International Incident Field Guide

HOW DO I GET IN TOUCH WITH SOMEONE AT CORNELL WHILE I’M ABROAD? .................................................. 3

SUPPORT NETWORK .................................................................................................................................................. 3

24/7 Cornell Police Department +1-607-255-1111 ............................................................................................... 3

Manager of International Health & Safety ............................................................................................................ 4

United Healthcare (UHC) Global +1 (410) 453-6330 ............................................................................................ 4

International Travel Advisory Response Team (ITART) .......................................................................................... 4

Your colleagues, peers, and family. ...................................................................................................................... 4

U.S. State Department .......................................................................................................................................... 4

STEP (Smart Traveler Enrollment Program) ......................................................................................................... 5

COMMUNICATING WITH THE MEDIA DURING AND EMERGENCY ................................................................. 5

Sample conversation: .......................................................................................................................................... 5

Who to Call When................................................................................................................................................. 6

........................................................................................................................................................................... 6

OFF-CAMPUS EMERGENCIES/CRISIS .................................................................................................................. 7

FUNDAMENTAL PRINCIPLES FOR ANY EMERGENCY/CRISIS RESPONSE ......................................................... 7

WORKING WITH TRAVELERS IN DISTRESS/MENTAL HEALTH CASES ............................................................ 7

Conversation Starters for Travelers in Distress .................................................................................................... 8

INSURANCE COVERAGE ....................................................................................................................................... 8

INCIDENT SPECIFIC SCENARIOS .......................................................................................................................... 9

Arrest ......................................................................................................................................................................... 9

Civil Unrest/ Terrorism ............................................................................................................................................ 10
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death</td>
<td>11</td>
</tr>
<tr>
<td>Loss/Theft of Credit Card</td>
<td>12</td>
</tr>
<tr>
<td>Loss/Theft of Passport</td>
<td>13</td>
</tr>
<tr>
<td>Mental Health</td>
<td>15</td>
</tr>
<tr>
<td>Misconduct</td>
<td>16</td>
</tr>
<tr>
<td>Natural Disaster</td>
<td>17</td>
</tr>
<tr>
<td>Serious Illness</td>
<td>19</td>
</tr>
<tr>
<td>Serious Injury</td>
<td>20</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>21</td>
</tr>
<tr>
<td>Unexplained Absence of Participant</td>
<td>23</td>
</tr>
</tbody>
</table>
How Do I Get In Touch With Someone at Cornell While I’m Abroad?

- For non-emergencies (non-life threatening injury, hospitalization for stomach issues, pickpocketing, weather that alters travel plans but does not put travelers in danger) you can contact International Health and Safety (IHS) via email at intlsafety@cornell.edu or call the Manager of International Travel Health and Safety during Cornell business hours at 607-255-1591.
- For the most critical incidents (life threatening injuries or illness, violent crime, arrest, missing persons, sexual assault, natural disaster that puts travelers in danger) you should reach out to International Health and Safety by calling the Cornell Police as soon as possible at 1-607-255-1111.

Support Network

Safeguarding travelers is one of the primary functions of many offices at Cornell. With this in mind, a traveler should never feel that they are alone should an incident disrupt travel, participant conduct becomes an issue, or if any question needs answering. In support of off-campus activities, the following is in place to assist as needed.

In case of a life or limb threatening emergency, you should contact the local emergency numbers of your specific country and then contact Cornell as soon as possible. If there is no emergency number for the program location, refer to the research done prior to leaving for local resources. For a list of country specific emergency numbers: 
https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf

24/7 Cornell Police Department +1-607-255-1111
Call the Cornell Police Department for situations requiring an immediate institutional response.

This phone line is monitored by the Cornell Police Department. Should you call, they will take down important information and pass it along to the International Health and Safety team (IHS) or other relevant Cornell personnel, who will then respond.

When calling Cornell Police Department, be prepared to provide:

- Your name
- Brief description of the situation you are calling about
- University Department with which you are affiliated.
- Which program are you participating in?
- Your location
- Location of others traveling with you
- Best contact information for the next 12 hours
- A time and method of contact for Cornell to respond
- What actions you wish to be taken
Manager of International Health & Safety
Cornell has employed a full-time Manager of International Travel Health & Safety who works closely with offices and people across campus, nationally, and the world to mitigate risk and respond when incidents do occur. This employee is responsible for maintaining emergency response guidelines, monitoring world events, providing training, information and coordinating the Cornell response and assistance in the event of a crisis or emergency abroad.

If your situation is not an emergency, and a response can wait a few hours, depending on time zones, feel free to email intlsafety@cornell.edu.

United Healthcare (UHC) Global +1 (410) 453-6330
UHC Global supports Cornell travelers with such things as:
- Assistance in the replacement of lost or stolen travel documents
- Worldwide medical and dental referrals
- Emergency medical evacuation
- Security and Political evacuation
- Repatriation of mortal remains

All travelers should carry a UHC Global ID card at all times. Cards can be accessed here: http://www.risk.cornell.edu/travel-vehicles/international-travel/travel-assistance/

It is important to note that one should call UHC Global as soon as possible, and before other travel arrangements are made should evacuation be necessary. Evacuation arrangements must be made by UHC Global to fall within the benefit coverage.

International Travel Advisory Response Team (ITART)
ITART is a committee of key Cornell administrators across campus. The committee’s two primary functions are to respond to international emergency situations and consider requests for exceptions to the International Travel Policy. Should an emergency extend beyond the scope of any one support mechanism, ITART can be convened to provide additional, more comprehensive resources.

Your colleagues, peers, and family.
In many cases travelers have worked on the development of their program with co-workers and/or have informed family of travel plans. These may be the easiest and most comfortable people to reach out to during a time of need, and they significantly increase your support network. Ensure that they know the Cornell Police Department phone number and that they should relay any need for support to intlsafety@cornell.edu or +1-607-255-1111 so all other support mechanisms can help manage the incident.

U.S. State Department https://travel.state.gov
The State Department is a wealth of information on destination specific information, general travel information, special traveler population advice, and more. We recommend consulting this site prior to departure. The office of Overseas Citizens Services can also be a great help while abroad. By contacting the nearest U.S. Embassy/Consulate or calling +1-202-501-4444 (from overseas) travelers can get help with replacing a stolen passport, having local criminal justice processes explained, locating missing people, getting a list of lawyers who speak English, etc.
STEP (Smart Traveler Enrollment Program) [https://step.state.gov/](https://step.state.gov/)

STEP is a free service to allow U.S. citizens and nationals traveling and living abroad to enroll their trip with the nearest U.S. Embassy or Consulate. By enrolling travelers will receive important information from the Embassy about safety conditions in their destination country, it will help the Embassy contact them in an emergency, and assist family and friends in getting in touch.

**Communicating with the media during an emergency**

The following are some important reminders about public information:

- Control (as much as possible) the flow of information outside of your group.
- All information released to the press must be done via University Communications.
- If contacted by the press, refer them to University Communications or state, “We are not prepared to comment at this time”.
- Expect parents to be frantic and upset during an emergency (real or perceived).
  - In order to focus on your or the group’s needs, you may refer parent/loved one’s questions to the Manager of International Travel Health & Safety by simply forwarding any email inquiries to intlsafety@cornell.edu

**Sample conversation:**

- **Media:** “We have information that you are leading a program in Italy with a group of undergraduate students. Given the recent earthquake and the resulting high casualties, can you confirm that all Cornell students are safe and provide us a list of names?”
- **OCAL:** “I’m sorry, my attention is devoted to the integrity of the program and the well-being of our students on site. However, Cornell has a variety of international travel support mechanisms in place, including a Manager of International Travel Health & Safety. You may reach out to this person at intlsafety@cornell.edu or +1-607-255-1591.”
Who to Call When

Who to call when

Is this a medical emergency?

Yes

Call the local equivalent of “911”

No

Is there a need for a medical referral, lost passport assistance, emergency evacuation, political evacuation?

Yes

There is no local equivalent of “911”

No

Call UHC Global
+1-410-453-6330

Do you need to report an incident and need an immediate response from Cornell?

Yes

Do you need to report and incident but are not needing an immediate response?

No

Call the Cornell Police Department
+1-607-255-1111

Email
INTLSAFETY@cornell.edu

Have a great time and always feel free to email us with questions.

Then

Email
INTLSAFETY@cornell.edu

Then

Then

Referring to your emergency safety plan and pre-departure research
Off-Campus Emergencies/Crisis

An emergency is a situation where the health, safety and well-being of a traveler is in immediate danger. Emergencies can occur on the individual or group level. The following is a list of examples of emergency situations, and is not an exhaustive list:

- Natural disasters (floods, hurricanes, earthquakes)
- Civil disorder
- Terrorist attacks
- Illness or injury
- Assault or rape
- Missing participant(s)
- Arrest
- Mental health problems
- Death of a participant
- Alcohol/drug abuse
- Serious misconduct

Fundamental Principles for any Emergency/Crisis Response

- Prevent life-threatening situations without putting yourself at harm
- Facilitate a safe and calm atmosphere
- Ensure health and safety of fellow travelers
- Contact appropriate Cornell personnel
- Maintain communication channels
- Document as much information as possible

Working With Travelers in Distress/Mental Health Cases

Trends in collegiate mental health show stark increase in reported, severe psychological problems among students. Adding the stresses of an off-campus experience and distance from support/accountability networks often incites new or exacerbates underlying conditions.

It is not uncommon for travelers to find themselves working with fellow travelers exhibiting signs of depression, anxiety, suicidal thoughts, increased alcohol use, self-destructive behaviors, and more. Such distress may manifest itself as a marked change in self-care/grooming, withdrawal from social contact, tearfulness, hyperactivity, talking about death or suicide.

While the average traveler is not expected to be a psychologist, therapist, or counselor, they may be looked to by their colleagues as a resource. For this reason it is important to be prepared to engage with others who either seek out a trusting relationship or exhibit changes in behavior. If this situation arises the following tips can help guide a response:

- Do not promise confidentiality. Depending on what is disclosed you may be required by law to report the conversation, including names, to Cornell. International Health and Safety can assist in determining what must be reported.
• Meet with fellow travelers one-on-one in a public, yet private enough space to have a conversation. i.e. hotel lobby, public park.
• Let the fellow traveler know you have noticed something and are concerned.
• Ask open ended questions and avoid “why” questions.
• Be patient. Allow for silences.
• Summarize and make sure the person in distress feels understood.
• Suggest and encourage available resources.

**Conversation Starters for Travelers in Distress**
• “I’ve noticed you have seemed down lately. I’m worried about you and want to help.”
• “I’ve noticed that since Monday you have been avoiding Juan. I’m concerned and want to help.”
• “For the last few mornings you seem extra tired and have been late to meetings. I want to help you get the most out of this experience.”

<table>
<thead>
<tr>
<th>What Helps</th>
<th>Not Helpful</th>
</tr>
</thead>
<tbody>
<tr>
<td>It sounds like you may have a real illness that may be causing these thoughts and feelings.</td>
<td>It’s all in your head.</td>
</tr>
<tr>
<td>I may not understand exactly how you feel, but I care about you and want to help.</td>
<td>We all go through things like this.</td>
</tr>
<tr>
<td>You are not alone in this. I’m here for you.</td>
<td>You’ll get over this.</td>
</tr>
<tr>
<td>Talk to me. I’m listening.</td>
<td>Here’s my advice</td>
</tr>
</tbody>
</table>

**Insurance coverage**

Faculty, staff, and students working or traveling abroad on university business have access to emergency medical, travel and personal security assistance 24/7 anywhere in the world. By calling United Healthcare (UHC) Global at 1-410-453-6330 and referencing ID# 343211 a staff member can:

• Refer you to a reputable medical facility that speaks English if necessary.
• Offer first-aid advice to stabilize minor injuries for transport.
• Provide security intelligence or give advice regarding your travel plans.
• Assist with replacing lost documents.
• Arrange a medical, security or political evacuation (with Cornell’s approval).
• Relay messages to Cornell or loved ones.

Travelers can also create a free user account at UHC Global, clicking “Create User” in the log-in box on the left and using the Cornell United Healthcare Global ID# 343211. This will give you access to:

• Your Cornell ID Card (print and carry with you at all times).
• Comprehensive risk analysis and information for countries and cites (World Watch reports).
• Medical Intelligence Reports with lists of local hospitals, prevalent diseases, quality of care ratings.
• Airline risk ratings.
• Pre-travel checklists.
Services provided by UHC Global do NOT include health insurance. It is each traveler’s responsibility to verify their existing health insurance applies abroad. In most cases, travelers will be required to pay out-of-pocket and seek reimbursement upon return.

Incident specific scenarios

The following scenarios are intended to guide someone assisting with an incident on-site abroad, the traveler experiencing the incident, and Cornell personnel in the U.S.

Arrest

Definition:

Traveler has been legally incarcerated by local authorities.

Examples:

Drug or alcohol misuse, sexual misconduct, theft

Information to Gather:

- What is the nature of incident leading to traveler’s incarceration?
- Has the traveler been detained or arrested?
- What agency has made the arrest? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses? (What are their names and contact info?)
- What rights have been granted?
- Has the U.S. Embassy/consulate been notified?
- Has the traveler been given legal representation? If so, name and phone number.
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media)?
- Is the traveler asking for assistance in contacting family?

Action Steps:

On-site:

a) Begin an event log: gather background information and obtain as many details as possible
b) Contact Cornell and make an initial report and form a communication plan
   a. Via 1-607-255-1111 (Cornell Police)
   b) Collect written reports from witnesses (other travelers) when appropriate
d) Visit traveler if possible and appropriate
e) Ensure any fellow travelers are aware of what is happening and know what they should be doing while the situation is stabilized

Cornell:
a) Begin an event log: gather background information and obtain as many details as possible
b) Convene/Notify ITART
c) Contact appropriate additional Cornell staff
d) Verify the traveler has contacted the appropriate Embassy and is obtaining legal representation
e) Assist the traveler in contacting the appropriate Embassy if necessary
f) Refer any media inquiries to University Communications Office

Follow-up:
- Complete incident report
- Evaluate whether traveler should be referred to the Judicial Administrator
- Coordinate with academic unit to resolve any academic credit issues

Know:
- One of the most essential tasks of the Department of State and the U.S. embassies and consulates abroad is to provide assistance to U.S. citizens incarcerated abroad. Consular Services, upon notification of arrest can visit the prisoner, provide a list of attorneys, provide information on judicial procedures, notify family, etc.

Civil Unrest/ Terrorism

Definition:
Public disturbance that is caused by a group of people which impacts the ability to maintain the safety of travelers.

Examples:
- Rioting, Political demonstrations that turn violent, Hate crime

Information to Gather:
- What is the nature of the unrest?
- How widespread is the unrest?
- Is there a target of the unrest?
- Where is each traveler currently located?
- Is the location of the travelers safe? Long term or short term?
- What advice have local authorities given for response/precaution?
- Has the U.S. embassy been notified? When? Who was the contact person there?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:
a) Shelter in a safe place and monitor the advice of local authorities
b) Begin an event log: gather background information and obtain as many details as possible
c) Contact any fellow travelers to determine their needs and whereabouts
d) Contact Cornell and make an initial report and form a communication plan
   a. Via 1-607-255-1111 (Cornell Police)
e) Monitor the U.S. Embassy and State Department websites for current information
f) Gather group in one location if safe to do so and applicable
g) Identify traveler responsibilities and provide them with specific emergency evacuation plans

Cornell:

a) Begin an event log: gather background information and obtain as many details as possible
b) Convene/Notify ITART
c) Contact appropriate additional Cornell staff
d) Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites
e) Contact the “Emergency Evacuation” provider to establish action plan should one be needed
f) Provide travelers with specific emergency evacuation plans
g) Coordinate in-country transport of travelers if needed
h) Arrange alternative lodging and/or support services if needed
i) Refer any media inquiries to the University Communications Office

Follow-up:

- Complete incident report
- Coordinate with the Office of Risk Management regarding any needed evacuation
- Coordinate with academic unit to resolve any academic credit issues

Know:

- Registering with the U.S. Dept of State through the STEP program provides the nearest U.S. Embassy the information they need to send alerts and warnings directly to you as well as assist in evacuation if necessary.
- Cornell provides for Emergency Evacuation due to political instability.

Death

Definition:

The end of life for a person.

Examples:

The permanent absence of heartbeat and spontaneous breathing
Information to Gather:

- What are the known details surrounding the death?
- Where are the remains being kept? Hospital? Other facility?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- What is the country’s death protocol?
- Does the family want the remains returned to the U.S.?
- Are counseling services available on-site?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) If death occurs outside of a hospital, contact local authorities to report it
- c) Contact Cornell and make an initial report and form a communication plan
  a. Via 1-607-255-1111 (Cornell Police)
- d) Ensure any other travelers are aware of what is happening and know what they should be doing while the situation is stabilized
- e) Make counseling services available to program participants
- f) Do not contact the family of the deceased directly

Cornell:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene/Notify ITART
- c) Contact appropriate additional Cornell staff
- d) Ensure that counseling services are available to travelers
- e) Refer any media inquiries to the University Communications Office

Follow-up:

- Complete incident report
- Make sure a repatriation claim is initiated with insurance company
- Coordinate with academic unit to resolve any academic credit issues

Loss/ Theft of Credit Card

Definition:

Traveler’s credit card or debit card has been lost or stolen.

Examples:
Traveler has been robbed, Traveler has changed locations but forgotten card

Information to Gather:

- Has the traveler notified the bank and or police?
- What was the bank/ police’s advice?
- Has a police report been filed? What is the case number? Who was the contact?
- What access to other sources of money does the traveler have? Additional cards, cash, family?
- Where/ when did this happen?

Action Steps:

On-site:

a) Begin an event log: gather background information and obtain as many details as possible
b) Contact Cornell and make an initial report and form a communication plan
   a. Via intlsafety@cornell.edu
c) If card was left behind, call last location and see if it has been found.
d) Call bank and cancel card.
e) File a police report
f) Assess financial need for remainder of program and what access to funds the traveler has.

Cornell:

a) Begin an event log: gather background information and obtain as many details as possible
b) Assist where possible in helping the traveler communicate with appropriate offices.
c) Recommend the traveler call their bank and family for assistance.

Follow-up:

- Complete incident report

Know:

- Any loans given by a traveler, fellow traveler or 3rd party are not guaranteed and unlikely to be reimbursed by Cornell.

Loss/ Theft of Passport

Definition:

Traveler’s passport has been lost or stolen.

Examples:

Traveler has been robbed, Traveler has changed locations but forgotten passport
Information to Gather:

- Has the traveler notified the police?
- What was the police’s advice?
- Has a police report been filed? What is the case number? Who was the contact?
- Where/ when did this happen?
- When will the passport be needed next for travel or as part of the trip itinerary?
- Has the embassy been notified?
- Does the traveler have a copy and passport photos for replacement?
- Is there time to have renewal before next flight? If not, what are the options for lodging and booking new travel?

Action Steps:

On-site:

a) Begin an event log: gather background information and obtain as many details as possible
b) Contact Cornell and make an initial report and form a communication plan
   a. Via intlsafety@cornell.edu
c) If passport was left behind, call last location and see if it has been found.
d) Call local police and file a police report.
e) Call nearest embassy/consulate to make appointment for replacement.
f) Keep in mind that traveler may have to enter Embassy alone. Ensure the traveler has all documentation necessary prior to appointment.
g) If travel adjustments must be made, work closely with appropriate personnel at Cornell.

Cornell:

a) Begin an event log: gather background information and obtain as many details as possible
b) Assist where possible in helping the traveler communicate with appropriate offices.
c) Familiarize yourself with replacement process on the website of the nearest Embassy.
d) Email the traveler a copy of their passport on file if needed and available.
e) Assist with any necessary travel adjustments when possible.

Follow-up:

- Complete incident report

Know:

- In most cases you will need to get a passport photo prior to arrival at the Embassy or Consulate. You will also likely need an appointment. While an Embassy or Consulate can often arrange same day, emergency replacement this is often not the case outside normal business hours of Mon-Fri 8-5.
Mental Health

Definition:

Any mental state which prevents the person from normally continuing the activities the person was capable of performing before the onset of symptoms.

Examples:

Depression, extreme homesickness, suicidal thoughts

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the person a danger to themselves or those around them?
- What symptoms have been noticed?
- Does the traveler require emergency medical evacuation?
- Has the traveler sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?
- Is the traveler confined to the hospital? Hotel? Other facility?
- Does traveler want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

a) Contact the travel assistance company (+1-410-453-6330) or local emergency responders as needed
b) Begin an event log: gather background information and obtain as many details as possible
c) Ensure traveler is receiving appropriate care
d) Contact Cornell and make an initial report and form a communication plan
   a. Via 1-607-255-1111 (Cornell Police) for situations requiring an immediate institutional response.
   b. Via intlsafety@cornell.edu for situations requiring a timely institutional response.
e) Offer yourself as a caring person until professional assistance has been obtained
f) Being respectful of the traveler’s privacy, ensure any other travelers are aware that you are working on an issue and know what they should be doing while the situation is stabilized
g) If relevant, help patient to gather medical documents including itemized bill with procedure codes/ICD9 Codes and descriptions in the native language.

Cornell:

a) Begin an event log: gather background information and obtain as many details as possible
b) Contact appropriate additional Cornell staff
c) Take action as necessary to make arrangements for medical evacuation or family visit
d) Refer any media inquiries to the University Communications Office

Follow-up:

- Complete incident report
- Coordinate with academic unit to resolve any academic credit issues

Know:

- Cornell Counseling and Psychological Services (CAPS) is very limited in what it can provide over the phone to participants while abroad.

Misconduct

Definition:

Any action or behavior, repeated or isolated that violates local law, Cornell Campus Code of Conduct, reasonable expectations of adult behavior, the rights of other travelers and/or impedes the progress of the course/program/itinerary.

Examples:

- Excessive drinking, drug use, abuse, vandalism, disrespectful behavior, unexcused and repeated absence, refusal to follow instruction

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the traveler a danger to themselves or those around them?
- What behavior has been observed?
- Has the traveler been given a warning or been talked to?
- Does the traveler require immediate removal from the program?
- Are the local authorities or 3rd parties involved?
- How long has the behavior been going on?
- Is there any known cause for the behavior?
- Is the person confined to the hospital? Hotel? Other facility?
- Does traveler want to return to the U.S.?
- What are other travelers saying about this person's behavior?

Action Steps:

On-site:

- Begin an event log: gather background information and obtain as many details as possible
- Discuss behavior with person and inform them that a violation of the established program expectations is grounds for immediate removal from the program
- Contact Cornell and make an initial report and form a communication plan
a. Via 1-607-255-1111 (Cornell Police) for situations requiring an immediate institutional response.
b. Via intlsafety@cornell.edu for situations requiring a timely institutional response.
d) If necessary, insist person remain isolated while situation is resolved
e) Ensure any other travelers are aware that you are working on an issue and know what they should be doing while the situation is stabilized

Cornell:

a) Begin an event log: gather background information and obtain as many details as possible
b) Contact appropriate additional Cornell staff
c) Speak with the misbehaving person and detail the repercussions of their actions
d) Take action as necessary to remove traveler from the situation

Follow-up:

- Complete incident report
- Report any contact the traveler continues to have after being removed from the situation
- Coordinate with the Judicial Administrator for appropriate sanctions
- Coordinate with academic unit to resolve any academic credit issues

Know:

- Cornell largely relies on the opinion of the Off-campus Activity Leader when deciding to remove a participant from a program. If appropriate, Cornell can arrange transportation to the airport, purchase a return flight and place the charges on the person’s Cornell account. In many cases, this will be presented as an option along with said person paying a change fee to leave the country immediately. DOCUMENTATION OF ALL EVENTS AND MITIGATING CONVERSATIONS IS EXTREMELY IMPORTANT.

**Natural Disaster**

**Definition:**

A natural event that causes heavy damage and/or loss of life.

**Examples:**

Earthquake, Hurricane, Flood, Volcanic eruption

**Information to Gather:**

- What is the nature of the disaster?
- How widespread is the damage?
- Is there a likelihood of a continuing safety risk?
- Where is each traveler currently located?
- Is the location of the travelers safe? Long term or short term?
o What advice have local authorities given for response/precaution?

o What advice has the U.S. Embassy given?

o Is travel restricted?

o What are available travel options?

o What is the availability of resources? Food, water, shelter, medical supplies/attention?

o Have local authorities imposed protections and/or restrictions?

o Is evacuation desirable? If so, when, where, how?

**Action Steps:**

**On-site:**

a) Begin an event log: gather background information and obtain as many details as possible

b) Contact any fellow travelers to determine their needs and whereabouts

c) Contact Cornell and make an initial report and form a communication plan
   a. Via 1-607-255-1111 (Cornell Police) for situations requiring an immediate institutional response.
   b. Via intlsafety@cornell.edu for situations requiring a timely institutional response.

d) Monitor the U.S. Embassy and State Department websites for current information

e) Gather group in one location if safe to do so and applicable

f) Identify a source of resources. Food, water, shelter, medical facilities

h) Identify traveler responsibilities and provide them with specific emergency evacuation plans

**Cornell:**

a) Begin an event log: gather background information and obtain as many details as possible

b) Convene/notify ITART

c) Contact appropriate additional Cornell staff

d) Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites

e) Contact the “Emergency Evacuation” provider to establish action plan should one be needed

f) Provide travelers with specific emergency evacuation plans

g) Coordinate in-country transport of travelers if needed

h) Arrange alternative lodging and/or support services if needed

i) Refer any media inquiries to University Communications Office

**Follow-up:**

o Complete incident report

o Coordinate with the Office of Risk Management and Insurance regarding any needed evacuation
Coordinate with academic unit to resolve any academic credit issues

**Serious Illness**

**Definition:**
Any illness which prevents the ill person from normally continuing the activities the person was capable of performing before the illness occurred.

**Examples:**
High Fever, gastrointestinal problems, severe allergic reaction, other illness requiring hospitalization

**Information to Gather:**
- What are known details of incident?
- Who was involved?
- How did the illness occur?
- Does the ill person require emergency medical evacuation?
- Has the ill person sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?
- Is the ill person confined to the hospital? Hotel? Other facility?
- Does ill person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

**Action Steps:**

**On-site:**

a) Begin an event log: gather background information and obtain as many details as possible
b) Contact the travel assistance company (+1-410-453-6330) or local emergency responders as needed
c) Ensure ill person is receiving appropriate care
d) Contact Cornell and make an initial report and form a communication plan
   a) Via 1-607-255-1111 (Cornell Police) for situations requiring an *immediate* institutional response.
   b) Via intlsafety@cornell.edu for situations requiring a *timely* institutional response.
e) Ensure any other travelers are aware of what is happening and know what they should be doing while the situation is stabilized
f) Gather medical documents including itemized bill with procedure codes/ICD9 Codes and descriptions in the native language.

**Cornell:**

a) Begin an event log: gather background information and obtain as many details as possible
b) Ensure case has been opened with United Health care Global
c) Convene/notify ITART

d) Contact appropriate additional Cornell staff

e) Take action as necessary to remove traveler from program and or make arrangements for medical evacuation or family visit

f) Refer any media inquiries to University Communications Office

Follow-up:

- Complete incident report
- Coordinate with academic unit to resolve any academic credit issues

Serious Injury

Definition:

Any injury, other than a fatal injury, which prevents the injured person from walking or normally continuing the activities the person was capable of performing before the injury occurred.

Examples:

Severe lacerations, broken or distorted limbs, skull, chest, or abdominal injuries, unconsciousness

Information to Gather:

- What are known details of incident?
- Who was involved?
- How did the injury occur?
- Are rescue operations needed?
- Has the injured person sought medical assistance? Where, when?
- Is the injured person confined to the hospital? Hotel? Other facility?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- Does injured person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

a) Begin an event log: gather background information and obtain as many details as possible

b) Contact the travel assistance company (+1-410-453-6330) or local emergency responders as needed

c) Ensure injured person is receiving appropriate care

d) Contact Cornell and make an initial report and form a communication plan

   a. Via 1-607-255-1111 (Cornell Police) for situations requiring an immediate institutional response.
b. Via intlsafety@cornell.edu for situations requiring a timely institutional response.

e) Ensure any other program participants are aware of what is happening and know what they should be doing while the situation is stabilized

f) Help patient to gather medical documents including itemized bill with procedure codes/ICD9 Codes and descriptions in the native language.

Cornell:

a) Begin an event log: gather background information and obtain as many details as possible

b) Notify/Convene ITART

c) Contact appropriate additional Cornell staff

d) Take action as necessary to remove traveler from program and/or make arrangements for medical evacuation or family visit

e) Refer any media inquiries to the University Communications Office

Follow-up:

- Complete incident report
- Coordinate with academic unit to resolve any academic credit issues

**Sexual Assault**

**Definition:**

Sexual contact or behavior that occurs without the explicit consent of the victim.

**Examples:**

Rape, inappropriate touching

**Information to Gather:**

- What are known details of incident?
- Who was involved?
- Where is the accused?
- Is the person allegedly responsible a Cornell traveler, faculty, staff, local, etc.?
- Has victim sought medical assistance? Where, when?
- Has incident been reported to local law enforcement? What agency, case number, contact person?
- Does the victim want to seek medical assistance?
- Does the victim want to report to local law enforcement?
- Are there witnesses?
- Is counseling available? In English? Where?
- Does victim want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?
- What are the country’s laws regarding the report of a sexual assault? Will victim
and accused be detained? (Department of State can assist with this)

- What is the local cultural outlook on sexual assault? Does the culture support a woman’s right to file a police report?

**Action Steps:**

**On-site:**

- **a)** Ensure victim is safe and separated from accused
- **b)** Begin an event log: gather background information and obtain as many details as possible
- **c)** Contact Cornell and make an initial report and form a communication plan
  - **a.** Via 1-607-255-1111 (Cornell Police) for situations requiring an immediate institutional response.
  - **b.** Via intlsafety@cornell.edu for situations requiring a timely institutional response.
- **d)** Do not promise to be a confidential resource. Cornell faculty and staff MUST report the incident, including names of victims to the Title IX coordinator
- **e)** Tell the victim that it is not his/her fault
- **f)** Do not force victim to seek medical attention or to file a report
- **g)** If victim desires counseling, contact travel assistance provider (1-410-453-6330) for local facility
- **h)** Assist in contacting family if desired
- **i)** Gather information regarding possible implications of reporting assault to law enforcement (i.e.: passport taken)
- **j)** The Department of State can be called at 202-501-4444 (from overseas) to determine appropriate next steps based on country.
- **k)** Get victim medical treatment if victim desires to do so
- **l)** Report assault to law enforcement if victim desires to do so

**Cornell:**

- **a)** Begin an event log: gather background information and obtain as many details as possible
- **b)** Notify/Convene ITART
- **c)** Contact Title IX coordinator and report. Names of victim and accused, if known, are required
- **d)** File Clery report as required (depends on location of incident)
- **e)** Contact appropriate additional Cornell staff
- **f)** Contact the appropriate Embassy for advice on country specific laws. Alternatively the Dept. of State can be called at 1-888-407-4747 from the US.
- **g)** Take action as necessary to remove victim and/or accused from program
- **h)** Refer any media inquiries to University Communications Office

**Follow-up:**

- **o)** Complete incident report
- **o)** Refer victim for additional counseling
Unexplained Absence of Participant

Definition:

Traveler has not arrived at pre-determined meeting location and has been unable to be contacted for an inordinate amount of time.

Examples:

No return from night out, did not disembark booked flight

Information to Gather:

- When and where was the missing person last seen?
- Was the missing person seen with someone else?
- Who was the missing person’s last contact?
- How was the person traveling? Plane, train, foot?
- How long has the person been missing?
- What was the missing person wearing when last seen?
- How familiar is the missing person with the location/ resources available?
- Who might the missing person contact?
- When/ where would the missing person be expected next?
- Are there search/ rescue services available locally?
- Is the traveler on any medications or have a significant medical history?
- Photograph, description, passport number.
- If contacted, where should the missing person go to reunite?

Action Steps:

On-site:

a) Begin an event log: gather background information and obtain as many details as possible
b) Ask fellow travelers if they have any information about the missing participant’s whereabouts
c) Contact Cornell and make an initial report and form a communication plan
   a. Via 1-607-255-1111 (Cornell Police) for situations requiring an immediate institutional response.
   b. Via intlsafety@cornell.edu for situations requiring a timely institutional response.
d) Contact host family/ hotel/ airport/ train station, etc. to inquire about missing person and see what resources are available. (i.e.: Can the participant be messaged via facebook?)
e) Remain at expected meeting point or proceed to next as appropriate
f) Determine location of any other travelers and organize as a group in one place

Ensure any other fellow travelers are aware of what is happening and know what they should be doing while the situation is stabilized
h) Contact local police, if determined necessary
i) Contact the U.S. Embassy, if determined necessary

Cornell:

a) Begin an event log: gather background information and obtain as many details as possible
b) Notify/Convene ITART
c) Contact appropriate additional Cornell staff
d) Verify travel plans where appropriate
e) Attempt to make contact with missing person
f) Contact traveler’s emergency contact for information, if determined necessary

Follow-up:

- Complete incident report

Know:

- If you are concerned about a U.S. citizen who is traveling abroad, you can call the State Department at +1-888-407-4747. The Embassies and Consulates abroad can use the information gathered to check with local authorities to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate. If necessary they may personally search hotels, airports, hospitals or even prisons. They cannot release their findings without the missing person’s written consent.