Critical Incident Management Seminar

For Program Leaders and Assistants

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24/7 International Assistance Line: 517-353-3784

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Goals of this seminar

**PREVENT** ...foreseeable harm

**PREPARE** ...for health, safety and security situations by providing information, tools, and resources

**RESPOND** ...to needs of parents, students, faculty & staff

- Introduce the Office of International Health and Safety (OIHS)
- Offer recommendations to enhance health, safety, and security during Study Abroad programs
- Understand program leader + OIHS responsibilities and resources
Agenda

- Introduction to the OIHS
- Overview of Resources + Applicable Laws
- Program Leader Responsibilities
  - Pre-Departure Preparation
  - Upon Arrival
- Critical Incident Management and Response
- Health, Safety, and Security Recommendations
- Q&A
Office of International Health and Safety

- **Staff**
  - Chris Daniel
  - Maureen Handrahan
  - Health & Safety Intern Blerta Devole

- **Responsibilities**
  - Study Abroad health and safety
  - Non-Study Abroad travelers

- **Collaboration with OSA**

**OIHS**
- > 24/7 emergency response
- > Travel Warning waiver requests
- > D2L Pre-Departure orientation
- > Program leader training
  - > HTH liaison
- > Student conduct reviews

**OSA**
- > Program proposals
  - > In-person orientation
  - > Discipline
  - … and more
- > Receive on-site emergency contact info
- > Program development
- > Recruitment and marketing
- > Travel advances
  - > Academic issues/questions
MSU Incident Management Resources

For Program Leaders

- University Policies
  - Worker’s Compensation
  - Indemnification
  - Anti-Discrimination Policy
  - University Policy on Relationship Violence & Sexual Misconduct
  - MSU Faculty Handbook
- OSA + OIHS materials
  - OSA Faculty and Advisers Guide
    - Program Leader On-Site Operations Manual
  - Critical Incident Management Training
  - Emergency cards
- U.S. Government resources
  - State Department travel website
  - Center for Disease Control (CDC)

For Participants

- University Policies
  - Statement of Responsibility
  - Anti-Discrimination Policy
  - University Policy on Relationship Violence & Sexual Assault
  - Spartan Life Student Handbook
- OSA + OIHS materials
  - OSA Student Guide
  - D2L Orientation
  - In-person orientation
  - Advising: peer, coordinator
  - Emergency cards
- U.S. Government resources
  - State Department travel website
  - Center for Disease Control (CDC)
Applicable Laws

**FERPA/HIPAA**
- Be cautious with parental contact
- “Need to know”

**Title IX Sex Discrimination, Harassment & Bias Incidents**
- Mandatory reporting -> Call 24/7 Line
- MSU Police
- Office of Institutional Equity

**Title II of the Americans with Disabilities Act (ADA)**
- Prohibits discrimination against people with disabilities

**The Clery Act**
- Campus crime reporting
- Office of General Counsel

**MSU Employment Policies**
- Faculty Handbook
- Anti-Discrimination and Sexual Harassment
Program Leader Responsibilities: Pre-Departure

• Monitor news and embassy notices

• Register with **STEP**

• Seek travel health advice
  • MSU Travel Clinic

• Orientation
  • Offer face-to-face, country-specific orientation
  • Enforce expectation of online D2L orientation completion
  • Remind students to read the **Safety and Travel** section of the Student Guide
Pre-Departure Travel Health

Australia, Canada, Japan, Mexico, New Zealand, or Western Europe:

Participants must disclose the following so the MSU Travel Clinic can assess the need of a clinic/physician visit:

• are not up-to-date on their routine immunizations;
• are on prescription medications; or
• have a pre-existing condition or chronic disease

Africa, Central/South America, Eastern Europe, Russia, or Southeast Asia

In addition to full disclosure, a clinical visit may be necessary due to health issues in-country:

• Participants should be referred to a certified travel professional.
• MSU Travel Clinic professionals are certified in travel medicine.

Program Leaders encouraged to use MSU Travel Clinic too!
Program Leader Responsibilities: Upon Arrival

- Test your cell phone*
- Report your local number to OSA
- Notify OIHS immediately of no-shows (call 24/7 line)
- Exchange phone numbers and local “911”** with your students and on-site colleagues
- Conduct an On-site Orientation
  - Fire Safety
  - Emergency Action Plan

*http://www.howtocallabroad.com/
**http://studentsabroad..../911_ABROAD.pdf
On-Site Orientation: Fire Safety

- Do you know the “911” # for Fire?
- Do you have a smoke detector?
- Think about how you will escape the room in case of fire – do you have a fire escape and window access?
  - Plan two ways out of every room.
- Watch your smoking and cooking.
On-Site Orientation: Emergency Action Plan

• Discuss potential safety issues relevant to your destination
  • Pickpockets; Buddy System; Cultural Sensitivity; Road Safety; Protests
• Agree on when and how to check-in during an emergency
  • Student check in
  • Group check in with OIHS/OSA
• Designate a primary and a secondary meeting place
• Remind students to check-in with family
• Designate a student leader in case the program leader is incapacitated or unavailable
• Identify an additional on-site contact person to OSA prior to departure if you are the ONLY program leader
Critical Incident Management

- Shaping the Program Environment
- MSU 24/7 International Assistance Line
- Water Safety
- Activity Oversight
- Addressing Behavior
- Mental Health
- Health Insurance + Medical Assistance Abroad

Most safety issues involve behavior...not civil unrest, terrorism or natural disasters
Shaping the Program Environment

Students should perceive their group as their primary source of help and support.

Make it a place where...
• They may explore their identity and safely express themselves
• Group decision-making is emphasized
• There is balance between program leader oversight and participant autonomy

Shape the environment by….
• Use care and concern over coercion
• Encourage participation
• Provide private time and space
• Communicate limits and expectations
MSU 24/7 International Assistance Line

• This number is answered by a cadet at the Department of Police & Public Safety

• DPPS will triage the call and contact the Office of International Health and Safety (Maureen or Chris)

001*-517-353-3784

*http://www.howtocallabroad.com
Water Safety

If swimming is a part of your program:

• Be certain of students’ swimming abilities
• Be certain of the locations where you’ll be swimming
• Provide alternative activities for non-swimmers

• Students are generally naive about ocean currents, riptides, and undertows, so they are at greater risk
• Remember - program leader is the last in the water
• Take an immediate head count after group exits the water
Activity Oversight

Review your itinerary!

- Are any locations known to be dangerous?
- “We have always done that before” won’t fly!

If students intend to {Insert Dangerous Activity Here} in their free time:

- Students can make an independent decision to do what they want during their free time – but actively discourage unsafe activities!

- If there are locations/activities you don’t recommend students go, say so – and in writing if necessary!

France
Addressing Behavior

• Identify the **inappropriate behavior** early
• Set **limits** and **expectations** early
• State the **consequences** clearly and **carefully**
• Keep the OIHS/OSA informed

Violations require due process
1. Verbal notification to student and email to OIHS/OSA
2. Written notification (in consultation with OIHS/OSA)
3. Housing reassignment or dismissal (facilitated by OIHS/OSA)

**Egregious violations** - Behavior that directly harms another person or property can result in dismissal
- **Requires Director and General Counsel approval**
Snapshot of MSU Student Mental Health

84% - Felt overwhelmed by all they had to do
46% - Felt overwhelming anxiety in the past year
27% - Felt so depressed it was difficult to function
6.5% - Seriously considered suicide in the past year
4.5% - Had intentionally injured themselves
1.5% - Actually attempted suicide

11% - Reported an anxiety disorder diagnosis
8.5% - Reported a depression diagnosis

2014-2015 Study Abroad Participation: 2,840 students

Source: Michigan State University Student Health Assessment, Results from 2014 survey of MSU students conducted by the Office of Survey Research http://ippsr.msu.edu/ncha/ncha_2014_report.pdf
Observing Mental Health Issues

- Abrupt/radical changes in behavior, including a dramatic decrease in academic functioning
- Isolation from others
- Noticeable changes in mood, such as depression, apathy, or irritability
- Poor attendance in classes
- Sudden outbursts of anger
- Attention/memory difficulties
- Alcohol/drug abuse
- Marked change in personal hygiene
- Inappropriate crying
- Bizarre statements or behavior
- Suicidal statements

http://counseling.msu.edu/facultyandstaff/students-in-distress/
Addressing Mental Health Issues

- Immediate response
  - Resist the urge to diagnose
  - Active listening + demonstrate empathy

- In crisis use simple but direct questions. It is OK to ask about suicide!

- If you have a student whose behavior leads you to believe they may have a mental health condition, listen to your gut and call MSU’s 24/7 International Assistance Line +1-517-353-3784

- When should a student return home? Evaluate with OIHS:
  - Danger to self and/or others
  - Level of disruption
  - Meeting program expectations?
  - Student input

Don’t forget to take care of yourself!
Medical Assistance Abroad

- **Emergency**
  - Call local ambulance immediately
    - Know local 911 equivalent in advance
  - HTH 24/7 Assistance Line
    - **1-610-254-8771**
  - Contact MSU 24/7 International Assistance Line
    - **1-517-353-3784**

- **Non-emergency assistance**
  - Contact HTH via email: [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com) or phone 1-610-254-8771
  - Contact Maureen via email: [handraha@msu.edu](mailto:handraha@msu.edu)
HTH Worldwide Health Insurance

- Coverage for program leaders + participants
- Coverage details:
  - 100% reimbursement, medical evacuation, bedside visits, mental health, certain dental, and medical escort home
- Receiving medical attention
  - Network Provider
    - No fees paid up front after HTH notification
  - Guarantee of Payment Agreement
    - HTH may negotiate guarantee of payment with facility
- Out-of-Pocket
  - Pay fees upfront, save receipts, submit reimbursement claim
  - Invoices may be submitted directly to HTH

Note exclusions: bungee jumping, parachuting, sky diving and hang gliding
HTH Worldwide Insurance: Evacuation

- **Call MSU 24/7 Line** +517-353-3784
- Account for all students, staff and faculty on site
- Follow local emergency protocols
  - Shelter in place
- HTH works with MSU-OIHS to authorize evacuation and determine an extraction plan
  - Establish communication plan with:
    - Students
    - MSU (via OIHS)
    - Evacuation provider
    - Examples: phone, text, Skype…
Summary: Critical Incident Response

Incidents
- HEALTH
- LEGAL
- CRIME
- NATURAL DISASTER
- CIVIL UNREST

Resources
- University Physician
- General Counsel
- HTH Insurance
- DPPS/FBI
- U.S. Embassy
- Office of Risk Mgmt

Program Leader/Student
Call 24/7 Int. Line +1-517-353-3784

On-Call Responder

911*
Critical Incident Response: Types of Incidents

- Medical Incidents
  - Minor → Email
  - Urgent → Call 24/7 line
  - Do not give medical advice
- Food poisoning, allergic reactions, Injuries
- Anything of a mental health nature
- Crime and Behavioral Incidents
- Disruptive behavior, alcohol, drugs
- Rape or sexual assault
- Arrest or incarceration
- Natural disasters
- Earthquakes
- Floods or volcanoes
- Civil unrest
- Riots or demonstrations
- Terrorist attacks or acts of war
- Inform OIHS of anything newsworthy regardless of impact on program

Urgent

Anything necessitating immediate/same-day response

Call 24/7 International Assistance Line
Critical Incident Response: Examples *For Everyone*

**Health Emergency** – hospitalization; traffic accident; broken leg; severe allergic reaction
1. Call “911” and/or go to Hospital Emergency Room
2. Call MSU 24/7 International Assistance Line
3. Wait for instructions + stay with student
   Possible next steps: consultation w/ University Physician; medical evacuation; on-going monitoring

**Health Incident** – food poisoning; gastrointestinal issues; flu; cough; cold
1. Call HTH to arrange doctor’s visit
2. Visit doctor and keep receipts if provider of out-of-network
3. Inform Maureen via email
   Possible next steps: liaise with HTH; check in w/ student

**Behavioral Issue** – drunk and/or disorderly
1. Verbal warning to student to enforce program expectations. Consult OIHS if desired.
2. Behavior continues or escalates – discuss with Maureen via email
3. Written warning issued to student via email
   Possible next steps: dismissal from program

**Major In-Country Incident** – terrorist attack; violent protests; natural disaster
1. Account for all students + follow local instructions
2. Report status to OIHS via email or 24/7 line
3. Determine next steps with OIHS
   Possible next steps: shelter-in-place; evacuation; resume program + practice vigilance
Thank You!

Discussion + Q&A

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