



Global Health and Safety Protocol

2024-2025



THE OHIO STATE
UNIVERSITY

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Introduction

The Incident Response Protocol is a program leader’s in-country guide to handling student incidents while leading their education abroad program. This provides a starting point to a variety of incidents, some of which may present emergency responses. The protocols for emergencies are dictated by the circumstances and context of the incident. Various steps and processes may change based on unique conditions, including but not limited to the student(s), type of emergency, program location, point of incident in itinerary or other factors. If an incident arises while abroad, resident directors should follow the protocols listed below.

What is a critical incident?

A critical incident is “any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being on a participant that requires a response by program personnel or first responders, or an event that prevents a participant from successful participation in the program” (The Forum on Education Abroad, *Standards of Good Practice for Education Abroad*, 6th ed., section 3.8).

Guidelines for notifying family and emergency contacts

During incidents and emergencies, the student should be consulted about their preference for notification to family or emergency contacts. During significant health and safety emergencies, the university may initiate contact with the emergency contacts provided by the student in their travel registration. Always reach out to Global Health and Safety prior to any outreach to family and emergency contacts. Contact without prior consent of the student is only initiated following review and approval by relevant university staff. If you are traveling with students who are minors (less than 18 years of age), please contact Global Health and Safety for additional guidelines.

Emergency communication preparedness

All program leaders should carry the following numbers both in written format as well as entered in any mobile phone they are traveling with.

| | |
|---|--|
| Crisis24 Ohio State Dedicated Line | +1 443-569-7893 |
| Department of Public Safety | +1-614-292-6677 |
| In-Country Host Institution/Provider Contact(s) | <i>Identify local information for all destinations</i> |
| 911 Equivalent Number(s) | <i>Identify local information for all destinations</i> |
| Nearest U.S. Embassy or Consulate (after hours) | <i>Identify local information for all destinations</i> |

Additionally, program leaders should carry a roster of all students’ mobile phone numbers (including notations of students that may not be traveling with activated phones). In addition, program leaders are encouraged to consider linking all students via a common messaging app such as GroupMe or WhatsApp.

Working with Crisis24

- All Ohio State travelers are covered by our institutional Crisis24 subscription.
- Travelers are not enrolled on an individual level in Crisis24 or our international accident and sickness insurance through Zurich.
- All travelers should download and familiarize themselves with the Crisis24 Horizon app.
- For more information about Crisis24 and Zurich, see oia.osu.edu/global-health-and-safety/traveler-insurance.
- Immediate access to experts
 - Call Crisis24 at +1 443-569-7893 to connect with a global network of experts.
 - Receive medical, security, and crisis support and advice.
- Medical support – Crisis24
 - Can set up physical or mental health appointments with local providers.
 - Can recommend approved, local providers with appropriate levels of medical care and assistance.
 - Will always provide a case number.
 - Will contact the Ohio State Primary Incident Support Team with updates and financial authorization requests.
 - Will always try to set up a guarantee of payment (GOP) with the local provider on behalf of the traveler. When no GOP is possible, traveler will pay out-of-pocket, and the Global Health and Safety team will provide support with filing an insurance claim. Note that uncovered medical services will be billed to the travelers.
 - Will handle direct billing to the insurance (Zurich).
- Security support - Crisis24
 - Will consult and advise on major and minor safety and security concerns.
 - Can collaborate with the Ohio State Primary Incident Response Team to guide and organize an appropriate security incident response.
 - Will always provide a case number.
 - Depending on the situation, can provide onsite security personnel and coordinate security measures.
 - Will contact the Ohio State Primary Incident Support Team with updates and financial authorization requests.
 - Will coordinate insurance coverage. When event is not covered, Ohio State will be billed directly.
- What to expect - Crisis24
 - Will ask for specifics and details concerning an incident. See list below for key information and details to collect during an incident.
 - Will help with next steps and action items.

- May need to call you back. Always have a working and charged phone available for domestic and international calls.
- Will create a case and provide a case number. Always record the case number and share with the Primary Incident Response Team.
- Will notify the Primary Incident Response Team of all calls for support.

Health and safety checklist upon arrival (on-site orientation)

1. Students should know how to contact the program leaders in an emergency.
2. Program leaders should collect all students' contact information.
3. Students should be made aware of the local emergency 911 numbers and how/when to use them.
4. Students should be provided the emergency contact numbers for any in-country hosts, program leaders or guides.
5. Students should have downloaded the Crisis24 Horizon mobile app.
6. Students should have added the Crisis24 dedicated phone number for Ohio State travelers to their phone contacts +1 443-569-7893.
7. Students should have their local address including general directions written in the local language.
8. Students should be informed of a designated secondary meeting point should the primary accommodation be inaccessible in a security incident.
9. Students should be informed of the location of the nearest medical resources, including a 24/7 emergency room facility. When possible, travelers should always call Crisis24 ahead of seeking medical care.
10. Students should know the nearest location to buy or get potable water and food to have in their rooms in case of an emergency.
11. Students should know how to contact the nearest U.S. Embassy or Consulate.
12. Program leaders should assess the fire safety of the accommodations and make students aware of fire exit protocol.
13. Students should be advised to store their passport in a secure location and undertake daily travel with a copy of their passport photo page (unless the host country requires carrying the passport).
14. Program leaders and students should review local transportation options. This should include any forms of transportation that are advised against or special, local instructions for using transportation safely.
15. Program leaders and students should review any program or destination specific safety information (e.g., zones or locations to avoid, protocols for using ATMs, social norms to observe).

Health emergencies

All program leaders should use the Crisis24 resources. Always call Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893 to establish care. In an emergency, call 911 equivalent and then call Crisis24.

In the event of an emergency requiring hospitalization or immediate medical care:

- Once care is established, contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893
- When you contact Crisis24, they request the following:
 - Student(s) name(s)
 - Student(s) EMPLID
 - Name, address and contact information of the hospital or medical facility
 - Name of any treating medical professional(s)
 - Identify yourself as member of faculty or staff traveling with students abroad
 - Provide contact information
 - Provide your current location

Contact the Global Health and Safety team by call to the Department of Public Safety +1-614-292-6677.

File an Incident Report at go.osu.edu/report-an-incident-abroad to formally document the incident in Maxient. Be prepared to report the following.

- The name and contact information of the agency (e.g., ambulance, police) and individuals who responded to the incident
- The name of the hospital, clinic or facility where the student has been transported
- The name, address and available phone, fax or email for the attending medical professional
- Has the student already received any known medical treatment?
- Has a medical professional or the student shared any diagnosis or prescribed treatment?
- Is the student likely to be admitted for inpatient care.

Non-emergency healthcare

If a program leader or a student needs to see a medical professional for care of a preexisting condition, a sudden illness or injury, or to fill a prescription while abroad, they should consult the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893.

In cases of minor incidents—such as general health concerns or non-urgent issues—the GHS team may find that no extensive follow-up is necessary. With the support of Crisis24, they will continue to monitor the situation to ensure that the traveler is supported, any potential health needs are met, and additional risks are mitigated. For more serious incidents, the GHS team may coordinate additional resources or interventions, ensuring that the traveler receives comprehensive onsite support.

Covid protocol

There are no special isolation requirements in place. At Ohio State, we do not have separate rooms for students who test positive for COVID-19, nor are their roommates provided a separate room. If an individual needs a single room because of a positive test, they will need to pay for it themselves.

Mental healthcare

The role of an education abroad resident director often entails more intensive involvement with students. In this role you may encounter students who express concern for being overwhelmed or who exhibit signs of distressed or disturbed behavior. There may be times when an individual's behavior may require various forms of support or intervention measures. This section reviews strategies for providing student support. In this role, it can be challenging to be the main source of support for a student. It is important to know your own limitations in providing assistance and to understand when to seek more intensive help.

Definition

A mental health crisis is “any situation in which a person’s behavior puts them at risk of hurting themselves or others and/or prevents them from being able to care for themselves or function effectively in the community” (NAMI, 2023).

About mental health support

Treat the person gently and without judgement. If private conversations are necessary, ask if they would like to have someone present during the conversation. Participants may not wish to share details regarding their mental health situation.

- **Tier 1 Response: High Distress** – Suicide attempt, suicidal ideation (with plan) or actions or expressions threatening direct harm to themselves (e.g., Non-suicidal Self-Injury) and others that require immediate attention.
 - Notify the local equivalent of 911.
 - Contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893
 - Place students in a safe space
 - Do not leave the student alone.
 - Once local assistance has intervened contact, The Department of Public Safety (1-614-292-6677). Please provide The Department of Public Safety with the following information.
 - Student’s name
 - Objective information – e.g., specific words or observed actions that prompted the call to local emergency services.
 - Which unit (e.g. ambulance, police) responded to the call
 - If transported to medical care or detained, the name and location of the facility the student was transported to.

- Global Health and Safety will report to Counseling and Consultation Services, Student Health, Student Advocacy and other support units to determine an appropriate course of action
 - For continued documentation please use the incident report form at go.osu.edu/report-an-incident-abroad to formally document the incident in Maxient.
- **Tier 2 & 3 Response: Moderate & Mild Distress** – Persistent disruptive or distressing behavior that disturbs the student’s daily functioning on the program, or other participants’ experience, which may require assessment and necessitate interaction with a trained medical provider.
 - Arrange a time to speak with the student privately.
 - To document concerns of Tier 2 Response: Moderate Distress: Disturbed Behavior file a report at go.osu.edu/report-an-incident-abroad The incident report should include:
 - Examples of disruptive behavior (including potential reports previously volunteered by other students), e.g., specific verbal, written or other communicated threats of harm to others, destruction of property, actions that interfered with, delayed or cancelled any activity of the program or actions that threatened to compromise an Ohio State established connection.
 - Students who are in crisis and need immediate assistance to speak to clinicians and to receive crisis consultation can call the Crisis24 dedicated phone number for Ohio State travelers **+1 443-569-7893**.

For continued documentation please use the incident report form at go.osu.edu/report-an-incident-abroad to formally document the incident in Maxient.

Death of a traveler

In the event an Ohio State traveler dies while abroad, care and discretion will be exercised. Please take the following steps.

- Call the local equivalent of 911.
- Seek a safe location for the other students.
- Contact the Global Health and Safety team through the Department of Public Safety +1-614-292-6677. Global Health and Safety will return your call and provide further assistance and instructions.
 - Identify yourself as member of faculty or staff traveling with students abroad.
 - Provide your current location, name and contact details (Ohio State email, local cell phone, apps used for communication e.g., WeChat, WhatsApp, Skype).
 - Inform the responder of the student’s name.
- If they haven’t already been notified, Global Health and Safety will notify the U.S. embassy or consulate and Crisis24.

- **Do not communicate with emergency contacts, parents, guardians or your department or campus leadership.** Notification to emergency contacts, parents, guardians or your department or campus leadership will be done in accordance with university and when a U.S. citizen is involved, U.S. consular services protocol.
- Global Health and Safety will return your call and provide further assistance and instructions. Please have the following information ready:
 - Name and location of the deceased
 - Cause of death, if known
 - If local medical or security authorities have already intervened, note:
 - Local agencies involved in the response.
 - Name of individuals involved in the response.
 - The name, location and contact details of any facility (e.g., hospital, morgue) the deceased was transported to.
 - If local authorities have notified the U.S. Embassy or local consulate
 - If local authorities have attempted to contact the family or guardian
 - Context of where the incident occurred (e.g., at accommodations, during excursion, on free time)
 - If the family, guardian or other individuals have already been notified by someone other than an Ohio State official.

- **Do not inform other students** until the university has confirmed that the family or guardian of the deceased individual has been notified.
 - If other students are already aware, request they use discretion and avoid posts on social media or notifying family and friends until after the university has confirmed the family or guardian of the deceased individual has been notified.
 - Refrain from oversharing information. The most important, immediate information for other students to know is if they are safe.
 - Provide opportunities for students to express concerns and share feelings between themselves and with program leadership. If needed, group or individual counseling for trauma will be established through Crisis24 or with Counseling and Consultation Services
- File Incident Report at go.osu.edu/report-an-incident-abroad to formally document the incident in Maxient.

General safety emergencies (theft, robbery and aggravated assault)

Clery Act compliance

The Clery Act mandates that colleges and universities participating in federal financial aid programs must record and disclose crime information related to their properties, including those used for education abroad. This includes accommodations and instructional facilities not located on the main campus. Reportable crimes under Clery include various offenses such as murder, arson, robbery, assault, sexual crimes, dating violence, domestic violence, stalking, hate crimes, and violations related to liquor, drugs, and weapons. Faculty and staff leading study abroad programs are designated as Campus Security Authorities (CSAs) under the Clery Act.

When a situation is actively occurring or threatened, contact 911 emergency resources. If the student is a victim of sexual harassment or violence, consult the Sexual Misconduct protocol.

If the student suffers and injury due to assault, consult the Health Emergencies Protocol. If the student is reported as missing, consult the Missing Persons protocol.

- If you need assistance identifying appropriate local police or security resources, contact the Contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893
- Routine - In cases of petty theft, larceny or burglary, document what items were taken.
 - Passport
 - Contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893

- U.S. students will need to report the passport as lost or stolen online: travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html
- Complete Form DS-11 (leave unsigned) and Form DS-64
- Schedule an appointment online via the U.S. Embassy or consulate.
- If appointments are not available prior to the need for the student to return, contact local American Citizen's Services to seek an expedited appointment.
- International students will need to contact the nearest consulate of their home country.
- File an incident report form in Maxient at go.osu.edu/report-an-incident-abroad
- Credit or debit cards
 - The traveler should immediately cancel cards online or by calling their bank. If there is any chance that cards may be returned, the traveler may opt to put a hold on the card(s). Note that holds usually expire, so the traveler may need to follow up with a cancellation.
 - Travelers may wish to keep cards connected to ApplePay or other online payment methods
- Cash, phones and technology
 - Claims for stolen personal items should be submitted to the traveler's personal insurance policy.
 - Claims may require local police report.
 - Funds can be replaced via transfer services such as Western Union or MoneyGram. The university cannot use contingency funds for cash advances.
 - Students should document the following.
 - When and where the crime took place
 - Police report (if one was filed). If a police report is filed, document the name of the agency and the contact information of any local law enforcement or public security officials involved.

Contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893 for further assistance and instructions.

Traveler arrested or detained

If a traveler is detained in immigration upon entering or exiting the country or arrested by local authorities while abroad, the program leaders should:

- Contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893.
Be prepared to report:
 - The traveler's name.
 - The name of the agency or unit that detained the traveler and contact information for a representative of the unit.

- The location name, address and contact information for where the traveler is being detained.
- Any knowledge of the charges or issues for which the individual is being detained.
- If the authorities have indicated a bail amount to release the individual (do not inquire about this if the information has not been readily shared)
- Contact the Global Health and Safety team through Department of Public Safety (1-614-292-6677). Stay by your phone. Global Health and Safety will return your call and provide further assistance and instructions.
- Notify the nearest U.S. Embassy, consulate or their home country embassy of the detention.
- If you are able to communicate with the traveler, please inform them of the following.
 - They should not make any statements to the host country police prior to contacting the U.S. Embassy, consulate or their home country embassy.
- If a student on a group program is detained at a site and the group is moving to another location, one Ohio State leader should remain at the location with the detained traveler until the situation has been discussed with the Global Health and Safety team and a plan is in place.
 - File Incident Report at go.osu.edu/report-an-incident-abroad to formally document the incident in Maxient.

Sexual misconduct

Under federal Title IX requirements and the Ohio State Sexual Misconduct Policy, any Ohio State faculty or staff member who receives an incident of sexual misconduct (harassment or violence) is a mandated reporter.

Prior to your program, please read the [OIE Reporter Guide](#) - A Reference Guide to Assist Individuals who Report Harassment, Discrimination, and Sexual Misconduct.

- If a student reports an incident(s) of sexual harassment, it is important to respond empathetically and effectively. While social attitudes and gender norms vary across cultures, it is important not to minimize or disregard reported incidents based on local context. In the event of a reported incident, program leaders should:
 - Assure the individual(s) their concerns will be heard and addressed. The primary aim is to be an active listener and assure the individual(s) you will connect them to are those trained to review, assess and respond to incidents.
 - Program leaders, including faculty or staff, who are made of aware of sexual harassment are obligated to file a report with the university. Reporting can be done using the Sexual Misconduct Reporting Form at equity.osu.edu/title-ix under Report an Incident.
 - File Incident Report at go.osu.edu/report-an-incident-abroad to establish contact with Global Health and Safety who will return your call and provide further assistance and instructions. Be prepared to report the following:

- Student(s) name(s)
- Student(s) EMPLID
- Location and time of incident
- Have other specific Ohio State individuals or departments been notified
- Have other non-Ohio State resources been notified (e.g. local law enforcement, local medical professionals, GeoBlue insurance, the local U.S. Embassy or consulate)?
- Any supporting documentation.
- Do not attempt to classify the behavior of the reporting individual or of an alleged perpetrator. It is also important to not initiate an investigation, promise an outcome or develop a resolution for an incident.
- Incident reports will be directed to the university's Title IX sexual misconduct response and prevention staff. In cases where an alleged perpetrator is another student, the Office of Student Life Student Conduct will also be notified by the Title IX office.
- If the alleged offender is an Ohio State student, please contact the Department of Public Safety 1-614-292-6677.

If someone you know within the Ohio State community has experienced sexual misconduct, we can help you help them. Sometimes the most valuable advice comes from someone the individual already trusts. Whether you're a friend, roommate, college, parent, or concerned member of our faculty or staff, we can point you to resources that you can share, as well as provide support for you through the process.

- Listen
 - Confirm the person's safety. Ask the survivor, "Are you safe right now?" If they say no, help them get to a safe place. Call 911 if necessary.
 - Provide non-judgmental support. Your role is not to determine whether something occurred. Your primary responsibility is to remain supportive of the survivor, while referring the person to others who are trained in providing assistance and/or intervening.
- Refer
 - Help the person get medical care if needed.
 - Encourage the person consider whether to make a report with the police or with the University.
 - Direct the person to on-campus or off-campus confidential counseling and advocacy resources.
 - Let the person know who at Ohio State they can contact to request protective measures and accommodations such as no-contact directives, housing relocation, adjustment of schedules, time off, etc.
 - Contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893 for additional assistance and advice.

- Report, as required
 - Reporting can be done using the Sexual Misconduct Reporting Form at equity.osu.edu/title-ix under Report an Incident.
 - File Incident Report at go.osu.edu/report-an-incident-abroad.

All Ohio State employees, including student employees, are required to report incidents of sexual assault immediately, including all known details of the incident (name, date, time, location). Other employees (faculty, chairs/directors, supervisors, HR personnel) are required to report all other sexual misconduct within 5 days. University employees working under a license providing privilege may be exempt from reporting requirements. For more information about the duty to report, see the **Non-Discrimination, Harassment and Sexual Misconduct policy**.

If the alleged perpetrator is also a participant on the program, arrangements need to be considered to separate the survivor/victim and the alleged perpetrator. Consideration will factor in the decision on whether the survivor/victim would like to remain in the housing or be relocated. The university can authorize resources to make the necessary arrangements (e.g., the cost of a new room in a separate accommodation). In consultation with the Title IX coordinator and the Office of Student Conduct, a decision will be made concerning the interim suspension of the alleged perpetrator from the program.

Just as it occurs on campus, there may be an investigative period where information is sought, individuals are interviewed, and multiple details are reviewed before any resolution is determined. This can be challenging on global education programs, where students are constantly together daily. It is important for the program leaders to let the individual know the protocol is being followed and they should concentrate on participating in group activities.

Missing student(s)

In the event of a report of a missing student on an Ohio State program, take the following steps.

1. If the student is missing as the result of participating in an activity (e.g., swimming, hiking), contact the local equivalent of 911 to involve local authorities in the search.
2. If the student is reported as absent or out-of-touch during free time, first report to Global Health and Safety via the Ohio State Public Safety phone line at +1 292-6677, second call Crisis24 at +1 443-569-7893. Document the following details:
 - What time was the student reported missing?
 - Who made the report?
 - When and where was the student last seen?
 - Who were they last seen with?
 - Had the student reported any known destination or travel away from the program site?
 - Have attempts been made to contact the student via cell phone, group app, instant messaging, email and/or social media?

- Have they missed a designated program activity e.g., group meeting time, bus departure or established curfew?
 - If no, what is the next assigned program activity, group meeting time or established curfew they should report by?
 - If yes, proceed to step 3 at the point of the first missed activity, group meeting time or established curfew.
 - If the student has not missed a scheduled itinerary item, but there is reason to believe their absence is the result of events outside their control.
- 3. File Incident Report at go.osu.edu/report-an-incident-abroad to formally document the incident in Maxient.
 - In case of significant updates, the responder may need to file more than one report.

Political or natural disaster

In the event of a major security event such as a natural disaster or act of terrorism impacting the location of the group, take the following steps.

1. Seek an immediate safe location or shelter in place.
2. Contact the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893. If unable to call, send crisis signal in the Crisis24 Horizon mobile app.
3. It is imperative for the group leaders to remain confident and project calm.
4. If contact cannot be made, gather at group meeting point.
 - If feasible and not contradictory to the advice of local security or emergency personnel, move to the primary meeting place in the Emergency Action Plan
 - If primary meeting place is unavailable, and it is not contradictory to the advice of local security or emergency personnel, move to the secondary meeting place in the Emergency Action Plan
 - If movement is inadvisable and contradictory to the advice of local security for any traveler(s), they should shelter in place. If movement is restricted, seek to provide notification to individuals who may be at primary or secondary meeting place of your delay.
5. Look for communication updates from Crisis24.
6. Look for communication updates from the U.S. Department of State STEP notification system. Check the U.S. (or your country of citizenship) Embassy or Consulate website for security or emergency messages, or contact U.S. Department of State American Citizen's Services:
 - From overseas 1-202-501-4444.
 - From the U.S. and Canada 1-888-407-4747.
 - Identify yourself as member of faculty or staff traveling with students abroad.
 - Provide your current location.
 - Provide contact information.
 - Inform the responder of the situation.

7. File Incident Report at go.osu.edu/report-an-incident-abroad to formally document the incident in Maxient.
8. Look for and respond to updates and communication from emergency assistance providers and Global Health and Safety.

Behavior and conduct issues

Student Participation Agreement

As a participant in the program, the student agrees that they shall be subject to the Ohio State Code of Student Conduct, applicable policies, rules and regulations of the host institution, applicable laws, and any public health laws, regulations, ordinances, guidelines, or other requirements for any foreign countries visited as part of the program. The student further agrees to abide by the directives of those individuals employed by or acting on behalf of Ohio State or the host institution during their participation in the program. The violation of any of the foregoing, or any other conduct that Ohio State or the host institution determine to be unreasonably disruptive or threatening to health or safety may result in disenrollment at any time.

Program leaders may encounter a range of student interpersonal behavior that typically is not part of their standard interaction with students on a campus. It is critical to avoid passing your own judgment. Student behavior may be socially objectionable or abrasive without violating the Code of Student Conduct, breaking local laws or program rules. However, inappropriate behavior that exposes a student or other travelers to harm or significantly disrupts the program can constitute a potential violation.

Behavioral conduct cases abroad are processed through the Office of Student Conduct. If the Office of Student Conduct identifies a potential code infraction, they will initiate an investigation. For many routine infractions, the investigation will not conclude until the student has returned to campus and met with a Student Conduct hearing officer.

The expectation is that the notice of a potential infraction and hearing will help mitigate the concerning behavior. At their discretion, the Office of Student Conduct can accelerate the process and advise on interim measures. Program leaders may not decide to dismiss students without consultation with the Global Health and Safety team and Office of Student Conduct. Please document all disciplinary issues and provide students with written and verbal warnings with clearly outlined consequences. Remind students that misconduct abroad will be reported to Office of Student Conduct for follow-up.

In the event of a student exhibiting behavior and conduct issues, take the following steps. Note that all crimes will be escalated to a written notice and shared with Student Conduct.

1. Address the inappropriate behavior early.
2. If a student(s) is exhibiting intimidating or threatening behavior, refer to the Mental Health Care section.
3. If the incident involves sexual harassment or violence, refer to the Sexual Misconduct section.

4. First instance (depending on severity) – issue a verbal notice.
 - Arrange to privately speak with the student.
 - Identify the concerning behavior using specific, objective language.
 - Set clear expectations for improvement.
 - File an incident report to document the initial warning at go.osu.edu/report-an-incident-abroad.
5. Second instance (depending on severity) – issue a written notice.
 - Specify concerning behavior and outline expectations for improvement
 - Have student sign and date the written notice
 - Inform the student that the behavior is being reported to the Office of Student Conduct
 - File an incident report at go.osu.edu/report-an-incident-abroad.
6. Student will be referred to student conduct. Outreach will continue via student conduct.

Just as on campus, reports typically result in an investigative period where information is sought, individuals are interviewed, and multiple details are reviewed before any resolution is determined. This can be challenging on education abroad programs, where students are constantly together daily. Program leaders should let the individual(s) know the protocol is being followed and they should concentrate on participating in group activities.

Students cannot be summarily dismissed from a program. Removing a student from an Ohio State program abroad requires the same due process involved in suspending a student from campus. A suspension would be formally issued directly to the student from the Office of Student Conduct.

Behavior and conduct issues – alcohol intoxication

Under the Code of Student Conduct, students are allowed to consume alcohol if they are of legal age in the county or location where they are traveling. Additional rules or restrictions on consumption can be implemented in a group expectations contract. While permissible where legal, the excessive consumption of alcohol may lead to health or behavioral concerns. In the event of a student exhibiting symptoms of acute alcohol intoxication (alcohol poisoning), please take the following steps.

1. Call local 911 for ambulance care or transport them to a medical facility.
2. If the person cannot be awoken or stay alert, make sure they are lying on the side of their body. Do not allow them to lie flat on their back or stomach, this can lead to choking.
3. Keep the person warm. Although they may feel warm, an incapacitated state can lead to lower body temperatures.
4. Do not allow the person to be left alone.
5. Do not attempt to sober them up by drinking water or coffee, providing food, placing them in a cold shower or bath or allowing them to sleep it off.
6. If the consumption of alcohol leads to behavior that is harmful to the student's own health, consult the Distressed Behavior response in the Mental Health Care section.

7. Contact the Crisis24 dedicated phone number for Ohio State travelers **+1 443-569-7893**.

Behavior and conduct issues – drug use

The unlawful manufacture, possession, use or distribution of illicit drugs or controlled substances on university property or as part of university activities is strictly prohibited. This extends to the possession or use of drugs that may be legal in Ohio or according to laws of the country where the student is traveling. This also includes the misuse of prescription medications and the sharing of such medications between students.

Use of illegal drugs or misuse of prescription medications can be a sign of distressed behavior. Consult the Distressed Behavior response in the Mental Health Care section.

Appendix

Health response protocol Q&A

- **If a student is incapacitated can program leaders provide authorization of treatment?** Not without prior written consent from the student. Students complete an optional Authorization for Emergency Medical Treatment form as part of their travel registration. If attending medical professionals ask for authorization of treatment, it cannot be given without confirming a student has consented to the authorization. This is only if you are asked to provide authorization. In cases of major medical emergencies, attending medical staff may proceed directly with treatment according to their internal protocol and local standards.
- **What happens if a student needs to be admitted to a hospital or requires medical evacuation?** Crisis24 will work with the local treating medical professionals to determine if advanced, in-patient care is required or if a medical evacuation to another hospital is required. The evacuation destination will be determined by Crisis24 in collaboration with the Global Health and Safety Team.
- **Should a program leader remain at the hospital with a student?** Yes. If a student requires emergency treatment that may result in their admission to the hospital at the site of the program, a program leader should proceed to and remain at the hospital until the student has been admitted and the case is being actively managed by Crisis24.
- **If a student has an emergency medical situation and the program is moving to a different location or departing the country, should a program leader remain with the student?** Yes. Under normal circumstances, a student requiring emergency medical treatment should not be left behind alone in a location. A program leader should remain with the student until they are able to travel and rejoin the group.
- **Should the student's parents or other emergency contact be notified?** No. Students complete an Information Release and FERPA Release as part of their enrollment releases and waivers. If students are cognizant, they can make their own determination of parental or emergency contact notification. If students are incapacitated, Global Health and Safety or first responder will work with campus resources to determine if notification is warranted and make any authorized notification.
- **Is a co-payment needed at the time of treatment or a deductible that need to be met?** Crisis24 works directly with the insurance company, Zurich, to check whether the financial cost of the assistance falls under Ohio State's policy and sets up a direct billing agreement to eliminate unnecessary out-of-pocket payments by the traveler.
- **Does the insurance directly pay for all medical costs abroad?** Crisis24 collaborates closely with Zurich and the onsite medical provider to handle the financial aspects of medical services for students. Crisis24 makes a guarantee of payment to the onsite medical provider. This process typically eliminates the need for students to pay out-of-pocket at the time of service. Essentially, Crisis24 acts as an intermediary to streamline billing and ensure that students receive the care they need. If Crisis24 is not called or if

the onsite medical provider does not wish to accept Crisis24's guarantee of payment, the traveler will have to pay for services out-of-pocket and file a claim for reimbursement later.

- **Can program leaders pay for students' medical costs using program or personal funds?** No, not without prior authorization. Program budgets and P-cards do not carry funds to pay costs for routine and non-emergency medical care in-country for students and Ohio State does not pay for medical expenses whether for students or employees. Travelers are advised to have access to funds to cover routine medical care while abroad. When calling Crisis24 before seeking care, Crisis24 will seek to set up a guarantee of payment with a local provider or hospital. This eliminates any need to pay for services out-of-pocket.
- **What if a student incurs an injury or illness near the end of travel? Can care be deferred until their return home?** The Crisis24 and Zurich insurance coverage are designed to cover health and medical expenses during the dates of travel abroad. While care can be deferred in some cases, this should only happen based on advice from the Crisis24 team. When care has not been initiated abroad and once the traveler has returned to the US, their regular US health insurance policy will cover any expenses incurred.

Mental health response protocol Q&A

- **What to do in case a student is experiencing a panic attack?** A panic attack is an episode of intense anxiety accompanied by one or more of the potential signs of mild distressed behavior. An episode often emerges abruptly and peaks in 10 minutes. If you suspect a student is having a panic attack:
 - Do not panic yourself. Remain calm, communicate clearly and concisely, and model a normal breathing rate.
 - Reassure them they are safe. Do not dismiss the person's sense of panic.
 - Ask them if they have a prior history of panic attacks or has reason to believe that one was triggered. If the student has no history of prior panic attacks and does not think their condition is related to anxiety, treat the situation as a medical condition and follow the health emergency section above.
 - If the student indicates it is a panic attack, assist the person to obtain equilibrium through e.g., journaling, breathing exercise, decompression, connecting students to their external support systems.
 - Follow-up – In spite of constructive health management, some students might continue to experience mental or physical health concerns. Others may return to equilibrium and exhibit no outward signs of distress. In either case, once an initial rapport is established with a student, it is important to remain engaged in periodic check-ins during the time abroad.
- **Can Counseling and Consultation Services (CCS) provide counseling to a student abroad?** Although it may seem logical to refer Ohio State students with mental health concerns abroad to CCS, there are several limitations to this. Most importantly,

counseling across borders often requires appropriate credentialing or licensure. In an emergency, CSS may be able to “triage” with the student, but most likely will not be able to schedule any further consultation. A better option is to call the Crisis24 dedicated phone number for Ohio State travelers +1 443-569-7893 to reach a mental health clinician and schedule follow-up care in country or virtually.

- **Can a student be required to seek professional counseling or medical assistance?** In general, a student cannot be compelled to seek medical care, the protocol is to make assistance available as part of a plan of action.
- **What if a student indicates they want to return home?** The goal of the protocol is to help students successfully complete their experience. Only extreme circumstances would warrant a student being compelled to return early. However, if a student (not parent) indicates a need to return home for health reasons, the resident director should contact Global Health and Safety and Global Education (or other unit sponsoring travel) about parameters (academic, financial) for a voluntary withdrawal.
- Review the Office of Academic Affairs **Guide to Assist Disruptive or Distressed Individuals**.

Death of a traveler Q&A

- **Should I notify the family or guardian of the student?** No. If a traveler dies abroad, Global Health and Safety will contact the appropriate Ohio State offices and local U.S. Embassy so American Citizen’s Services staff (for U.S. citizen travelers) to contact the relatives of deceased. If the student is not a U.S. citizen, Global Health and Safety will contact the nearest appropriate consulate. Ohio State will reference the emergency contacts listed by the student in their travel registration and work with the Ohio State Student Advocacy Center to attempt a formal, in-person notification to family. Following, or in lieu of, the notifications above, Global Health and Safety or the first responder will contact the emergency contacts regarding the incident and arrangements for repatriation.
- **Should I notify my department or campus leadership?** No. Global Health and Safety or the first responder will work with the Student Advocacy Center to follow the standard protocol for notification of campus leadership, relevant faculty or staff and the peers of the students.

General safety emergencies (theft, robbery and aggravated assault) Q&A

- **Does the student have to file a police report?** Reporting should be encouraged, but the decision to do so is up to the individual(s) impacted. In some countries, reporting may not be the best option for the traveler. If in doubt, contact Crisis24 or the Global Health and Safety team to discuss.
- **Should program leaders replace lost or stolen items?** In general, lost or stolen items including transit cards, museum passes, or other items purchased with program funds are the responsibility of the traveler. If a student has no access to funds and requires a

single day transit-pass or entrance ticket to participate in the program itinerary, limited purchases may be made. Once the student has funds, it is their responsibility to refund the monies and pay for permanent renewals.

Detained traveler Q&A

- **Can Ohio State pay bail or other associated fees for a traveler who has been detained?** No.
- **Will the U.S. Embassy be able to arrange for the traveler's release (U.S. travelers only)?** No. Consular officials cannot provide legal representation, bail funds or other resources to secure their release. However, officials can formally seek to arrange to visit a detained traveler to confirm their well-being.
- **Will Ohio State be able to represent the student in court?** No. The Office of Legal Affairs can provide consultation, but they cannot provide representation for individuals charged with crimes abroad.
- **How can the student gain legal representation?** The local U.S. Embassy can provide a list of English-speaking attorneys.
- **Do we contact the student's family or emergency contacts?** No. If contact with the student is available, the student's consent should be sought before notifying emergency contacts. In this, Global Health and Safety will notify the family.

Sexual misconduct response protocol Q&A

- **Do I need to investigate the incident or take statements from students involved?** No, the role of a faculty or staff program leader is to be an active listener for the student and a mandatory reporter to the university, which will connect students to resources. An investigation would only occur if the student reported the incident to local law enforcement, or if involving an alleged Ohio State perpetrator, in which case the Office of Student Conduct and/or Office of Institutional Equity will investigate. The latter would only be initiated after Office of Student Conduct staff have spoken with the student about the incident and determined what course of action the student would like to take.
- **How do I know how an incident should be addressed?** Ohio State will offer to connect the student(s) to trained professionals in the Office of Institutional Equity or Office of Student Conduct who can speak with the reporting student to classify conduct in the incident, discuss options for responding and determine what choices the student(s) wants to make to address the situation.
- **Should the student's parents or other emergency contact be notified?** No. Notification to parents or other emergency contacts would only be initiated at the request of the student.
- **Who contacts a victim/survivor?** Unless requested by the survivor, the primary contact will be with a Title IX coordinator.

- **Should other students on the program be notified?** The decision to notify other program participants is made in consultation with the university Office of Institutional Equity.
- **If a student on the program is alleged to have committed an act of sexual violence, will they be dismissed from the program?** Any decision on a response to an alleged perpetrator of sexual violence, including interim suspension and dismissal from a program, will be made in consultation with the university Title IX coordinator and the Office of Student Conduct.
- Call the Department of Public Safety +1-614-292-6677. They will contact Global Health and Safety responder to return your call and provide further assistance and instructions.
- Responding to sexual misconduct
 - While you are not expected to act as a counselor, when you are with someone who has experienced sexual misconduct, you should be aware that the supportiveness of your response can be critical in the healing process. Though there is no one "right" way to respond, the following may serve as a guide identifying helpful responses:
 - Do
 - Give the survivor your complete attention.
 - Validate the survivor's feelings.
 - Tell the survivor:
 - "I believe you."
 - "This was not your fault." "You have options." "Thank you for coming forward."
 - Offer the survivor options:
 - To sit or stand.
 - To share more or be silent.
 - To call referral agencies or not, or to have you call.
 - Ask the survivor what they need.
 - Remind the survivor that they are not alone, that other people of all genders have experienced sexual misconduct.
 - Provide the survivor with information about the resources available to them, including confidential counseling, medical resources and reporting resources.
 - Suggest to the survivor that they preserve evidence.
 - Follow up with the survivor.
 - If you are an Ohio State employee, you are a mandatory reporter. Report the incident through Maxient. Explain to the student why reporting is necessary and how it can help them.
 - Take care of yourself after dealing with the situation. Get support for yourself if you need it. Consider speaking with a confidential counselor.
 - Don't
 - Tell the survivor that you know what they are going through.

- Label the experience for the survivor or make any legal conclusions.
- Minimize the survivor's experience (e.g., that's just how that person is.)
- Tell the survivor what they should do or make decisions for them.
- Ask the survivor questions that suggest they are to blame (e.g., What were you drinking? What were you wearing? Why didn't you run? What were you doing in that place?)
- Question whether the survivor is telling the truth or show doubt about their story.
- Tell the survivor that they need some proof or evidence.
- Touch the survivor's leg, shoulder, hand, etc. unless they have explicitly told you that it is okay to do so.
- Talk about your own issues or history.
- Investigate. You are a reporter.
- Guarantee complete confidentiality, particularly if you are a university employee with a reporting obligation.
- Panic. Take a deep breath and focus on listening to the survivor.

Missing student Q&A

- **Is a student considered formally missing at the time they are reported absent?** Not usually. It is dependent on the context of the location and any restrictions on free time (e.g., curfew, check-in).
- **Should the student's parents or other emergency contact be notified if reported missing?** No, not immediately. Students on Ohio State administered programs where Ohio State coordinates housing complete a Missing Persons Contact Information Form as part of their travel registration. This indicates one individual and may or may not be a student's parent or relative. Global Health and Safety or another first responder will initiate contact in consultation with University Police.
- **Is a person only missing after 24 hours?** No, when a person is declared missing is situational and will change from case to case. If you are concerned that a student or RD is missing, contact the Global Health and Safety team immediately through the Ohio State Department of Public Safety +1-614-292-6677.

Political or natural disaster Q&A

- **What information is used to determine a response to a security emergency?** Depending on the nature of the incident, Global Health and Safety will seek guidance from Crisis24, the Overseas Security Advisory Council (Department of State), the local U.S. Embassy or Consulate, host country government and security services, resources on the ground including program leaders and benchmark peers.
- **Does the issuance of a Department of State Travel Advisory of level 3 or 4 prompt a program evacuation?** Not automatically. Travel advisory language is highly nuanced. The advisory language may pertain to only specific regions of a country and not all

contain explicit language to defer travel or depart the country. In general, a travel advisory assumes travel will continue and advises travelers on risk mitigation.

- **Who decides when a program needs to depart a country?** Global Health and Safety monitors Crisis24 and U.S. Department of State recommendations concerning mandatory departures or evacuations. Depending on the severity of the incident, a decision to withdraw or continue with a program will be discussed by an emergency action committee consisting of Global Health and Safety, the office of International Affairs, the college involved and the Office of Enterprise Risk Management.
- **Can an individual program decide to evacuate?** Not usually. A decision to evacuate from a location should always be in consultation with Global Health and Safety and the office of International Affairs.

Behavior and conduct issues Q&A

- **What are the signs of acute alcohol intoxication (alcohol poisoning)?**
 - The person is unconscious or semi-conscious and cannot be awakened
 - The person's skin is cold or clammy and has pale or bluish color
 - Slow breathing - less than eight breaths per minute or lapses between breaths of more than eight seconds
 - Vomiting while "sleeping" or passed out, and not waking up after vomiting
- **What is the Ohio State Good Samaritan Guide?** The primary concern is the health and safety of the individual(s) involved. If an intoxicated student needs medical assistance, it is the university's priority to assist that student without punitive consequence. In most cases, neither the intoxicated individual, nor an individual/group who assists will be subject to punitive university disciplinary action. The Good Samaritan guide applies to straightforward cases of alcohol poisoning only. If other infractions occur, such as assault or property damage, then the clause does not apply.
- **What is drink spiking?** Drink spiking is often referred to as "being roofied." This expression stems from the term "roofies," which often refers to Rophynol. While no longer the only drug substance used to spike drinks, the outcome is the same. Unfortunately, students are victims of drink spiking both at home and abroad, and it is dangerous to a person's health and life. Drink spiking may happen to students of any gender and identity. Drink spiking risks include memory loss, overdosing, sexual assault, robbery, injury and allergic reactions.
- **What are symptoms of drink spiking?** Drugs used for drink spiking work fast, usually between 10-30 minutes after they're consumed. Symptoms include appearing very intoxicated very quickly (even without that much to drink), appearing uncharacteristically aggressive or sexual, nausea and vomiting, extreme drowsiness, headache, dizziness, lack of coordination or balance, confusion, brain fog, paranoia, panic, hallucinations and slow response time.