Introduction
Critical Incident Management Training Outline

PART 1: View online videos
- Introduction
- The Clery Act
- Title IX and Relationship Violence and Sexual Misconduct Policy
- The Disability & Reasonable Accommodations Policy
- Family Education Rights and Privacy Act (FERPA)
- Student Conduct & Alcohol Misuse and Drug Use Policy

PART 2: Attend in-person Critical Incident Management Seminar
- Schedule

ALSO:
Review resources
- EA On-Site Operations Manual
- Emergency Action Plan Checklist, Pre-Departure Orientation Template etc.

Attend specialized workshops (optional)
- Office of International Health and Safety workshops
- Office for Education Abroad workshops
Office of International Health and Safety

Support the health, safety, and security of all MSU international travelers including EA programs and participants

- EA student online pre-departure orientation
- EA Program Director health and safety training
- Health and safety incident response including MSU 24/7 International Emergency Assistance Line
- Liaison with International SOS
- Program reviews and on-site evaluations

Partners

- Office for Education Abroad, EA Program Directors and Assistants, Risk and Security Assessment Committee, MSU Police, University Physician
- U.S. Department of State Overseas Security Advisory Council (OSAC), Pulse, International SOS

Contact

Maureen Handrahan, Coordinator
handraha@msu.edu / 517-884-9419

Chris Daniel, Director
danielc7@msu.edu / 517-884-9418

MSU 24/7 International Emergency Assistance: 1-517-353-3784

oihs.msu.edu
Your Role as Program Director

• Work closely with the Office for Education Abroad (EA) on the logistics, academics, and finances of your program

• Prepare for emergencies abroad (health, safety, or security-related) & develop an emergency action plan

• Prepare your students for your program and their international travel

• Respond to and report international incidents

• Coordinate program activities

• Comply with and enforce MSU policies and education abroad program guidelines
Your Role as Program Assistant

• Support the Program Director in fulfilling the duties previously described, including offering support during emergencies, and act as an extension of their authority

• Act as a leader to students and liaison between the Program Director and students when necessary

• Comply with and enforce MSU policies and education abroad program guidelines

• Assist in preparing students for international travel

• Assist in coordinating program activities
Incidents that must be reported include but are not limited to:

<table>
<thead>
<tr>
<th>injury</th>
<th>missing student</th>
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<tbody>
<tr>
<td>illness</td>
<td>theft, including robbery, burglary, pickpocketing</td>
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<tr>
<td>physical assault</td>
<td>loss of passport</td>
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<tr>
<td>sexual harassment, assault, or other misconduct</td>
<td>personal emergency such as death of family member</td>
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<tr>
<td>bias incidents</td>
<td>student conduct issue</td>
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<tr>
<td>mental health issue or crisis</td>
<td>terrorist threat or attack</td>
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<tr>
<td>property damage</td>
<td>natural disaster</td>
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In case of a critical incident, you should be prepared to be on call 24-hours-a-day until the situation is resolved.
Health & safety Incident reporting

Urgent (Need response immediately or within 24-48 hours)
- International SOS: 1-215-942-8478 (or nearest Assistance Center) OR
- MSU 24/7 International Emergency Assistance Line: 1-517-353-3784

Not Urgent
- Email Maureen at handraha@msu.edu

FYI Only
- Email Maureen at handraha@msu.edu
International SOS
MSU's medical and security assistance provider

- **Pre-departure**
  - Pre-travel health consultation
    - Vaccinations
    - Managing chronic health conditions
  - Urgent or non-urgent medical advice
  - Medical referrals for outpatient or emergency care
  - Medical case monitoring
  - Urgent or non-urgent safety advice
  - Mental health counseling
  - Travel alerts
  - Evacuation
  - Phone app with direct calling, country info, live chat etc.

Log in to [www.internationalsos.com](http://www.internationalsos.com) and download International SOS phone app
MSU Membership # 11BCAS798617
Working with Providers

• Some providers have 24/7 emergency assistance
  • Acceptable for students and program directors to first call their Provider’s 24/7 Assistance Line
  • Follow-up with OIHS and EA to report the incident is still required (likely by email)
  • For medical incidents, International SOS should also be contacted ASAP

• Examples of providers:
  • ACCENT
  • IES
  • CEA
  • Connect 123

Contact Maureen to discuss specific incident response and reporting procedures for your program.
Key Resources

- Office of International Health and Safety
- Office for Education Abroad
- EA On-Site Operations Manual
- International SOS (MSU membership # 11BCAS798617)
End
The Clery Act
About the Clery Act

“The Jeanne Clery Act, a consumer protection law passed in 1990, requires all colleges and universities who receive federal funding to share information about crime on campus and their efforts to improve campus safety as well as inform the public of crime in or around campus.”

- The Clery Center for Security on Campus
History of the Clery Act

- On April 5, 1986, 19-year-old Jeanne Clery was tortured, raped, and murdered in her residence hall at Lehigh University.

- Her parents lobbied for legislation to make crime data on college campuses more accessible.

- The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act ("the Clery Act") was passed in 1990.
Publication of annual security report
Publication of safety and security policies and procedures
Daily crime log
Timely Warnings and Emergency Notifications

Key Clery Act Requirements
## Clery Crimes

<table>
<thead>
<tr>
<th>Criminal Offenses</th>
<th>VAWA Offenses</th>
<th>Hate Crimes*</th>
<th>Alcohol, Drugs, Weapons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder and Non-Negligent Manslaughter</td>
<td>Domestic Violence</td>
<td>Criminal offenses and:</td>
<td>Arrests</td>
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<tr>
<td>Manslaughter by negligence</td>
<td>Dating Violence</td>
<td>Larceny-theft</td>
<td>Disciplinary referrals</td>
</tr>
<tr>
<td>Rape</td>
<td>Stalking</td>
<td>Simple assault</td>
<td></td>
</tr>
<tr>
<td>Fondling</td>
<td></td>
<td>Intimidation</td>
<td></td>
</tr>
<tr>
<td>Incest</td>
<td></td>
<td>Destruction, damage, vandalism of property</td>
<td></td>
</tr>
<tr>
<td>Statutory Rape</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Robbery</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Aggravated Assault</td>
<td></td>
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<tr>
<td>Burglary</td>
<td></td>
<td></td>
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<tr>
<td>Motor Vehicle Theft</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Arson</td>
<td></td>
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</tbody>
</table>

*Hate Crimes: evidence that victim intentionally selected because of perpetrator’s bias (race, religion, sexual orientation, gender, gender identity, ethnicity, national origin, disability)*
Clery Geography

On-campus
- Owned or controlled by an institution, within same reasonably contiguous area, and used for educational purposes
- Within reasonably contiguous area, owned by institution but controlled by another person, frequently used by students, and supports institutional purposes

On-campus residential facilities
- Student housing facilities owned/controlled by institution

Non-campus
- Owned/controlled by officially recognized student organization
- Owned or controlled by institution, related to educational purposes, frequently used by students, and not within same reasonably contiguous area

Public property
- All public property within campus, or immediately adjacent to and accessible from campus
- Includes thoroughfares, streets, sidewalks, and parking facilities
Campus Security Authorities (CSAs)

• Campus Security Authorities are:
  1. A campus police or security department of an institution
  2. Anyone with responsibility for campus security
  3. An official of an institution who has significant responsibility for student and campus activities
  4. Anyone else designated by policy

• CSAs must report crimes to the appropriate authority
  • For education abroad programs, report to the Office of International Health and Safety

• EA program directors are CSAs for the duration of your program
Crime Reporting as a CSA

• General rule: report *any* crime that is reported to you, even if you are unsure whether a reported incident is a Clery Act crime or criminal in nature.

• Provide as much information as possible.

• A crime is reported to a CSA when it is brought to the attention of a CSA by a victim, witness, or other third party.
  • It does not matter whether the individuals involved in the crime or the person reporting the crime are associated with the University.

• You are **not** responsible for investigating or determining what occurred.
Education Abroad Crime Reporting

• As a CSA, **you must report any crimes that occur during your program as soon as possible** to the Office of International Health and Safety
  - Urgent: Call the MSU 24/7 International Emergency Assistance Line at 1-517-353-3784
  - Not urgent: email Maureen Handrahan at handraha@msu.edu as soon as possible

• Depending on what occurred and where it occurred, the crime statistic may need to be included in MSU’s **Annual Security and Fire Safety Report**

• MSU may also need to issue a **timely warning** or **emergency notification** if there is a serious or on-going threat to the MSU community
Annual Security and Fire Safety Report

• Key requirements:
  • Collect, classify, and count Clery crimes;
  • That occur on Clery geography; and
  • Are reported in the previous calendar year.
    • Report contains statistics for 3 previous calendar years
  • Also report fires in campus residential facilities (combined annual security & fire safety report)

• Statistics include reports made to CSAs (including MSUPD) and local law enforcement

• Information and policies on campus safety and security, including relationship violence and sexual misconduct and fire safety

• Distribute the report to all students and employees by October 1

• The current report is available at: http://police.msu.edu/resources/security-fire-safety-report/

• MSU also reports statistics to the Department of Education, which are made available on ED’s online database: https://ope.ed.gov/campussafety/#/
Daily Crime and Fire Log

• MSU must maintain a daily crime log that includes:
  • *All* criminal incidents (not just “Clery crimes”)
  • On Clery geography and within MSUPD’s patrol jurisdiction
• Must be entered into the log within 2 business days
• Should identify specific locations
  • Not merely “on campus/off campus”
• Can be found online at: [http://police.msu.edu/resources/clery-crime-fire-log/](http://police.msu.edu/resources/clery-crime-fire-log/)

<table>
<thead>
<tr>
<th>Offense Description</th>
<th>Offense Code</th>
<th>Location Name</th>
<th>Location</th>
<th>Cross Street</th>
<th>Occurred On</th>
<th>Reported On</th>
<th>Case Number</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAMAGE TO PROPERTY</td>
<td>25000</td>
<td>Canadale Suites</td>
<td>3545 Forest Rd</td>
<td>06/05/2019 20:00</td>
<td>06/06/2019 01:55</td>
<td>N988101674</td>
<td>5 - Inactive</td>
<td></td>
</tr>
<tr>
<td>NONAGGRAVATED ASSAULT</td>
<td>13001</td>
<td>Clinical Center</td>
<td>804 S Service Rd</td>
<td>06/05/2019 15:30</td>
<td>06/05/2019 16:55</td>
<td>N988101671</td>
<td>5 - Inactive</td>
<td></td>
</tr>
<tr>
<td>TRAFFIC - SUSPENDED, RESTRICTED, REVOKED</td>
<td>54005</td>
<td>Grand River Ave</td>
<td>Abbot Rd</td>
<td>06/04/2019 01:16</td>
<td>06/04/2019 01:16</td>
<td>N988101663</td>
<td>2 - Arrest</td>
<td></td>
</tr>
<tr>
<td>LARCENY - THEFT FROM BUILDING</td>
<td>22003</td>
<td>IM Sports West</td>
<td>300 Creston Rd</td>
<td>05/29/2019 14:30</td>
<td>06/03/2019 18:00</td>
<td>N988101661</td>
<td>4 - Active</td>
<td></td>
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Timely Warnings

• MSU must issue Timely Warnings for:
  • Clery crimes that occur on Clery geography that are considered a serious or continuing threat to students and employees

• Must issue as soon as pertinent information is available

Emergency Notifications

• MSU must issue Emergency Notifications for:
  • Any significant emergency or dangerous situation occurring on campus that involves an immediate threat to health/safety of students or employees
    • Examples: chemical spill, bomb threat, approaching tornado, gas leak, etc.

• Must issue immediately upon confirmation of threat
Student Housing Information

• MSU is also required to request local crime statistics for student housing occupied during education abroad programming. You do not need to request this information.

• Help the Office of International Health and Safety and the Office of the General Counsel fulfill our obligations by submitting all student housing information for your program to the Office for Education Abroad before your departure.
Summary of Your Obligations as an EA Program Director

1. Before your program leaves, send all student housing information to the Office for Education Abroad.

2. Report any and all crimes that occur during your program to the Office of International Health and Safety as soon as possible.
More Information

- Clery Act Crime Definitions
- MSU Police Clery Crime & Fire Log and Annual Security and Fire Safety Report
- Clery Center for Security On Campus
End
Title IX + Relationship Violence and Sexual Misconduct
Title IX

- Federal law that prohibits discrimination on the basis of sex including:
  - Excluding, separating, denying benefits to, or otherwise treating a person differently on the basis of gender (including gender identity)
  - Sexual harassment
  - Sexual violence, which includes sexual assault, relationship violence and stalking
- Related MSU policies: Relationship Violence and Sexual Misconduct + Anti-Discrimination Policy
- MSU’s Office for Civil Rights and Title IX Education and Compliance is responsible for overseeing Title IX
MSU Relationship Violence and Sexual Misconduct Policy (RVSM)

• Prohibits University community members from engaging in relationship violence, stalking, and sexual misconduct
  • Sexual misconduct = sexual harassment, sexual violence, and sexual exploitation
• Established mandatory reporting responsibilities for MSU employees
• Describes process for reporting violations to the policy
• Outlines process for investigating and adjudicating alleged violations
• Identifies resources

The full policy is available online.
Mandatory Reporting

All University employees have a reporting obligation when the employee becomes aware of relationship violence, stalking, or sexual misconduct allegedly perpetrated by a member of the University community (faculty, staff, or student) or occurring at a University event or on University property.

This includes anything that occurs during an education abroad program.

The only exceptions are those specifically designated as confidential resources (e.g. MSU Counseling and Psychiatric Services, Olin Health Center, MSU Center for Survivors).

If a potential violation of the RVSM policy happens during your program, report immediately to the Office of International Health and Safety.

Urgent: Call the MSU 24/7 International Emergency Assistance Line at 1-517-353-3784.

Not urgent: email Maureen Handrahan at handraha@msu.edu as soon as possible.

Program assistants should immediately report to their program director.
Confidential Resources

• Disclosure to individuals who work or volunteer in the following campus offices, including peer educators, do not constitute a report or notification to the university.

  - MSU Center for Survivors & 24-hour Sexual Assault Crisis Line & Crisis Chat
  - MSU Counseling Center
  - MSU Safe Place
  - MSU Psychological Clinic
  - MSU Couple and Family Therapy Clinic
  - MSU Olin Psychiatry
  - MSU Employee Assistance Program

• If a student on your program experiences sexual misconduct, you must report to the Office of International Health and Safety and refer the student to confidential resources.

• Other international resources:
  • US Embassy or Consulate
  • RAINN (Rape, Abuse, & Incest National Network)
    www.rainn.org
    24/7 Live Chat: www.online.rainn.org
  • 24/7 National Sexual Assault Hotline: 1-800-656-HOPE (4673)
Best Practices for Supporting Students

• Believe them
• Listen and offer help and support
• Be supportive, empathetic, and sensitive
• Encourage the person to seek medical attention if necessary
• Make sure the person knows you are a mandatory reporter
  • Put a notice in your syllabus
• Refer the person to resources including confidential resources
• Respect privacy and tell only those who need to know for reporting purposes
More Information

- Office for Civil Rights and Title IX
- Office of Institutional Equity
- MSU Policy on Relationship Violence and Sexual Misconduct
- MSU Mandatory Reporting Guide
- Information for Mandatory Reporters (including suggested syllabus language)
- MSU Center for Survivors (formerly the MSU Sexual Assault Program)
- How to be Supportive and MSU Center for Survivors Crisis Chat
- Sexual Misconduct Abroad
- Prevention, Outreach, and Education Department
End
The Disability & Reasonable Accommodations Policy
The Disability and Reasonable Accommodations Policy prohibits discrimination and harassment against any individual with a disability.

The policy ensures equal employment opportunities and equal access to University programs, services, and facilities.

Students may request an accommodation for your education abroad program.

- More information: Office for Education Abroad Student Handbook – Students with Disabilities
The Anti-Discrimination Policy (ADP)
MSU’s Anti-Discrimination Policy (ADP) prohibits the discrimination or harassment of any university member based on age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight.

Bias incidents consist of verbal or nonverbal conduct that is threatening, harassing, intimidating, discriminatory, or hostile, and is based on a protected category.

- Report bias incidents to the Office of Institutional Equity (OIE) at 517-353-3922 or at oie@msu.edu and OIHS.

The Office of Institutional Equity's Resources for ADP-related Concerns
1) **Victim Assistance**: The victim of a bias incident should receive immediate support and be provided with resources. To arrange an in-person counseling appointment, contact International SOS.

2) **Assessment/Investigation**: The University must assess the specific facts and circumstances of the incident to determine the appropriate response. OIE is responsible for assessing the incidents and determining if a formal investigation is warranted.
3) **Accountability**: MSU is committed to holding perpetrators of bias incidents, discrimination, and harassment accountable. All bias incidents should be reported in a timely fashion to OIE, OIHS, and/or MSU Police.
   - Report all bias incidents, even if perpetrator is not an MSU community member

4) **Incident Documentation**: It is extremely important that timely and accurate documentation of the incident be reported to OIE promptly for inclusion in OIE's bias reporting database. Documentation includes emails or written testimony of verbal remarks.
More Information

- **Resource Center for Persons with Disabilities**
- **Mobility International USA**
- **Office of Institutional Equity** – ADP, Disability and Reasonable Accommodation Policy
- **LBGT Resource Center**
- **MSU Inclusion and Intercultural Initiatives**
- **Diversity Abroad Network** (great tips for inclusive advising - contact Education Abroad to gain access to membership-only material)
End
Family Educational Rights and Privacy Act (FERPA)
FERPA

• FERPA protects access to and release of student education records information to third parties without a student’s written permission.
• Protected information includes:
  • Enrollment records (including participation in an education abroad program)
  • Grades
  • Schedules
  • Class lists
  • Ethnicity
  • Social security number
• Information may be disclosed to university officials with a legitimate need to know
• Tips for parent interactions
  • Keep information general
  • Inform the students you have been contacted
  • Refer them to the Office of International Health and Safety to discuss safety concerns (oihs@msu.edu)
You should **not** initiate contact with a student’s parents or emergency contacts.

If you believe a student's parents or emergency contacts need to be contacted, you should:

- Encourage the student to contact them directly
- Inform EA and OIHS

**MSU FERPA Information**
End
Student Conduct
&
Alcohol Misuse and Drug Use Policy
All students must sign the EA Statement of Responsibility.

The Statement of Responsibility agrees to not misuse alcohol or use drugs, to abide by university policies and general student regulations, and follow program-specific rules.

**Education Abroad Statement of Responsibility**

**General Student Regulations**
Program Director Responsibilities

- Set and enforce appropriate conduct expectations

- Report any violations to the EA Statement of Responsibility and/or General Student Regulations to the Office of International Health and Safety

- Keep written documentation of any issues
Student Conduct
Violation
Consequences

- Verbal Warning
- Written Warning
- Removal from Program
- On-Campus Disciplinary Action
Alcohol Misuse and Drug Use Policy

• **Zero-tolerance** drug policy
  - Extends to all drugs that are illegal according to US federal law and local laws

• **Alcohol** is permitted if legally allowed by host country

• **Alcohol misuse** is not allowed and may result in consequences

• Alcohol misuse is alcohol consumption that:
  - jeopardizes (or has potential to jeopardize) health and safety
  - disrupts the program
  - disrupts a student’s participation in the program
High-Risk Activities

- Scuba diving*
- Jet/snow/water skiing
- Mountain climbing
- Sky diving
- Automobile racing
- Bungee jumping
- Canyoning
- Shark cage diving

*Some high-risk activities may be considered a necessary part of an academic curriculum; in these cases, students will be explicitly notified by their program directors if they are permitted to take part in a specific high-risk activity.

Students are not allowed to take part in any high-risk activity in their free-time.

Student Free Time

- Students are not permitted to engage in high-risk activities,* even on their free time.

- Students are permitted to independently travel in their free time. They must:
  - Inform their program director
  - Register their travel in the MSU Global Travel Registry
Student Conduct: Group Dynamics

Community Building

- Use pre-departure orientation as an opportunity to get to know each other.
- Be aware of group dynamics and address any concerns you may perceive.

Remind students to:

- Be polite and listen to each other.
- Respect each other, program leaders, and local people.
- Honor diversity and differences within the group.
- Look for compromises.
- Encourage students to think of themselves as ‘cultural ambassadors’.

Consequences of one's actions can follow them back to campus

Misconduct abroad will reflect poorly on the entire group, the MSU community, and as Americans.
More Information

- [EA Statement of Responsibility](#)
- [Student Conduct While Abroad](#)
- [MSU Dean of Students](#)
- [Restorative Justice – RJ Questions](#)
- [Building Inclusive Classrooms](#)
End