Safety & Emergency/Crisis Response Plan for Study Abroad
EMERGENCY/CRISIS RESPONSE PLAN FOR STUDY ABROAD

Safety for Palm Beach State College faculty, staff, and students is our number one priority, and in order to keep people safe, adequate planning and preparation is required. Emergency/crisis management begins at the point after which all that might have been done to prevent harm or injury to students has been done, and after students have been properly warned and thoroughly oriented to their new environment. In spite of all possible precautions, there are still those “unforeseen” risks that occur. While the Palm Beach State Emergency/Crisis Response Plan is comprehensive, it also expected to be flexible and pragmatic. The plan offers step-by-step details on how to respond to a situation, but situations rarely go as planned. Faculty leaders will need to use good judgment and communicate as much as possible with all parties involved: who, what, where, when, why, how. It will also be important for the program leader to document all actions and communication along the way. The conditions requiring crisis management include, but are not limited to, the following:

- injury, illness, or death of a student or the program leader;
- emotional or psychological stress that makes it difficult for the student to continue in the program;
- being the victim of a crime or being accused of committing a crime;
- a situation in-country that causes serious concern (political, economic, natural disaster);
- a travel interruption that interferes with students returning to the U.S. as scheduled;
- or any other circumstance that leads the program leader to question students’ program participation.

EMERGENCY RESPONSE TEAM

In order to assist the program leader to respond to an emergency situation or crisis, we have assembled an Emergency Response Team to respond to all levels of emergency. The following is a list of examples for Level 1, Level 2 and Level 3 emergencies. See the Quick Reference Emergency Response Procedures in this manual for a complete listing:

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The Emergency Response Team will be the first responders to assist you. Team members are listed in the first section of this manual and include the program leader’s Chair of the Campus Planning Committee and the Program Director for International Education. This team is a decision-making group made up of the individuals listed below who will review a crisis situation to determine the next steps for any Palm Beach State College representative or group traveling overseas. This team will be briefed of the situation in order to decide next steps. In the event that a parent or family member needs to be contacted, someone on this team will handle that responsibility. The members of the Emergency Response Team are:
Program Director of International Education: Aylim de Chazal (561) 862-4366
Boca Raton Provost and International Education Center Supervisor: Dr. Bernadette Russell (561) 862-4401
Director of Security: John Smith (561) 868-3910 (who will contact Mr. Richard Becker, the Vice President of Administration and Business Services).
Risk Management Specialist: Ginny Rizzo (561) 868-4014

Program Leader’s Dean of Student Services (one dean per campus):
- LW: Penny J. McIsaac (561) 868-3055
- BR: Sheri E. Goldstein  (561) 862-4311
- PBG: Scott MacLachlan (561) 207-5325
- BG: Barry L. Moore (561) 993-1134

Before You Go...
- Read this emergency plan in its entirety and keep it with you throughout the program. You will receive an electronic version and a hard copy version.
- Clearly communicate all activities that take place on the program, whether as part of the learning or free time, in the program The College can be held liable if some aspect of the program is not disclosed in advance to students.
- Encourage students to have access to emergency funds prior to departure.
- Encourage students to learn some phrases in the target language to make getting around easier.
- Encourage students not to bring a lot of cash or jewelry with them.
- Inform all participants about health, safety, emergency preparation, and cross-cultural issues that could affect them. Document all orientation sessions and the content covered.
- Identify a peer group leader in advance if something happens to you. He/she can assist with program implementation and should be advised on how to respond to an emergency in-country. He/she should have access to this plan and be able to take leadership for the group if the program leader/s become separated or incapacitated while overseas.
- Do not plan any high-risk activities for your program, such as scuba diving, white-water rafting, mountain hiking, bungee jumping, attending activities with large crowds of people, etc. Unsupervised swimming can also be considered a risky activity (about 1.2 million people die from drowning around the world every year).

MEDICAL/TRIP INSURANCE & EMERGENCY ASSISTANCE
Faculty leaders will receive medical/trip insurance. This is coordinated by the Risk Management Department and the carrier is Gallagher Koster.
TRAVEL ASSISTANCE SERVICES:

In addition to the insurance protection provided by this plan, ACE USA has arranged with Europ Assistance USA to provide you with access to its travel assistance services around the world. These services include:

- Medical Assistance including referral to a doctor or medical specialist, medical monitoring when you are hospitalized,
- Emergency medical evacuation to an adequate facility, medically necessary repatriation, and return of mortal remains.

- Personal Assistance including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency referral to a lawyer, translator or interpreter access, medical benefits verification, and medical claims assistance.
- Travel Assistance including emergency travel arrangements, arrangements for the return of your traveling companion or dependents.
- Security Assistance including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.

For medical referrals, evacuation, repatriation or other services, please call:

1-800-243-6124 (Inside the USA)
1-202-659-7803 (Outside the USA Call Collect)
OPS@europassistance-usa.com

CLAIMS PROCEDURE

In the event covered loss occurs or you receive medical treatment, please submit an itemized bill, which has been translated into English, along with the amount paid (in U.S. dollars) to the claims company listed below within 90 days of the covered loss or treatment or as soon as reasonably possible. We suggest that you keep a copy of the information you submit for your records.

Klais & Company, Inc.
1867 West Market Street, Akron, OH 44313
klaisclaims@klais.com
1-877-349-9017

In the event that there is an emergency, YOU MUST CONTACT THEM IMMEDIATELY in order to create a case for you. They can let you know if it merits them knowing right away or if it is something that can wait until your return to the US.

PRESCRIPTION MEDICATION

All prescription medication should be transported in its bottle with your name on it. If possible, take the original prescription with you, this would allow you to refill your prescription if you lose your medication while abroad.

TRAVEL WARNING PROCEDURE

In the event that a travel warning is issued by the Department of State, the Emergency Response Team will need to review the warning to determine if the program can run or should be postponed, redirected, or cancelled. If a travel warning is issued when the program is already in the country, the Emergency Response Team will need to review
the warning to determine if the program can continue or should be cancelled. If a third-party program provider is involved, we will contact them for recommendations.

**PHONES**
Each trip will be provided with an international plan to be added to the faculty member’s existing cellphone.

Please note that this phone is for emergencies or necessary program communication only. Do NOT use this phone to make casual calls to students to tell them what time to meet for dinner, for example. Also, be sure that family and friends of students do not call this phone unless there is an emergency back home. You do not want to be fielding calls for the duration of the program.

It is very important that you know how this phone works because you might not have time to figure it out in the event of an emergency. We ask that you please review the frequently asked questions included with the phone before you get to your destination. Upon arrival to your destination and when you return to the USA, email the Program Director for International Education to test the phone at dechazaa@palmbeachstate.edu so we know you have arrived safely at both destinations.

**TRAVELERS’ CHECKLIST**
Every study abroad program will have a complete roster with the personal contact information, passport numbers, and emergency contact information for each traveler. While viewing this document, you will see a checklist of all the items that students must complete or turn into the International Education Center (IEC). A copy of all passports will be kept on file at the IEC, one will be given to Security and another one to the faculty member.

**WORLD NEWS MONITORING**
When traveling overseas, it is essential to stay current on all world news, and especially news in the host country.

**EMERGENCY CONTACT INFORMATION FORM**
An *Emergency Contact Information Form* will be created for every study abroad program by the IEC prior to departure. This form contains the international cell phone numbers, time zone, flight information, consulate or embassy contact information, and all overseas contact information (hotel, institution, etc.). The program leader must email this form to all students prior to departure. All participants should leave a copy of this form at home with a family member.

**SAFETY GUIDELINES**
A list of safety guidelines has been provided in the International Education Student Handbook. Please be sure to review these with students in advance of your travel.

**In-Country Emergency Guidelines**

**UPON YOUR ARRIVAL TO THE HOST COUNTRY**
Email the Program Director for International Education to let us know you arrived safely.

**IN-COUNTRY EMERGENCY PLANNING MEETING**
Upon arrival to the host country and once you get everyone settled in, it is very important to hold an in-country emergency planning meeting. During this session, you should introduce students to their surroundings and remind them to always let someone know where they are and not to go out alone. During this process, elect a peer group leader who will take over in the event that the program leader becomes incapacitated or separated from the group to attend to a student in need. Ensure that everyone knows who the group peer leader is and where the designated meeting points are. Review the following safety guidelines:

- Note the direction of the cars and remind students that not all countries yield to pedestrians.
- Use the buddy system (3+) when they have free time. Be sure that students ALWAYS tell you where they will be and what time they are expected to return.
- NEVER get in a car with someone they do not know or be alone in a hotel room.
- If lost, tell them to only ask directions from someone in authority. Tell them to look confident like they know where they are going. If they are followed, they should get to a populated area and call for help.
- If threatened, tell them to attract attention, try to get away, and call for help. If someone demands your money, just hand it over.
- Beware of pickpockets in large crowds and on public transportation. Often, thieves will have accomplices who will jostle you, ask for directions, point to something on your clothes, or distract you by creating a disturbance.
- Avoid large crowds and gatherings (i.e., demonstrations).
- Do not tell strangers where you are staying.
- Know how to recognize law enforcement and review important host country laws pertaining to alcohol, drugs, dress, appropriate behavior in public, etc. Penalties may be significantly stricter than in the United States.

QUICK REFERENCE CONTACT CARD
Once you get to your destination, be sure that students write the names, addresses, and phone numbers of the school and/or accommodations on a card. They should keep this card with them at all times. It will come in VERY handy if they get lost! REMIND STUDENTS TO ALWAYS CARRY THE INSURANCE and STEP CARDS. Remember that students and faculty leader are REQUIRED to enroll in the STEP program prior to departure.

P-CARD (only applies to faculty member)
Use this card for emergencies or preapproved expenses only. You must inform the International Education Center (IEC) when the card is used, for what purpose, and how much was charged.

Allowed emergency situations for using the card:
- Serious circumstance where student was robbed or lost all money and cannot have money wired from family member.
- Postponement of travel plans due to an unforeseen event, force majeure.

Here are some FAQ’s from the US Department of State website regarding emergency response:

- How can I receive updated information during a crisis?
All students will be enrolled in the Smart Traveler Enrollment Program (STEP), students are responsible for doing this. It is important that you keep your contact information up-to-date so that the State Department can notify you or your designated emergency contact of developments and provide valuable information. Also be sure to monitor the travel.state.gov website for updates, as this is the primary tool to disseminate important information during a crisis. Their Facebook and Twitter accounts are also good sources of information. Rest assured that in case of a crisis, they will make use of all available modes of communication to keep U.S. citizens informed, including the internet, social media, TV, and radio.

* If I don’t hear from the embassy or I’m not enrolled in STEP, can I call them?
Often our embassies and consulates abroad cannot handle the huge volume of calls that follow a major crisis. They encourage you to contact them using the Task Force Alert special e-mail addresses established for public inquiries during a crisis, or our U.S.-based telephone number at 1-888-407-4747 (from overseas +1-202-501-4444).

* What if I don’t have access to e-mail or phone?
We know that Internet and cell phone service is sometimes interrupted during a crisis. Land line phones might also be affected. In such cases, local television and radio will be used to broadcast emergency information and may also use a system of pre-designated U.S. citizen “wardens” to pass on information to other U.S. citizens in your area. You are also encouraged to reach out to family and friends outside the affected area to obtain information and relay messages to and from the task force handling the crisis at the Department of State. Don’t underestimate the power of social media – regularly updating your status through social media sites is an effective way to let your loved ones know how you are doing.

* If my U.S. passport is expired, will you still assist me?
All passports should expire no less than six months after the trip is scheduled to end. If your U.S. passport expires, you may be required to obtain a valid emergency travel document from the nearest U.S. embassy or consulate before traveling. In some cases, we may need to take additional steps to determine your citizenship.

CULTURE IN CRISIS MANAGEMENT
Since this emergency plan is designed for international travel, it is important to note that understanding culture as an operative component of crisis management is absolutely essential. In times of emotional and physical distress, culture can play a key role in how people respond the way they do. Not only should program leaders fully understand the culture of the host country, but they should also be familiar with the cultural backgrounds of their students as well.
You may have an Asian student traveling on a study abroad program to Mexico, or a Latin American student participating in a program in Poland. What will be the cultural adjustments these students need to make once in the host country? Are you prepared to understand and deal with these challenges? While this type of preparation falls outside of the scope of this plan, it is important that the program leader has cross-cultural training as part of his or her preparation to effectively deal with any situation that may arise.

KEEP YOUR COOL
As the program leader, it is important that you remain cool, clear, and collected. Sometimes the disorientation that accompanies a crisis can render people unable to think straight or take immediate action. Students will look to you
for help, so this is where your leadership will be critical. After the first shocking moments of an emergency or crisis, you need to be prepared to take quick, culturally-sensitive, and appropriate steps to deal with the situation. In the event of an emergency or crisis situation, first verify the Quick Reference Emergency Response Procedures, organized by emergency type, to find out exactly what actions you should take. While we cannot foresee every possible emergency, crisis situation, or variation by country setting, we have provided you with information on many different scenarios to help you be prepared to respond appropriately, and we have assembled two teams of individuals to help deal with the situation at hand.

GROUP SEPARATION IN A CRISIS
All students should know the designated meeting spot in the event of a crisis as this should be discussed at your in-country emergency planning meeting. The primary meeting spot should be your hotel or accommodations. If students are spread out, then select a spot that everyone can easily get to. If people cannot get to their hotel or accommodations location, then the secondary meeting spot should be a location that you have already designated. In a worst-case scenario, students should meet up at the closest U.S. consular office or embassy.

LANGUAGE BARRIERS
In the event that you are in a crisis situation and have difficulty communicating with local authorities, contact your tour operator to see if they can be of assistance. If not, contact the Gallagher Koster number for travel assistance provided earlier in this handbook. You may also want to contact the U.S consular office to see if they can provide you with a translator.

COMMUNICATING WITH FAMILY, FRIENDS, OR THE MEDIA

Q. What is my first communications priority in a crisis?
Every crisis is different, but the most serious should trigger communications flowing from the Emergency Response Team, according to this plan. For an individual incident, if possible, discuss with the student if he or she wants the program leader to contact family back home. It is best if the student makes the call to his/her family, even if they say, “I’m OK – here is my program leader to provide you with details” if the student is not composed enough to have that conversation with his/her family. Then the program leader should get on the phone to provide more information.

Q. Do I have to talk to reporters?
You are not required to respond to reporters. You may decline by saying something like: “I’m sorry. I’m not prepared to speak to reporters at this time. I would rather wait until I have all the information. Please know that my priority is the safety and well being of each of our students.” You are strongly encouraged not to say “no comment,” as it seems evasive and as if you are hiding something. The CRM office at PBSC will perform all official communication on behalf of the College.

RIGHT TO PRIVACY
PBSC complies with all applicable state and federal laws pertaining to the privacy of certain information relating to students. This includes, but is not limited to, the Family Educational Rights and Privacy Act (FERPA), which protects the privacy of certain education records directly related to a student. The program leader should be aware that rights regarding the disclosure of education records belong exclusively to the student, and that in most cases student consent must be obtained prior to that information being disclosed.

Additionally, the federal Health Insurance Portability and Accountability Act (HIPPA) protects the privacy of health
related information of individuals, including students. The Program leader should also understand that these rights, as they pertain to a student’s medical records, belong to the student and in most circumstances, can only be waived by the student’s express authorization. If somebody contacts you regarding the status of a student, be sure to ask the student for permission before releasing information. If the student is unable to give this consent, only give information to the individual listed as the student’s emergency contact. For any questions that arise regarding student records or privacy rights, please consult the Emergency Response Team.

**STUDENTS WITH NO MONEY**
Students should be encouraged to bring enough money with them prior to travel. In the event that a student needs emergency funds because they lost all their money or were robbed, you can provide them with enough for essentials. Have the student sign a promissory note, which is included with the forms you will receive. Ask the student to contact a family member back home for a credit card or to wire funds for additional expenses. Be sure to inform the IEC of the situation and keep all receipts of your transactions.

**STUDENTS NOT ABLE TO RETURN HOME**
If a student is not able to return home for a medical situation or some other reason, the program leader must stay behind to accompany the student home. If a stay of more than 2 to 3 days will be required, then a plan will be worked out with the Emergency Response Team in conjunction with the student’s family to get the program leader back home and ensure someone is sent to remain with the student. The Gallagher Koster insurance policy includes coverage for transporting ill travelers back home, or to arrange for a family member to travel to the ill traveler if deemed necessary by attending physicians.

**EMERGENCY CONTACTS**
In the event of an emergency, someone from the Emergency Response Team will contact all the individuals listed as emergency contacts for both the program leaders and the students on the Traveler’s Emergency Contact.

**PROGRAM CANCELLATION**
If, after careful deliberation, the decision is made by the Emergency Response Team to continue a program, this information will be shared with the program leader, students, and family members. It is important to give all participants the option to leave the program without penalty. Unless the U.S. State Department has directly ordered an evacuation of the area, the safest course of action is to stay put. In other circumstances, it may be better to cancel a program and take a financial loss than to continue to risk problems later on. If an overseas program is cancelled, there are two items that will need to be addressed:

1. Provisions will have to be made to complete the academic work that has been interrupted back at home.
2. Insurance claims will need to be filled out to address any financial loss.

**WORKER’S COMPENSATION**
Faculty/staff will also be covered by the Gallagher Koster insurance plan. However, in the event that the faculty leader has a medical emergency overseas, you must report the incident to the Security Office right away in order to file a claim with Worker’s Compensation.

Updated: 10/15/2014, ACDC
Coming Home

WHEN YOU RETURN TO THE U.S.
It is very important that you check in with the IEC office when you return to the United States so that we know you arrived safely either by phone 561-862-4366 or email (dechazaa@palmbeachstate.edu).

INSURANCE CLAIMS
Remember to file claims with Gallagher Koster upon your return in case you had an emergency abroad that required the use of the insurance.

EMERGENCY/CRISIS RESPONSE DEBRIEFING
In the event that the Emergency Response Team is activated, a debriefing meeting will be held after the event when all participants are back in the United States. During this debriefing meeting, all aspects of the situation will be reviewed to ensure that protocols were followed and any recommendations for improvement to these protocols will be documented. Be sure to document all actions and communications in the event of an emergency, and bring that documentation with you to the debriefing meeting. There is a “Communication Log,” as well as an incident report form at the end of this handbook that will help you in documenting any incidents or emergencies that may come up.

Quick Reference Emergency Response Procedures

GENERAL PROTOCOL:
In the event of a very serious situation, remember to contact all of the following and be sure to maintain a written log of all communication and actions:

- Contact the Emergency Response Team
  - They will determine if/when emergency contacts should be notified.
  
  See Diagram on last page of this document.
- Contact Local authorities
- PBSC’s Lake Worth Security Office and the Emergency Response Team
- U.S. Consular Office
- Gallagher Koster 1-202-659-7803 (Outside the USA Call Collect)
- Have students continue with tour and study activities for Level 1 an 2 situations
- Communicate regularly with the peer leader to keep the students apprised of the situation.
- Maintain written documentation of all actions and communications
Alcohol and/or Drug Abuse
Arrest
Crisis Back in the United States
Death of a Student
Death or Serious Injury of the Program Leader
Epidemic Outbreak
Family Emergency Back Home
Financial Crisis of the Host Country
Hostage Situation
Kidnapping/Disappearance
Lost Participant
Lost Travel Documents
Medical Evacuation
Natural Disaster
Physical or Sexual Assault
Political or Civil Unrest / War / Terrorism
Road Accident in a Remote Area
Student Illness or Injury
Theft
Travel Interruptions

Lost Travel Documents (Level 1-a)

In the event that someone on the trip loses their ticket, passport, or visa, you will need to:

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Contact the U.S. consular for lost Passports or Visas.

3. Contact the airlines for lost tickets (either by phone or online).

4. Find out if the student has the funds needed to replace the document. If not, have the student get in touch with their emergency contact for immediate funds. If needed, you may request money on the emergency P-Card to the Emergency Response Team.

5. If the student will miss his or her return flight to the U.S., make arrangements to stay behind. Ensure that all the other students get on the plane and put the peer leader in charge.
Lost Participant (Level 1-b)

In the event that a student cannot be located, but you have not reached the conclusion that he or she has been kidnapped or disappeared, do the following:

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.
2. Gather all specific information of the situation: name, date, time, place, incident summary, witnesses, etc. Find out if the student has any known social problems such as drinking, drugs, gambling, sexual behavior patterns, etc. from program participants.
3. Contact the local police for assistance. Be sure to get a translator if needed.
4. Visit the places that the student was last seen: last class attended, last person visited, last purchase, etc.
5. Only after you have exhausted all possibilities and you think that this may be a serious situation, then follow the General Protocol instructions. Do NOT contact the individual's family. This will be done by someone from the Emergency Response Team.

Student/Faculty/Staff Illness or Injury (Level 1-c)

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Contact Gallagher Koster to ask them to evaluate the situation and inquire about next steps. Be sure to get prepayment authorization for medical treatment or evacuation as applicable.
4. Accompany the student/staff member to get medical treatment* and have the peer leader take over. Ensure that the necessary medical care is given or hospitalization is provided**.

*Be sure to document the situation if the ill traveler refuses medical attention.

Theft (Level 1-d)

If a program participant has been the victim of theft:

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.
2. Contact the local authorities for police assistance and file an official report. Keep a copy of the report filed. Be sure to get a translator if needed.
3. Have the student make a list with the items and value for the insurance company.

**Road Accident in a Remote Area (Level 1-e)**

The number one cause of death on study abroad programs is traffic accidents. It is extremely important that you hire safe and reliable drivers, if applicable. Be sure that all program participants wear seatbelts if they are available:

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Try to get students to a safe place until alternative transportation arrangements have been made.
4. Ensure that the necessary medical care is given to students or hospitalization is provided.
5. Accompany the student to get medical treatment and have the peer leader take over.

**Student Discipline (Level 1-f)**

**PBSC’s STUDENT CODE OF CONDUCT**

When overseas, PBSC’s Student Code of Conduct is still in effect: [http://www.palmbeachstate.edu/catalog/studenthandbook/default.aspx](http://www.palmbeachstate.edu/catalog/studenthandbook/default.aspx)

Students who break the rules may be issued a warning letter and/or returned home at their own cost, depending upon the severity of the situation. Students may face a disciplinary hearing when they return to campus.

**ALCOHOL POLICY**

PBSC’s Student Development policy is no alcohol. If you find students are drinking on the program, issue them a warning letter unless foreign laws have been broken (property destroyed, sexual harassment, fighting, etc.). In a severe situation, you may need to send a student home.

**SENDING STUDENTS HOME**

While overseas, PBSC has the right to enforce its standards of conduct. Should a participant fail to comply, he or she may be sent home at his or her own expense. Please note that this should be reserved for very serious infractions and only done with the approval of the Emergency Response Team. You have a Student Warning Letter in the **Forms** section of this plan. Be sure that both you and the student sign the form as a first response to the more minor circumstances. Students will have to reimburse the College for all expenses. The student’s academic record will be put on hold until the balance is paid in full.

**Travel Delays/Interruptions (Level 1-g)**

You may have a situation that will hinder you from getting to your next destination or returning to the U.S. on time. In this situation, you should:
1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Contact the airlines to inquire about alternative travel arrangements and costs.

3. Talk to students about the options. Determine who has funds to pay for transportation and who will need funds.

4. If approved, make the alternative travel arrangements to get to your destination. Keep a copy of all receipts to submit the insurance claim when you return to the U.S.

**Alcohol and/or Drug Abuse (Level 2-a)**

Students taking prescription medication should have a bottle with his or her name on it, they should also carry the physical prescription if possible. In the event that you learn that a student is drinking alcohol or taking drugs:

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Talk to the student involved.

3. If you are certain that he or she was drinking but there was no related incident to the drinking, issue a signed written warning (see Forms section) explaining that he or she will be sent home if it happens again.

4. In the event that the student was using drugs or the use of alcohol results in harm to him– or herself, harm to another person, property damage, or fighting, contact the Emergency Response Team to send the student home.

5. If the student does not have the funds to purchase the return airline ticket, check with IEC to see if the ticket can be purchased for the student. The student will have to refund the College for the cost of the ticket upon his/her return, so fill out a promissory note as well.

6. Accompany the student to the airport and ensure that he or she gets on the plane.

7. Talk to the group about the individual no longer being part of the program and respecting this individual’s right to privacy.

**Arrest (Level 2-b)**

Unfortunately, when an alleged crime occurs abroad, it is important to remember that everyone is subject to the laws of the respective location. Our study abroad participants may not be entitled to the same rights that one would normally have in the U.S. If arrested abroad, a citizen must go through the foreign legal process for being charged or indicted, prosecuted, possibly convicted and sentenced, and for any appeals
process. Within this framework, U.S. consular officers provide a wide variety of services to U.S. citizens arrested abroad and their families. As a rule, consular officers may not reveal information regarding an individual American’s location, welfare, intentions, or problems to anyone, including family members and Congressional representatives, without the expressed consent of that individual. Although sympathetic to the distress this can cause concerned families, consular officers must comply with the provisions of the Privacy Act.

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Gather all specific information of the arrest: name, date, time, and place of arrest, charges, incident summary, witnesses, where he or she is being held, how to contact him or her, legal rights, and the amount of any fine or bail money required.

3. Contact the Gallagher Koster Travel Assistance number to ask them to give you U.S. consular contact information, and information on legal assistance in the country.

4. Contact the U.S. consular office and request the assistance of the State Department as needed.

5. Accompany the student to the jail and have the peer leader take over.

6. Contact the student’s emergency contact to request additional funds.

7. Talk to the group about this individual’s right to privacy and responding to the media back home.

Assault - Physical or Sexual Assault (Level 2-c)

If a program participant is the perpetrator of the assault and has been arrested, see the Arrest instructions. If he or she has not been arrested, you may need to send the student home. The Emergency Response Team will give you guidance.

If a program participant has been the victim of an assault by someone in the host culture*:

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Clarify with the student the degree to which he or she wants to involve the local authorities. If permission is given, contact the local authorities for emergency assistance (hospital, police). Be sure to get a translator if needed.

3. If the student wants to, accompany him or her to the hospital and have the Peer Leader take over.

*If the assault is conducted on a program participant by another program participant, do NOT contact foreign authorities. Contact the Emergency Response Team for next steps.
Crisis/Family Emergency Back in the United States (Level 2-d)

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, local sources, or friends and family from back home. In the most serious situations, the Emergency Response Team will determine whether or not the program must be cancelled.

1. Contact the Emergency Response Team to find out the details of the situation.

Medical Evacuation (Level 2-e)

In the event of a serious injury or illness and the participant must be evacuated:

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.

3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the individual is being held, and contact information.

4. Accompany the student and have the peer leader take over. In the event that the faculty leader requires a medical evacuation, the peer leader should go with the injured student and assign a second peer leader to the group.

5. Contact Gallagher Koster to ask them to evaluate the situation and inquire about next steps. Be sure to get prepayment authorization and information on evacuation expenses.

6. Contact the U.S. consular office and request the assistance of the State Department as needed.

Death or Serious Illness of a Student or Faculty/Staff Member (Level 3-a)

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed (GK’s Travel Assistance can help with this). Contact the police if this is a result of a crime.

3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the body is being held (if applicable), and contact Information.

4. Accompany the body and have the peer leader take over.

5. Contact the Gallagher Koster to ask them to evaluate the situation and inquire about next steps. Be sure to get prepayment authorization and Information on repatriation expenses.
6. Contact the U.S. consular office and request the assistance of the State Department as needed.

7. Do NOT contact the individual’s family. This will be done by someone from the Emergency Response Team.

8. Talk to the group about this individual’s right to privacy and responding to the media back home.

9. It is important that nobody communicates with the family of the deceased until they have been officially notified by the College.

**Epidemic Outbreak, Hostage Situation, Kidnapping, Human Disaster, Political or Civil Unrest, Terrorism (Level 3-b)**

In this situation, the Faculty Leader may learn about such a situation from the media or from people back home. Family members will want to know the safety and health status of students and if they will be able to return to the U.S. if needed or as scheduled.

1. Contact the Emergency Response Team
   - They will determine if/when emergency contacts should be notified.

2. Gather as much information as you can about the situation and enlist the aid of an interpreter, if needed.

3. Be sure to keep students at home base and away from any possible danger.

4. Determine supplies you may need and should try to obtain: flashlight, batteries, portable battery-operated radio, ziplock bags for documents, first aid kit, essential medications, emergency food and water, manual can opener, cash and credit cards, sturdy shoes, and a camera.

5. Do not move seriously injured persons unless they are in immediate danger of further injury. Call the authorities and try to keep the students calm. Follow the instructions on the Student Illness/Injury page.

6. Take photos of the damage for insurance claims if possible.
Health & Wellness
Guidance

Adopted by the University of Wisconsin

The information contained herein in no way is a substitute for medical advice. Please consult your primary health doctor for proper evaluation of personal health and potential health and wellness advice provided in this document. Palm Beach State College College will not be liable for any incidents arising from not seeking medical advice through a personal physician and following the information is at their own risk.
TRAVELER’S DIARRHEA

Traveler’s diarrhea is the most commonly acquired travel-related disease when traveling in a third world country. Many of these illnesses are bacterial in origin, although viruses and parasites can also cause infections. There are a number of precautions that one should take to attempt to prevent illness. All food should be served well cooked and hot, including vegetables and meat. Avoid raw shellfish or seafood. Fruit is safe if it has a thick peel, and can be peeled and discarded. Salads should be avoided.

Begin fluid replacement immediately. Gatorade, flavored mineral waters, broth, and carbonated beverages in cans or bottles are good fluids to begin with. Avoid solid foods for several days, and avoid milk products for two to three days after diarrhea has stopped. Caffeine, very cold or hot drinks, spicy or fatty foods, and roughage may make symptoms worse. You may wish to use an over the counter medication such as Imodium A-D or Lomotil to control mild symptoms but these products should be avoided if symptoms are moderate or severe as they may worsen or prolong illness. For severe or persistent diarrhea, you should see a physician.

FRESHWATER EXPOSURE

Swimming in freshwater in developing countries can expose the traveler to the risk of parasite diseases. In the developing world, swim in well-chlorinated pools or in salt water. Do not swim in freshwater lakes or streams.

INSECT-TRANSMITTED DISEASES

Many biting insects transmit diseases. Malaria, dengue, yellow fever, and Japanese encephalitis are a few examples of mosquito-borne illnesses. Tips for preventing insect bites: cover the skin, wear long sleeve shirts, long pants, socks and shoes, especially from dusk to dawn. Use insect repellents containing DEET (30-50%) on exposed areas of skin. Daytime use of repellents may be needed in some circumstances. Avoid walking near or in stagnant water, and do not go barefoot. Air conditioned bedrooms or screened windows are preferred accommodations; when this is not possible be sure to use permethrin-impregnated mosquito nets tucked under mattresses, knockdown sprays and mosquito coils in room. Permethrin should be sprayed on clothes used for outdoor activities when exposure to biting insects is likely. Be sure to consult with your healthcare provider using any products that may cause an allergic reaction.

In addition, when travelling to countries where insect-transmitted diseases are common, you may want to consider obtaining vaccinations for these diseases for which vaccines are available, e.g., yellow fever and Japanese encephalitis. In the case of malaria, antimalarial medication is available. You should discuss your risks with your medical provider and whether these measures are required or recommended based on your travel itinerary.

SEXUALLY TRANSMITTED DISEASES

Sexually transmitted diseases can be acquired at home or away, but may be much more problematic overseas. Accessing medical care for symptomatic sexually acquired diseases in a foreign country can be difficult due to language and culture barriers, health care system differences and lack of medication. In some parts of the developing world, the prevalence of infection is significantly higher compared to the United States, and one cannot assume that a healthy appearing adult is not infected. You should practice abstinence or safe sex when travelling overseas. Always use a condom, one that you have brought from the U.S.A.

Availability and quality of condoms can be a problem abroad. Both men and women should carry their own condoms.
Do not use injectable drugs. Do not use needles and syringes that may have been used previously. In general, it is wise to avoid tattoos and body piercing while traveling abroad. Avoid excess alcohol or drug use. Impairment can lead to unsafe sex, date rape or injury.

**BLOOD TRANSFUSIONS**
Blood is not routinely screened for HIV or other transmissible diseases in all parts of the world. If you are advised to have a blood transfusion while in a developing part of the world, contact your healthcare provider for advice.

**COMBATING CRIME**
Keep valuables on your person instead of carrying them in easily snatched handbags. Leave valuables at home and carry only what you need. Bring a photocopy of your passport, including the identification page, with you. If possible, bring two extra passport pictures along. Depending on local rules, lock either the passport or the copy in a hotel safe. This way, if you passport is stolen, you will have the verification and photos needed to obtain a new one. Avoid carrying around large amounts of cash. Use traveler’s checks or credit cards. Record their numbers so that they may be canceled and replaced if stolen. If attacked, part with your possessions, not your life! Always lock car doors and hotel rooms, and keep valuables out of sight and put away.
Emergency Response Forms and Emergency Contact Diagram
Property Document Form

Use this form to list all the items that you are bringing with you on the trip. This can be used for insurance claims. You should leave this form at home.

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GRAND TOTAL


Updated: 10/15/2014, ACDC
Date: ____________________________________________

To: ______________________________________________

You are receiving this letter because you have violated the Palm Beach State College Student Code of Conduct as follows:

____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________
___________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________

Should you continue to engage in this behavior, you will be sent home at your own expense. If you do not have the funds to purchase an airline ticket, the College will purchase one for you, and you must reimburse the College for the total amount due. The College will inform your emergency contact listed in your application of your arrival.

I, ______________________________, have read and understand this warning letter.

_____________________________________________  ______________________________
Student Signature                                  Date

_____________________________________________  ______________________________
Faculty Leader Signature                           Date
Student Receivable Extension Agreement

(Promissory Note)

Semester/session ___________ ____________________________, 20 ______

I agree to repay Palm Beach State College the sum of $(________) ____________________________, dollars, which is due on or before ____________________________, 20 ________. This is being utilized for the purpose of repaying charges placed on my student account for the above stated semester/session. I understand if I voluntarily withdraw myself or am administratively withdrawn from any or all of my classes, I remain financially responsible for any outstanding balance and/or fees attached to this receivable. Should any other funds in my name become available before the due date, I agree that they will be applied to this receivable.

If the outstanding balance is not paid in full by the due date, the following conditions will prevail without notice:

1. A $50.00 late fee will be added to the outstanding balance.
2. PBSC reserves the right to administratively withdraw the student from all courses; no refund will be given and all debt remains due.
3. My account will be placed on hold, prohibiting any future registration or release of a transcript.
4. PBSC reserves the right to submit uncollected debts to an external collection service. At this time, the cost to a student after this action is taken is the outstanding balance at the time of submission plus the account collection fee.
5. The student will not be eligible to apply for any additional deferments on student receivable outstanding balance for any subsequent semesters/sessions.

Student Signature __________________________________
Student Printed Name __________________________________
Student ID ____________________________________________

Address__________________________________________ Home Phone (_____)_________________
__________________________________________ Cell Phone (_____)_________________
__________________________________________

______________________________________________
Business Office Signature Date Processed

Updated: 10/15/2014, ACDC
Emergency Communication Log

Whenever there is an emergency or crisis, it is very important to document all communication. The reason for this is to prepare for a debriefing when you return home, since there may be legal factors involved. It is best to document communication and actions as you go rather than trying to rely on your memory. Be specific and date each entry: (1) Who did you speak with? (2) What actions did you take? (3) What actions did other people take?
**SECURITY**
Florida College System Risk Management Consortium

**ACCIDENT – INCIDENT REPORT**

(A copy of this report is NOT authorization for medical treatment)

**INSTRUCTIONS:**
- If loss/occurrence/injury is to a college employee, please complete sections: 1, 2, 5, 6, 7 and 8.
- If loss/occurrence is to college-owned property please complete sections: 1, 3, 5, 6, 7 and 8.
- If loss/occurrence/injury is to a non college employee or non college-owned property, please complete sections: 1, 4, 5, 6, 7 and 8.

### 1. LOCATION AND DATE OF INCIDENT/OCURRENCE

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<th>COLLEGE: (Check One)</th>
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**CAMPUS/LOCATION CODE:**

**STUDENT/EMPLOYEE ID #:**

**DATE OF OCCURRENCE:**

**TIME OF OCCURRENCE:**

**AM**

**PM**

**LOCATION OF OCCURRENCE (BE SPECIFIC):**

### 2. INJURED EMPLOYEE (INJURY/LOSS TO COLLEGE EMPLOYEE)

<table>
<thead>
<tr>
<th>NAME OF EMPLOYEE:</th>
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<tbody>
<tr>
<td>AGE:</td>
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<tr>
<td>OCCUPATION &amp; DEPARTMENT:</td>
</tr>
<tr>
<td>EMPLOYEE #:</td>
</tr>
</tbody>
</table>

| ADDRESS: |
| CITY: |
| ST: |
| ZIP: |

| PHONE: |
| PART OF BODY INJURED: |
| TYPE OF INJURY (CUT, STING, BUMP, BRUISE ETC.): |

| DOES EMPLOYEE WISH TO SEEK MEDICAL ATTENTION TODAY: |
| WILL EMPLOYEER REQUIRE TIME OFF FROM WORK: |
| DATE INJURY FIRST REPORTED: |
| TIME INJURY FIRST REPORTED: |

* A "no" answer does not waive the employee’s right to request medical attention at a later date.

### 3. PROPERTY (COLLEGE OWNED)

| IDENTIFY THE DAMAGED/LOST PROPERTY: |
| ESTIMATED COST OF DAMAGED/LOST PROPERTY: |
| $ |

### 4. INJURED PARTY/PROPERTY (PERSONS NOT EMPLOYEED BY COLLEGE AND/OR PROPERTY NOT OWNED BY COLLEGE)

| NAME: |
| AGE: |
| PHONE: |

| ADDRESS: |
| CITY: |
| ST: |
| ZIP: |

| IDENTIFY THE INJURY OR THE DAMAGED/LOST PROPERTY: |
| STUDENT ID #: |
| (If Injured Party is Admitted Student): |

### 5. WITNESS(ES)

| NAME: |
| PHONE: |

| ADDRESS: |
| CITY: |
| ST: |
| ZIP: |

| NAME: |
| PHONE: |

| ADDRESS: |
| CITY: |
| ST: |
| ZIP: |
6. DESCRIBE THE LOSS/OCURRENCE/INJURY (To be completed by Injured Employee/Party, if at all possible):

<table>
<thead>
<tr>
<th>Date:</th>
<th>Signee:</th>
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7. SIGNATURES
INJURED EMPLOYEE/PARTY’S SIGNATURE: ___________________________ DATE: ___________________________

DEPARTMENT CONTACT’S SIGNATURE: ___________________________ DATE: ___________________________

8. RISK MANAGEMENT COORDINATOR REVIEW (To be completed by the College’s Risk Management Coordinator):

<table>
<thead>
<tr>
<th>TYPE OF CLAIM (Please Check One):</th>
<th>TYPE OF CLAIM (Please Check One):</th>
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<tbody>
<tr>
<td>GENERAL LIABILITY</td>
<td>STUDENT ACCIDENT</td>
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<tr>
<td>COLLEGE PROPERTY DAMAGE/ THEFT</td>
<td>ATHLETIC</td>
</tr>
<tr>
<td>EQUIPMENT BREAKDOWN</td>
<td>FACILITIES USE</td>
</tr>
<tr>
<td>WORKER’S COMPENSATION**</td>
<td>ALLIED HEALTH (Please Attach Allied Health Incident Form)</td>
</tr>
</tbody>
</table>

** Please do not send Work Comp A/I forms to the Consortium. The College WC coordinator should submit all WC claims through the call center.

RISK MANAGEMENT REVIEW STATEMENTS (initial ONLY those statements that apply):

[ ] THIS A/I IS FYI ONLY. NO CLAIM IS BEING SUBMITTED AT THIS TIME.

[ ] THIS A/I HAS BEEN SUBMITTED TO FRINGE BENEFITS, FOR CLAIM REVIEW (Student Accident Coverage).

[ ] THIS A/I HAS BEEN SUBMITTED TO SUMMIT AMERICA, FOR CLAIM REVIEW (Athletic Coverage).

RISK MANAGEMENT COORDINATOR’S SIGNATURE: ___________________________ DATE: ___________________________