

OFF CAMPUS TRAVEL EMERGENCY GUIDE

(Travel Incident Forms Attached)

The Offices of Campus Police and Risk Management have created this guide to assist off-campus travelers in addressing emergencies. This guide contains generally recommended emergency guidance and checklists to assist the College in effectively responding to the needs of off-campus travelers. It is offered as a framework for planned and coordinated responses, although actual circumstances may dictate alternate action.

Tips before you go: Know your travel partners. An interesting but little known fact is airline attendants are trained to spot who may be of help in an emergency, or who may become problematic. Learn in advance who may have CPR or other specialized training, and whom may be relied upon for assistance to get the situation under control. Be observant of behavioral/mood changes of your travelers.

A. THE OCERP TEAM

The Off Campus Emergency Response Plan (OCERP) team will assemble at a level appropriate to the emergency to help resolve the issue. Team members include the following personnel:

- Provost
- Director/Dean/Budget Unit Manager
- Chief of Campus Police
- Associate VP for Student Affairs
- General Counsel
- Risk Manager
- Director, Wellness Center
- Director, Office of Student Rights and Responsibilities
- Director, Public Relations

B. EMERGENCY PHONE NUMBERS

As soon as possible, report emergencies or problems to the Campus Police using the Form 1 attached at the end of this guide. The dispatcher will have a mirror copy of Form 1 to receive information. The dispatcher will notify the OCERP team.

Campus Police – 609.652.4390 (24 hours)

If the problem concerns a medical issue, also contact the College's vendor for emergency medical assistance, referencing the plan number below.

Assist America – for emergency medical assistance
(College Plan No. 01-AA-ACN-06048)

800.872.1414 (inside the U.S.A.)

001.609.986.1234 (outside the U.S.A.)

C. GUIDELINES

The trip leaders shall use the following guidance in responding to off campus crises. Depending on the circumstances, additional actions may be warranted.

1. Physical Injury or Illness

- Gather details of traveler's condition and location. Stabilize injured traveler. Assist in locating medical care or other form of assistance. If traveler is beyond 100 miles from campus, contact AssistAmerica for emergency medical services to begin case file.
- Call Campus Police and provide detailed information. (See Form 1 in back of guide.) Be available for a return call from OCERP team.
- Begin incident log. Note circumstances of incident, parties involved, dates and times of communications, notes of discussions. (Form 2).
- Consult with medical providers on traveler's condition and prognosis. Determine stability of traveler, whether traveler's medical needs are being met, whether traveler needs to be moved to another facility, remain at facility for extended time or re-patriated.
- If traveler needs to remain at facility for extended time, determine whether family members may be united with traveler through AssistAmerica plan.
- Consult on well-being of other travelers in group. Provide brief information on status of injured traveler noting confidentiality rules; offer and arrange for counseling or support services.
- If group is on a tour schedule, arrange for a tour leader or other designee associated with the trip to stay with injured traveler.
- If traveler requires re-patriation, work with OCERP team for preparation of traveler for medical evacuation through AssistAmerica. Consult with family regarding packing and shipping of traveler's personal belongings. If traveler is enrolled in study program, begin process for favorable withdrawal from the program.
- Complete and file incident report as soon as possible. (Form 3).

2. Fatality

- Do not disturb scene.
- Verify identity of victim. Use all possible visible descriptive data, including physical description and clothing.
- Account for other group travelers if applicable. Place on travel restriction until it can be confirmed that other travelers are not at risk.

- Contact local authorities and US Embassy or Consulate if in foreign territory. (If individual is not a US citizen, contact the embassy or consulate of citizenship).
- Call Campus Police and provide detailed information. (See Form 1 in back of guide). Be available for a return call from OCERP team.
- Gather as much detail as possible regarding the cause of death. Start a written log, names and contact information for witnesses, notes of circumstances. (Form 2).
- Contact AssistAmerica to begin a case file and processing for uniting family member with deceased and for transportation and/or re-patriation of remains.
- Coordinate with OCERP team to determine who will meet with family upon arrival; assist with arrangements for family members, meetings with officials and medical personnel and arrangements for packing of traveler's personal items.
- Arrange for counseling services for other travelers. Determine stability of travelers to resume itinerary; designate one trip leader to remain at incident location.
- Individuals close to deceased traveler, witnessed the incident or discovered the victim should not be left alone until confirmed stable.
- Complete and file incident report as soon as possible. (Form 3)

3. Reported Missing

- Contact other travelers to determine last sighting of missing traveler and physical and mental state, including description of clothing.
- Account for other travelers; place on travel restriction until it can be confirmed that other travelers are not at risk.
- Call Campus Police and provide detailed information. (See Form 1 in back of guide). Be available for a return call from OCERP team.
- Begin written log; note dates and times of discussions with witnesses and investigation activities. (Form 2).
- Report missing traveler to local authorities/police. Request a hospital check and local police activity check.
- Notify local U.S. embassy or consulate (or applicable embassy or consulate of missing traveler's citizenship).
- Determine whether group may continue with itinerary; at least one representative of the institution needs to remain at site of incident.
- Confer with other travelers and provide information as appropriate; arrange for counseling if needed.
- Once traveler is located, determine physical and mental status and proceed with medical attention if necessary. Notify group and all parties involved in search, including Campus Police, that the traveler is no longer missing.

- Complete and file an incident report as soon as possible. (Form 3)

4. Robbery, Mugging or Sexual Assault

- Provide medical assistance even if no apparent physical injuries. Stabilize victim.
- Account for safety of other travelers and put on travel restriction until it can be confirmed that travelers are not at risk.
- Call Campus Police and provide detailed information. (See Form 1 in back of guide). Be available for a return call from OCERP team.
- Begin a written log, note dates and times of discussions with witnesses and investigation activities. (Form 2).
- Consult with victim on reporting incident to local authorities; inform individual that they may consult with local foreign attorney on laws and procedures pertinent to the incident. Assist the victim as needed, including, obtaining appropriate counseling services.
- Assist the victim in reporting the incident to local authorities and the local U.S. embassy or consulate. Assist victim in replacement of vital documents, such as passport, either directly or through AssistAmerica.
- Complete and file an incident report as soon as possible. (Form 3).

5. Arrest of Traveler

- Gather as much information as possible regarding the incident leading to the arrest. Account for other travelers.
- Call Campus Police and provide detailed information. (See Form 1 in back of guide). Be available for a return call from OCERP team.
- Begin a written log, noting dates and times of discussions with witnesses, local authorities. (Form 2).
- Determine physical and mental state of arrested traveler if possible. Contact local U.S. embassy or consulate for immediate assistance. Obtain list of local foreign attorneys competent in subject matter to assist the traveler. Await guidance from OCERP team.
- If arrested traveler is not a U.S. citizen, contact embassy or consulate of arrested traveler's country of citizenship for legal assistance.
- Visit the arrested traveler as soon as possible to determine traveler's well-being, conditions of custody, visitation rights, and to provide traveler with information regarding legal representation.
- Determine whether group may continue with itinerary or whether at least one representative of the College must stay at site of arrest.
- Complete and file an incident report as soon as possible. (Form 3).

6. Disruptive Traveler

- Attempt to calm or stabilize situation. Determine cause of behavior, whether medically related. If medically-related, assist with getting medical attention.
- Call Campus Police and provide detailed information. (See Form 1 in back of guide). Be available for a return call from OCERP team.
- Determine whether other travelers were impacted by negative behavior and provide counseling or assistance as necessary.
- Begin an incident log, noting dates and times of discussions with witnesses, local authorities (Form 2).
- Assist traveler with arrangements to sever from trip and return home early if necessary.
- Complete and file an incident report as soon as possible. (Form 3).

7. Large Scale Crisis (Earthquake, Flood, Severe Political Unrest, Bomb Threat, Terrorist Attack)

- Account for all travelers; if no physical peril is immediate, initiate travel restriction, establish central location for assembly.
- Call Campus Police and provide detailed information. (See Form 1 in back of guide). Be available for a return call from OCERP team.
- Consult all available resources (media, U.S. Embassy, etc) to determine extent of crisis.
- Determine safety of current location or necessity to re-locate and where.
- Begin an incident log, noting dates and times of discussions with witnesses, local authorities (Form 2).
- Communicate status of situation with travelers.
- Complete and file incident report as soon as possible. (Form 3).

8. Evacuation or Suspension of Program

- Contact local US Embassy to discuss arrangements and preparations for evacuation.
- Account for all travelers. Initiate travel restriction; establish central location for assembly, communicate status of situation and evacuation plans.
- Call Campus Police and provide detailed information. (See Form 1 in back of guide). Be available for a return call from OCERP team.
- Contact AssistAmerica to start case file. If political evacuation, arrangements must be made through SecureAssist by OCERP team.
- Determine destination point, whether home or another country abroad. If abroad, arrange for transportation and accommodations in advance of arrival.
- Give instructions to travelers regarding packing of belongings and any limitations.

- Written release/waiver must be obtained from any traveler aged 18 and over who refuses to evacuate and wishes to remain in the program location.
- Complete and file an incident report as soon as possible. (Form 3).

COMMON SAFETY TIPS (source: US State Department)

- **Avoid ostentatious displays of jewelry, cameras, laptops and other valuables**
- **Plan travel routes beforehand, as well as type of transport to be used**
- **Never carry large sums of cash**
- **Use the “buddy” system**
- **Avoid isolated areas, especially at night**
- **Carry a map, but avoid reading it in public**
- **Be aware of your surroundings, tailing vehicles or persons**
- **Be cognizant that a friendly exchange with a strange may be part of a ploy**
- **If in doubt about the safety of an area, contact the local police for advice**
- **Criminals prefer to operate by shocking their victims with the element of surprise. You can mitigate that by continually paying attention to your surroundings and other people, avoiding areas that put the criminals at an advantage, and listening to your intuition. If you sense something is wrong or is about to go wrong, it probably is.**

Immediate action in the event you are accosted by a criminal:

- **Try to remain calm and think rationally. Your assailant is also under a great deal of stress. Your objective is to end the incident as quickly as possible without violence. It may end badly if you have a strong emotional reaction and further stress your attacker.**
- **Comply with the attacker’s demands for your property. If you have to move, tell the assailant what you are doing (i.e., “*My wallet is in my back pocket, I am going to pull it out and hand it to you*”).**
- **Give your assailant time and space to leave. Do not be a hero, and do not risk your life or a debilitating injury trying to fight, negotiate, or chase down the thief.**
- **Try to remember your assailant’s clothing, build, accent, and any other distinguishing features/characteristics (e.g., scars, tattoos, etc.). Report the incident to the police and the Regional Security Office of the US State Department**

**STOCKTON UNIVERISTY
OFFICE OF CAMPUS POLICE**

Off Campus Incident Notification Form

Caller Details

Name:
Position: Tour Leader Employee Student Guest
Phone Number:
Mobile Number:
Location:

Incident Details

Trip:	Destination:
Date of Incident:	Time of Incident:
Number of Travelers Involved in/Affected by Incident: _____	Departure/Return Date:
Nature of Incident:	
Location of Incident:	
Current Situation:	
Weather at Time of Incident:	
Description of Incident:	

Traveler(s) Status

Stable Unstable Hospital Missing
Arrested Deceased
Hospital Information:
Name of Injured:
Additional Information:

Call Responder Details

Taken By: _____
 Date: _____
 Time Here: _____
 Police Dept. CAD # _____

OCERT Team Contacted:
 Name: _____
 Time: _____

**STOCKTON UNIVERSITY
INCIDENT REPORT FORM**

This form is to be used to report all incidents, injuries, illnesses, or near miss, whether an injury occurred or not, and to document the investigation.

Please complete within 24 hours of the incident.

SECTION A: TO BE COMPLETED BY PERSON INVOLVED

PERSON INVOLVED

Title	Surname	First Name	Date of Birth
Staff	Volunteer	Other	Male Female
Department	Position		Phone Number
Injured Person/Victim's Name			

DETAILS OF THE INJURY FATALITY NEAR MISS MISSING ASSAULT ARREST
 (check appropriate box) **MISCONDUCT NATURAL DISASTER POLITICAL/CIVIL UNREST**

Date injury/incident/near miss occurred: ____ / ____ / ____

Time injury/incident/near miss occurred: _____ am pm

Location where injury/incident occurred:

PHYSICAL INJURIES

Part of body affected (check appropriate answers)

Head	Trunk	Internal	Arm	Hand	Leg	Foot
eye	neck	heart	left	left	left	left
ear	hip	lungs	right	right	right	right
nose	chest	systemic	shoulder	thumb	knee	great toe
mouth	stomach		upper arm	fingers	lower leg	other toes
teeth	groin		elbow	palm	ankle	
face	back		forearm		thigh	
skull	multiple		wrist		upper leg	
not applicable						

Nature of Injury (check appropriate answers)

abrasion	puncture	heart attack	sprain	burn	traumatic shock
bruise	laceration	hearing loss	strain	scald	electric shock
fracture	amputation	foreign body	hernia	rash	psychosocial
concussion	bite	minor cuts	allergy	chemical	
aggravation of previous injury or medical condition					
not applicable					

Type of incident which caused injury (check appropriate answers)

striking against	stumbling	lifting	pushing	ingestion
struck by	slipping	bending	pulling	absorption
caught in	tripping	twisting	jumping	inhalation
stepping on	falling	stress	motor vehicle	needle stick
other: describe				
not applicable				

Agency of injury/illness/near miss (check appropriate answers)

vehicle	buildings	other tools	structures
power tools	furniture	materials	surfaces
animal/insect	heat stress	equipment	sunburn
biological agent	chemicals	objects	stress
not applicable			

If reporting an incident or near miss, please describe how this occurred:

SECTION B: TO BE COMPLETED BY THE SUPERVISOR & THE PERSON INVOLVED WITHIN 48 HRS

This is an extremely important section as the aim of the incident investigation is to identify preventative action that will avoid recurrence.

Probable cause or causes of injury/incident (check appropriate answers)

inadequate instruction	fault of plant or equipment	weather	terrain
inadequate workspace	equipment unavailable	lack of attention	assistance unavailable

Describe how the incident occurred:

OTHER INCIDENTS (missing, assault, misconduct, arrest)

Describe events leading up to incident:

PREVENTION OF INJURY OR INCIDENT RECURRENCE

Describe what action is planned or has been taken to prevent a recurrence of the incident, based on the key contributing factors

SECTION C:

Signed by supervisor _____
Supervisor's name _____
Signed by person involved _____
Signed by senior manager _____