law authorities as needed.
 - Via the Director of the International Center, consult with University Legal Counsel if needed.
 - Via the Director of the International Center, consult with the OSRR Assistant Dean of Students.
 - Consider the legal issues that need to be considered when creating an action plan.
 - Support the student through the process, and ensure that the rest of the group is accounted for and able to continue the program with minimal interruption. Continue to monitor the situation.

iii. Report of a Missing Student

- **Possible Scenarios:** A student is reported missing by roommate, other program participants, host family, or instructor
- **Key Responders:** Core Key Responders + Associate Risk Manager, Dean of Students, University Police Chief, Director of Media Relations (as needed), and Director of Counseling Services (as needed)
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - Notify the onsite service provider/host university and the local police. Ask them to check hospital admissions and city records for possible police information. Contact the host institution clinic, health center, and counseling center (if applicable to the site) to see if the student has been admitted to their facilities.
 - Begin writing a log of information that you have obtained and actions that you have taken.
 - Use the 24/7 Cal Poly Police Dispatch line to contact the Chief of Police and the International Center Director.
 - Contact the dormitory, hotel, or other lodging staff, and the student's roommate(s) and other students living in close proximity to report any findings. Relay any information back to the International Center Director. Ask the lodging staff, roommates, and other students

to contact you immediately if the missing student returns or if they have any communication with the student.

- If the student lives alone, ask the landlord to accompany you to the apartment of the missing student so that you can look for any information indicating the student's whereabouts.
- Use social media to try to contact or locate the student. Contact the student's instructors and friends to determine when the missing student was last seen. Gather information on any unusual behavior that may have been exhibited.
- If the student has not been located within 24 hours of the first report of disappearance, file a report with the local police. Coordinate with Cal Poly Police and the International Center Director for follow-up planning, and regarding communicating with the student's emergency contact person.
- Maintain communication with the International Center Director, who will in turn work with appropriate parties of the Global Health & Safety Committee.
- Once the student has been located, inform appropriate persons on-site and at the Cal Poly International Center.
- Do not give the name of a Cal Poly student or speak on behalf of Cal Poly if contacted by a representative of the media. The International Center, in collaboration with the Director of Media Relations, will develop responses to media inquiries and make these available to you.

iv. Death of a Student

- **Possible Scenarios:** A student dies from a fatal accident or illness, suicide, or homicide
- **Key Responders:** Core Key Responders + University Police Chief, Dean of Students, Office of the Vice President for Student Affairs (VPSA Office), and Associate Risk Manager
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - Use the 24/7 Cal Poly Police Dispatch line to contact the Chief of Police, the International Center Director, and the VPSA Office (Vice President for Student Affairs or designee).
 - The VPSA Office will initiate the comprehensive '*Procedures to Follow in the Event of a Student Death*,' will serve as the University contact, and will immediately inform the appropriate administrative and academic departments once pertinent information is confirmed. The VPSA, Dean of Students, and IC Director will manage communication with the student's emergency contact and parents.
 - Maintain communication with the International Center Director, who will communicate with the VPSA and Dean of Students. Keep a record of all pertinent information (e.g., place, time, and circumstances of death).
 - Notify the local U.S. Embassy or Consulate.
 - In conjunction with the IC Director, VPSA, and Dean of Students, coordinate a plan for dealing with the situation and its aftermath. This includes constructing a network to offer appropriate support to all parties involved, such as friends abroad and at home, roommates or house mates, the host family, other program participants, and the person who may have discovered the body. Once the network is in place, the IC Director will, in collaboration with the Dean of Students, inform the student's roommates, friends, and program participants. A letter will be sent to the campus community as appropriate.
 - Do not give the name of a Cal Poly student or speak on behalf of Cal Poly if contacted by a representative of the media. The International Center, in collaboration with the Director of Media Relations, will develop responses to media inquiries and make these available.

- Maintain communication with the International Center regarding the wellbeing of the remaining students in the group; work in consultation with the onsite staff and the Cal Poly Counseling Director to facilitate ongoing support services.

v. Political Emergencies, Terrorist Attacks, and Natural Disasters

- **Possible Scenarios:** (Political unrest) Coups d'état, violence towards Americans, severe rioting and civil unrest; (Natural disasters) Earthquakes, typhoons, floods, tsunamis
- **Key Responders:** Core Key Responders + Associate Risk Manager, Director of Counseling Services (as needed), Assistant VP for Strategic Business Support Services (as needed), and Vice Provost for International, Graduate and Extended Education
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - Contact all students to assess their specific status and their safety. If a student has been injured, have his/her physical injuries attended to. Caution students to maintain in communication with you for follow-up instructions.
 - Communicate with the local U.S. Embassy or Consulate.
 - Give students prompt guidance on where to go and what to do, based on information being provided by Emergency Services on the ground. Efforts must continue until the status of every student is ascertained.
 - Gather information and instructions from Emergency Services, the U.S. Embassy and other sources, and relay this information on to students regarding security measures to take.
 - Communicate as quickly as possible with the Cal Poly International Center either directly or via University Police.
 - In the case of a student injury or fatality as a result of such an emergency, implement the appropriate Global Health & Safety Plan and/or student death protocol.
 - Work with the Cal Poly International Center to decide on the best course of action for the students and the program.
 - Continue to keep students informed about changes, alterations, or curtailments, if any, to the program.
 - In the unlikely event of the need for evacuation of student(s) or cancellation of a program, work with ACE insurance and the International Center to implement evacuation.

vi. Crises at home in the U.S.

- **Possible Scenarios:** Terrorist attack in the U.S., major earthquake and/or tsunami in California, serious illness or death of a family member in the U.S., other personal crisis that requires a student to return home
- **Key Responders:** Core Key Responders + Associate Risk Manager, Director of Counseling Services (as needed), Assistant VP for Strategic Business Support Services (as needed), and Vice Provost for International, Graduate and Extended Education
- **Additional Responses:** Core Immediate Steps + Core Subsequent Steps + the following:
 - There may be a situation that occurs in the United States that may interrupt your program. You could learn about this situation via the media, the onsite staff, local sources, or friends and family back home. Communicate with the program participants and, with the onsite service provider staff, attend to the wellbeing of the group.
 - Maintain communication with the International Center Director, who will convene the Global Health & Safety Committee and determine if the program must be cancelled and what immediate and subsequent steps can be taken for the program.

- If the crisis in the U.S. affects an individual student on the program, communicate with the International Center Director regarding next steps for timely evacuation of the student (with assistance from ACE insurance) and communication with the appropriate family at home.

b. Evacuation

As a crisis situation unfolds the Group Leader(s) will constantly assess the nature and extent of the emergency and evaluate the real danger to students. Questions to consider include the following: What is the nature and location of the crisis? What is the impact on the availability of food, water, and medical supplies? What institutions are responsible for safety and security within the country? What are the various options for addressing the crisis?

In the event that evacuation may be necessary, the Global Health & Safety Committee will do the following:

- 1) Contact the U.S. Department of State to discuss the situation and review measures taken for other U.S. citizens. The Chair will also contact other institutions with programs in the vicinity to discuss what action they are taking.
- 2) Develop an evacuation plan, including the various modes and routes of travel. Determine the cost of the evacuation, and the possibility of reducing the level of danger by dispersing students in small groups to reconvene later in another locale.
- 3) Inform the local Embassy or Consulate and the GHSC Chair of your evacuation plans.
- 4) Assess and mitigate student concern.
 - a) Recommend appropriate student behavior.
 - b) Review the course of action with program participants. If any student or staff member refuses to accept compliance with the evacuation procedures, have them sign a release form.
 - c) Remove public signs that indicate U.S. affiliation. Cancel public activities or large group functions that could draw attention to the program.
 - d) After the students have been evacuated to safety, the GHSC will make academic and financial arrangements appropriate to the particular program at the time of its termination.

c. Closing the Program/Study Center

Should a mass evacuation be necessary and commercial transportation is suspended, embassies and consulates work to charter special flights and ground transportation to help U.S. citizens evacuate the country. If this type of evacuation is necessary, the International Center should attempt to follow the Global Health & Safety Plan to close the study abroad program.

If feasible, when closing a program, it is important to take vital records, including computer data, and ensure that the records and data left at the program site are secure. Advise students to close bank accounts.

d. FERPA Guidelines for Communicating with Parents

The information below is adapted from the U.S. Department of State website. For more information on the Family Educational Rights and Privacy Act (FERPA), including guidelines for students, parents, and school officials, please see <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

‘The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - School officials with legitimate educational interest;
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student;
 - Organizations conducting certain studies for or on behalf of the school;
 - Accrediting organizations;
 - To comply with a judicial order or lawfully issued subpoena;
 - Appropriate officials in cases of health and safety emergencies; and
 - State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.'

e. Guidelines for Media Inquiries

During the crisis, Cal Poly will assume full responsibility for dealing with the media. All inquiries from the media should be directed to the Director of Cal Poly International Center, who will coordinate with the Director of Media Relations and who will be accountable for making informed statements on behalf of the University and maintaining a consistent message. The following is a general description of how information will be gathered:

- The Group Leader(s) will gather information and facts as quickly as possible and inform the Director of Cal Poly International Center.
- In many countries talking to the press is not a neutral act. Students should also be advised to be careful about their discussions with local or international media.

VIII. After the Crisis: Returning to Normal

Regardless of the type of crisis, it will likely have an impact on everyone, including the program participants, the Cal Poly campus community, family members, and friends. It is important to provide immediate emotional support to the victims or survivors after the crisis. Even crises that are experienced by individuals can have a ripple effect on the rest of the group.

It may also be necessary to follow up with the local authorities or law enforcement officials who may have ongoing investigations. This follow-up may include providing statements to the investigators, filing police reports, or ensuring that victims are receiving medical or counseling services. The Group Leader(s) may be required to provide a written report for local authorities, embassy personnel, or crisis counselors involved in the emergency. The purpose of this report will be to improve future crisis prevention and planning.

a. Debriefing

During a debriefing period, allowing the crisis victims to express their thoughts and feelings, and connecting them to counseling services will be important to the recovery process.

While getting back to the everyday routine is an important step, one should expect and prepare for symptomatic reactions to the post-crisis reality. Some reactions to watch for are depression, anxiety, emotional letdown, weariness, and task dysfunction. A re-entry program, whether after a return to the program site or to Cal Poly, should provide a forum to discuss and resolve program and adjustment issues. The Global Health & Safety Committee should also debrief and review the facts of the crisis and prepare a final report that will include suggestions for future response efforts.

This resource includes material adapted from the Forum on Education Abroad, Peace Corps, NAFSA, University of Oregon, and Semester at Sea documents.

Appendix A: Online Incident Report Form

Cal Poly International Center Incident Report:

(*) Indicates the question is required.

1. Program Type (*)
Please list the type of program this incident occurred on.

2. Main Location of Program/Travel (city & country) (*)

4000 characters left

3. Where did the incident occur? (*)
Please provide the address at which the incident occurred, providing as much specificity as possible. (e.g. Address, City, Country)

4. At what time did the incident take place? (*)
Format Example: 2:45 PM Please note as accurately as you can.

5. What date did the incident occur? (*)

11. Please list the affected individuals.

12. Did the incident result in the need for medical care?
If yes, please indicate whether or not hospitalization was required.

13. Please provide a summary of any action taken (*)

4000 characters left

14. Has a claim been made with ACE USA Travel Insurance (*)

15. Has the emergency contact been notified (*)
Please list the name and relationship of emergency contact notified.

4000 characters left

6. International Contact Phone Number (*)
Please list the best international phone contact number you can be reached at for more information

7. Were you the victim or the witness of the event? (*)
If you were the witness, please list the affected individuals in the next question. If you were the victim, you can skip the next question.

8. Please select the description type that best describes the type of incident. (*)

9. Please describe the incident. (*)
Be as specific as possible, including all details and attaching any associated documentation.

4000 characters left

10. Affected Person (*)

Non-student
Staff
Faculty
...

abroad.calpoly.edu

> Faculty/Staff Resources

> Incident Report Form

Appendix B: Crisis Response Checklist

1. Specific information to be collected from the site

- What happened?
- Where did it happen?
- When did it happen?
- Who was involved?
- Who are the witnesses?
- Who has been contacted?
- What actions, if any, have authorities at the site suggested?

2. It is critical to report detailed information regarding names, times, locations, witnesses, status of participants:

- Where are the participants?
- What is the physical condition of the participants?
- What is the mental health condition of the participants?
- What communication system has been established among the participants?
- What information needs to be communicated to the participants?
- Do the participants have any immediate needs? How can they be met?

3. Specific contact information

- Has Cal Poly been contacted?
- When did the contact occur?
- What was discussed?
- What plan was developed?
- What instructions or follow up resulted from the communication?

4. Double-checking facts

- What agencies/organizations need to be contacted?
- Who will contact each agency/organization?
- When will the agency/organization be contacted?
- How will the gathered information be communicated?
- Who will collect information?

5. Action plan

- What actions need to be taken immediately?
- What actions need to be taken subsequently?
- What are the legal issues to be considered?
- With whom does communication need to take place?
- What financial arrangements need to be made?
- What legal action needs to be taken?
- What medical action needs to be taken?
- What action needs to take place in terms of insurance?

6. Post-crisis follow-up:

- What debriefing is needed and who should be included?
- What post-trauma counseling is needed?
- What reports or letters need to be written?
- What legal action should be reviewed and initiated?
- Who will gather the information?
- Who will write the report?

Appendix C: Contact Information Cards

This is an example of the emergency contact card to be distributed to all participants on faculty-/staff-led programs prior to departure. Note that faculty and staff leading study abroad and non-academic group travel abroad are responsible for providing Contact Information Cards to their program participants.

Sample Contact Information Card Template:

<p>Contact Info</p> <p>Program Name Term</p> <p>Group Leader Name Cell Phone, Email</p>	<p>Service Provider 24/7 Emergency Cell Phone</p> <p>Service Provider Contact Cell Phone, Email</p> <p>Country Ambulance: _____ Fire: _____ Police: _____</p>
<p>U.S. Dept. of State (Lost passport) http://travel.state.gov</p> <p>Cal Poly Police police@calpoly.edu 001-1-805-756-2281</p>	<p>Cal Poly International Center international@calpoly.edu 001-1-805-756-1477</p> <p>Cal Poly Ombuds Patricia Ponce ombuds@calpoly.edu 001-1-805-756-1380</p>

Appendix D: Global Health & Safety Committee Contact List

Name	Title	Phone Number	Email Contact
24 Hour Line	University Police	(805) 756-2281	police@calpoly.edu
Cari Vanderkar	Director, Cal Poly International Center	(805) 756-2945 (805) 756-1477	civander@calpoly.edu
Monica Schechter	Assoc. Dir., Study Abroad Programs	(805) 756-5964	mschecht@calpoly.edu
Judy Mitchell	Assoc. Dir., International Students & Scholars	(805) 756-5837	jumitche@calpoly.edu
Sara Otis	Study Abroad Coordinator (Cal Poly Global Programs)	(805) 756-7321	sotis@calpoly.edu
Kathleen McMahon	Dean of Students	(805) 756-0327	kmcmah02@calpoly.edu
George Hughes	University Police Chief	(805) 756-6675	grhughes@calpoly.edu
Dru Zachmeyer	Assistant VP for Strategic Business Support Services	(805) 756-6473	dzachmey@calpoly.edu
Dean of Students On Call – <i>after hours</i>	Dean of Students	(805) 821-1262	deanofstudents@calpoly.edu

As needed:

Brian Tietje	Vice Provost International, Graduate & Extended Ed	(805) 756-1757	btietje@calpoly.edu
David Valadez	Director of Budget and Finance	(805) 756-2668	dvalad02@calpoly.edu
Maren Hufton	Title IX Coordinator	(805) 756-1400	mhufton@calpoly.edu
Tina Hadaway-Mellis	AVP Campus Health and Wellbeing	(805) 756-1211	thadaway@calpoly.edu
Keith Humphrey	Vice President for Student Affairs	(805) 756-1521	humphrey@calpoly.edu
Matt Lazier	Director of Media Relations	(805) 756-7109	mlazier@calpoly.edu
Patricia Ponce	University Ombuds	(805) 756-1380	pponce@calpoly.edu
Geneva Reynaga-Abiko	Director of Counseling Services	(805) 756-2511	greynaga@calpoly.edu
David Groom	Assistant Dean of Students for OSRR	(805) 756-2794	dgroom@calpoly.edu
Robin Webb	University Legal Counsel	(805) 756-5530	counsel@calpoly.edu
Chuck Petranek	International Trip Advisor	(805) 756-1411	cpetrane@calpoly.edu
Chris Climer	Study Abroad Advisor	(805) 756-1404	cclimer@calpoly.edu

Name	Resource	Web Address
U.S. Embassy for Appropriate Country	Public announcements or travel warnings	http://travel.state.gov
Center for Disease Control & Prevention	Medical emergency or disease outbreak	http://www.cdc.gov

July 2019

Appendix E: Global Health & Safety Committee Phone Tree

Responsible Party 'Away' (Program Leader, Service Provider, Resident Director) attends to the immediate needs of the student(s) and/or faculty involved, calls the local equivalent of 911 as needed, and then calls:

Call:

Cal Poly Campus Police Dispatcher at (805) 756-2281

Cal Poly Campus Police Dispatch calls (in this priority order):

#1 Cari Vanderkar, Director, Cal Poly International Center (CPIC)

Work: (805) 756-2945 • Email: civander@calpoly.edu

#2 Monica Schechter, Associate Director, Study Abroad, CPIC

Work: (805) 756-5964 • Email: mschecht@calpoly.edu

#3 Judy Mitchell, Associate Director, International Students & Scholars, CPIC

Work: (805) 756-5837 • Email: jumitch@calpoly.edu

#4 Sara Otis, Study Abroad Coordinator, Cal Poly Global Programs, CPIC

Work: (805) 756-7321 • Email: sotis@calpoly.edu

#5 Brian Tietje, Vice Provost for International, Graduate & Extended Education (IGEE)

Work: (805) 756-1757 • Email: btietje@calpoly.edu

The Director or Associate Director contacts:

- Initial Contact person at Cal Poly
- Study Abroad Coordinator in CPIC
- Other faculty, staff, or responsible administrator

Consultation occurs between

Initial Contact Person – International Center – Risk Management
Group will act depending on the following situation:

If crisis is under control, contact:

- Director of the International Center
- Vice Provost of IGEE
- Dean of Students
- Campus Title IX Coordinator (if appropriate)

**The Global Health & Safety Committee
will disseminate appropriate information**

**If the crisis is not under control,
CPIC Director or designee summons
(depending on the nature of the crisis):**

- Director of International Center
- Associate Director/s
- Study Abroad Coordinators
- International Trip Advisor
- Vice Provost of IGEE
- Dean of Students
- University Police
- Risk Manager (Asst VP, Strategic Business Spt Srv)
- Executive Director of Campus Health & Wellbeing
- Director of Counseling Services
- Director of Media Relations
- Office of Student Rights and Responsibility
- VP of Student Affairs
- Director of Budget and Analytic Business