

Padnos International Center (PIC)

Emergency Procedures for Incidents Occurring Overseas

24 Hour Contact:

GVSU Campus Police (616) 331-3255

Monday-Friday, 8:00 am – 5:00 pm EST

Padnos International Center (616) 331-3898

GVSU Counseling Center (616)331-3266

If you are in an emergency situation while abroad, contact local resources for immediate assistance:

- Main contact at your host institution or GVSU on-site program director.
- Nearest medical facility where you can seek emergency care.
- Police or other local authority that serves as a first responder to emergencies.

Once you have accessed the necessary local resources, contact Padnos International Center (PIC) or GVSU Campus Police. If you call the GVSU Campus Police after hours, they will attempt to contact a staff member in the Padnos International Center who will respond to your call.

What constitutes an emergency?

PIC defines an emergency as an incident requiring immediate assistance (life-threatening medical situation, an incident resulting in serious physical harm, natural disaster requiring immediate evacuation, and the like.) Emergency situations typically require immediate on-site support from local resources. Consider situations when you would call 911, although, be advised that each country may have a different emergency call number, and in some instances, there is no equivalent to a U.S. 911 emergency line.

We advise all students to ask during their on-site orientation what the local emergency contact numbers are for the area.

Urgent situations or Crisis

Urgent or crisis situations may involve minor health concerns, hospitalization with non-life threatening health matters, academic disciplinary actions, non-life threatening emotional or behavioral disorders, property damage, theft, natural disasters not requiring evacuation, arrest, legal concerns, or any other issue where a student is in need of additional support in order to successfully resolve a critical incident he or she is facing.

When to contact PIC

We recommend students contact PIC to *report* an incident after the situation is stabilized. It is important for students to first utilize local resources to seek safety or medical attention, as needed.

Examples of incidents to report to PIC include: illness/injury, sexual assault, a natural disaster, hospitalization, emotional or behavioral disorders, academic disciplinary actions, an illegal act resulting in legal actions in the host country, public health risks, damage to property, or theft.

Urgent Medical Situations

If you fall ill or have a serious injury, ask your primary contact at your host university where to seek medical assistance. In many cases, someone at your host university may offer to accompany you to the nearest doctor or hospital. If you are unfamiliar with the local area and need assistance getting directed to

a nearby medical facility, you can contact Travel Guard Chartis by calling collect +01 (817) 826-7008 (from outside the U.S.). Travel Guard Chartis can give you information on the nearest medical facility with an English-speaking physician.

PRE-DEPARTURE RESOURCES – (Read prior to traveling)

U.S. State Department Students Abroad

<https://travel.state.gov/content/studentsabroad/en.html>

Overseas Security Advisory Council Reports

The Overseas Security Advisory Council (OSAC) was created in an effort to promote security cooperation between American private sector interests around the world and the U.S. Department of State. The crime and safety reports include: information on law enforcement agencies, medical facilities, incident reports, daily news, consular reports, as well as information such as the vulnerabilities for minority travelers.

www.osac.gov

Reminder: ALL GVSU students are required to register their travel dates with the US Department of State's Smart Traveler Enrollment Program. (STEP).

<https://step.state.gov/step/>

Incidents of sexual assault or rape

In the event you, or someone you care about, experiences sexual harassment or violence while abroad, you are strongly encouraged to seek the support of resources in country and/or through GVSU support services.

Get to a safe place and seek help

- Get to a safe place as soon as possible.
- If you believe you or anyone else is in immediate danger, contact the U.S. Embassy or a trusted in-country contact as soon as possible. In most cases, local police authorities are critical resources and may be the best point of contact, but this may not always be the case. The U.S. Embassy can assist students with contacting local authorities, especially when a language barrier may exist.
- Once you are safe, contact someone you trust to be with you for support.
- Contact a local or international crisis hotline for victims of sexual assault

Get Medical Attention

- Seek medical attention as soon as possible.
- Medical attention may be necessary to mitigate the risk of sexually transmitted diseases or pregnancy.
- Even if you think you are physically OK, you may have injuries that need treatment.
- Forensic evidence can often times be collected if criminal action is desired or may be desired in the future.

Preserve Evidence

- Evidence may be used to provide proof of criminal activity or in obtaining a protection order, depending on the laws of the host country.
- Evidence is best collected as soon as possible or within 120 hours of the assault.

- Medical personnel can assist with evidence collection and preservation. The U.S. Embassy may also be able to provide advice on local and U.S. based resources.
- If you choose not to make a police report, you should still consider preserving evidence in the event you change your mind at a later date.
- Seek counseling support from your host institution, GVSU, or community resources.
- Remember that self-care is an important part of coping with the event.

Consider Reporting the Incident

- Contact your host university and the U.S. Embassy to request assistance.
- File a Title IX complaint through GVSU. University authorities will assist in notifying law enforcement if requested.
- Contact the campus victim advocate (CVA)
- Report the incident to the Federal Bureau of Investigation (FBI) who will in turn work with the U.S. Embassy and host country representatives to investigate the incident.

Sexual Assault Support and Help for Americans Abroad (SASHAA)

SASHAA is an organization providing sexual assault prevention & response regardless of age, race, gender, sexual orientation, or location worldwide. No matter where you are in the world.

<https://sashaa.org/>

American Citizens Services staff at US Embassies and consulates around the world can provide information and guidance on how sexual misconduct is managed by law enforcement in the host country.

https://travel.state.gov/content/studentsabroad/en/whileabroad/victim_of_crime/victimassistance.html

Padnos International Center

If someone reports to any staff member in the Padnos International Center (PIC) that an incident of sexual misconduct has occurred, PIC staff are required to notify the Title IX coordinator, Theresa Rowland of the incident and persons involved.

Phone: 1 (616) 331-3898

Email: hambletr@gvsu.edu

Title IX Coordinator

Students can contact the Title IX Coordinator directly to report an incident of sexual misconduct.

Title IX Coordinator: Theresa Rowland

Email: rowlanth@gvsu.edu

Phone: or 1 (616) 331-9530

Victim's Rights Advocate

The victim's rights advocate will be required to report an incident, but they will not share personally identifiable information without the victim's permission.

Victim Advocate: Ashley Schulte

Office Address: 1201 Kirkhof Center - located in the Women's Center

Phone: 616-331-2748

Email: schulash@gvsu.edu

Counseling Center

If you want to speak with a *confidential resource*, students are encouraged to contact the GVSU's Counseling Center.

Phone: 1 (616) 331-3266 **Resources:** <https://www.gvsu.edu/counsel/sexual-assault-65.htm>

Emergency Services: <https://www.gvsu.edu/counsel/emergency-services-100.htm>

Information about GVSU's process of investigation, resources, and policies can be found at:
<http://www.gvsu.edu/titleix/>

ADDITIONAL RESOURCES FOR VICTIMS OF CRIMES ABROAD

US Department of State

The US State Department's Bureau of Consular Affairs in Washington, D.C. aids Americans needing emergency assistance. The US State Department's Crisis Emergency Center telephone number in Washington, D.C. is 202.647.5225. <http://travel.state.gov/>

Emergencies and Crisis Abroad Website

<https://travel.state.gov/content/passports/en/emergencies.html>

Information for Victims of Crimes Overseas

<https://travel.state.gov/content/passports/en/emergencies/victims.html>

Overseas Citizens Services of the **Bureau of Consular Affairs (OCS)** is responsible for the welfare and whereabouts of U.S. citizens traveling and residing abroad.

CONTACT OVERSEAS CITIZENS SERVICES:

From within the U.S. 1-888-407-4747

From outside the U.S. 1-202-501-4444

American Citizens Services and Crisis Management (ACS), a branch of OCS, assists individuals in matters involving protective services for Americans abroad, including arrests, deaths occurring abroad, financial or medical emergencies, and welfare and whereabouts inquiries.

U.S. State Department Travel Warnings

<https://travel.state.gov/content/passports/en/alertswarnings.html>

U.S. State Department Students Abroad

<https://travel.state.gov/content/studentsabroad/en.html>

US Embassy Support

https://travel.state.gov/content/studentsabroad/en/whileabroad/victim_of_crime/howtheembassyorconsulatecanhelp.html

<http://www.usembassy.gov/>

Overseas Security Advisory Council (OSAC)

Overseas Security Advisory Council (OSAC) is a Federal Advisory Committee with a U.S. Government Charter to promote security cooperation between American business and private sector interests worldwide and the U.S. Department of State. The website provides country-specific safety news and information. <http://www.osac.gov/>

LOST OR STOLEN PASSPORT

If your passport is lost or stolen, contact the U.S. Embassy in your host country. The U.S. Embassy will inform you of the procedures for reporting a lost or stolen passport and will give you instructions on securing a replacement. Click here for a link to the U.S. Embassies and Consulates around the world, <http://www.usembassy.gov/>

<https://travel.state.gov/content/studentsabroad/en/beforeyougo/passports/whattodoifyourpassportislostorstolen.html>

ARRESTS ABROAD

If you are arrested while abroad for any reason, it is important that you know what the U.S. government CAN and CANNOT do for you.

The U.S. Consular Office CAN:

- visit you in jail after being notified of your arrest
- give you a list of local attorneys (the U.S. government cannot assume responsibility for the professional ability or integrity of these individuals or recommend a particular attorney)
- notify your family and/or friends and relay requests for money or other aid - but only with your authorization
- intercede with local authorities to make sure that your rights under local laws are fully observed and that you are treated humanely, according to internationally-accepted standards
- protest mistreatment or abuse to the appropriate authorities

The U.S. Consular Office CANNOT:

- demand your immediate release or get you out of jail or the country
- represent you at trial or give legal counsel
- pay legal fees and/or fines with U.S. government funds

Additional information can be found on the US State Department's website at:

<https://travel.state.gov/content/passports/en/emergencies/arrest.html>

ILLEGAL DRUGS

Grand Valley State University has a zero-tolerance policy regarding the possession, use, sale, exchange or distribution of any illegal drug or substance for students accepted to study abroad. The determination of whether or not a drug is illegal is governed by U.S. federal drug laws, the laws of the State of Michigan, and host country laws.

Violation of this policy may result in immediate dismissal from the program; academic withdrawal from the university for the semester in progress; and disciplinary action upon return to campus.

When you are in another country, you are subject to the laws of that country. You are no longer covered by U.S. laws and constitutional rights. It is the responsibility of the student to know the laws in the U.S. and in the host country.

Please carefully read the information made available the by the US Department of State:

Penalties in many parts of the world are far more severe than they are in the United States. In some countries, penalties can range from life imprisonment under very harsh conditions, solitary confinement, or even the death penalty. In some places, small amounts of illegal drugs carry the same sentence as larger-scale offenses.

Not knowing the laws is not an excuse that will keep you out of trouble. You are responsible for knowing the laws of the host country.

NOTIFICATION PROCEDURES - REPORT TO GVSU

In the case of an emergency, students are strongly advised to **contact appropriate on-site staff immediately**. The on-site staff may contact the Padnos International Center, however, we do appreciate hearing directly from the student when possible. Once the Padnos International Center is notified, we will offer whatever support we can to assist the student. Depending on the situation, PIC may contact the emergency contacts listed in the student's online study abroad account.

In many instances, family members or close friends are the first to be notified of a critical incident. If you are contacted by a loved one overseas regarding a critical incident, please contact the Padnos International Center at (616) 331-3898. After normal business hours, please call the number for the GVSU Campus Police. GVSU Campus Police will contact a member of the PIC staff who will follow-up with you regarding the incident you are reporting.

The following information will be helpful to the PIC when gathering information about a critical incident:

- 1- Name of person reporting the incident
- 2- City, and country of where the incident took place
- 3- Name and location of the study abroad program
- 4- Student(s) names involved in the incident
- 5- Date & time of occurrence/current condition
- 6- Description of situation/incident
- 7- Action taken thus far
- 8- Action requested of Officer (if appropriate)
- 9- Contact information of the person calling

PIC's Response to Emergencies

Every critical incident requires a tailored response; however, there are many resources that may be accessed in PIC's response to a critical incident.

In the event of a political, social, or natural emergency, PIC will be in contact with the on-site staff and/or primary program contacts to maintain an up-to-date assessment of the situation and to more effectively coordinate an appropriate response. Most situations involve a coordinated a response with on-site professionals who can assist the student directly.

When the situation warrants such, the PIC will convene a crisis response team made of representatives from across the University to help respond to a crisis. Additionally, PIC may utilize services available

through an emergency assistance program called Travel Guard Chartis, the US Embassy in the host country, resources available through the U.S. Department of State, and, where appropriate, the Federal Bureau of Investigation.

Dean of Students - online CARE Form

The Dean of Students Office also offers an online reporting system regarding students of concern. Faculty, staff and students can file a CARE Form to voluntarily refer a student who may be struggling with academic, personal, or emotional difficulties or who may be exhibiting concerning behaviors. To learn more about filing a CARE Form visit:

<http://www.gvsu.edu/conduct/students-of-concern-care-form-24.htm>

Emergency Assistance Program

Travel Guard Chartis - WorldRisk Assistance Card

All students who have been accepted to study abroad through GVSU's Padnos International Center are covered under an emergency assistance program. Every student is given a card prior to departure which describes services available and contact numbers for emergency situations. Students must have the policy number to access services.

Travel Guard Chartis can provide the following assistance:

- ✓ Medical assistance and travel medical emergency services
- ✓ Personal and pre-trip services
- ✓ Legal assistance
- ✓ Emergency cash – from personal funding source
- ✓ Lost baggage or passport assistance
- ✓ Insurance coordination
- ✓ Evacuation and repatriation
- ✓ Emergency messaging center
- ✓ Other general assistance.

Travel Guard can be reached by calling:

Outside of the US call collect +01 (817) 826-7008 Within the US or Canada, call (800) 401-2678