STUDENT INCIDENTS AND EMERGENCY RESPONSE LEVELS

Guidance to Complete Incident Reports

Local staff must be ready to manage any health or safety incident that a student or third party reports to you. As a University program, UCEAP Systemwide must also comply with additional reporting regulations, including but not limited to, reporting of injuries and fatalities to selected UC officials, Title IX reporting of sexual violence and criminal behavior, etc.

Refer to the local plan and/or the UCEAP Emergency Preparedness Handbook in Box, which outlines protocols to respond to individual and large-scale incidents. If in doubt or in need of guidance, immediately contact the UCEAP Systemwide Program Director (PD) and/or the International Health, Safety and Emergency Response (IHS&ER) Director.

During all emergencies, UCEAP will be accountable for how we respond and how timely the response was. Therefore, protocols need to be transparent. Keep records that describe all actions taken and the rationale for those actions.

First Response

Student safety and welfare are very important. Depending on the local situation, make sure that the student and others are accounted for immediately (welfare check-in); including those traveling independently. Redundancy in your communication plan is key. Use text messaging, cell phone, Facebook, landlines, residences, local staff, social media, WhatsApp, or any freeware, cross-platform messaging IP services.

How to Notify UCEAP Systemwide and What to Include?

Report to the UCEAP Program and IHS&ER directors any local threats, warnings, advice, or instructions issued to UCEAP students.

Address the following questions: Who was affected? What happened? What actions were taken? When did it occur (be specific)? Where did it happen? How and why the incident occurred (contributing factors)?

Once a situation is stable and urgent needs are met, complete the Student Incident Report for all incidents levels 2 and above and send to UCEAP Systemwide within 24 hours after the incident. You n send an email with the same information on the form if you cannot access the form. If you are unsure whether to complete an incident report form, consult with the Program Specialist at the UCEAP Systemwide Office.

Next Action

Assess the incident severity level to determine your course of action.

Cause of Incident

Even if the actual cause of an incident remains unknown after you have attempted to determine it, provide as much
information as you have concerning what happened before and during the event. If you did not actually witness the incident or event, complete the sections in the report to state that the information is based on what was reported to you and by whom it was reported.

**Language**

Use objective, specific, concrete, and accurate language to describe behavior. The more specific the incident report, the more use it will be when making corrective decisions.

If another student is involved in the incident, do not refer to that person by full name; use his/her initials instead to protect confidentiality. Your incident report may need to be used in court at some point; avoid including confidential details that should not be made public.

If there were witnesses to the incident, include their statements in your report.

Your report is an official record, assure that it is properly prepared and provides all facts of the incident. List facts only. Do not include your opinions or assumptions.

**Objectivity**

If there was an earlier incident with a student, do not allow an earlier situation or prior information about the student to influence your perception of the current incident. Keep the tone as objective as possible.
Incidents handled on-site by the UCEAP representative. The incident/case can be managed locally with existing resources and response protocols.

**Local Staff Reporting:**
Report to the Operations Specialist at UCEAP Systemwide by email (as FYI only) for any incident with the potential to escalate regardless of the reason. Depending on the incident, the Operations Specialist may share the report with the Program Director.

**Examples:**
- Lost documents
- Colds, doctor’s appointments for minor illnesses
- Minor arguments with local staff, other students, etc.
- Failure to attend a meeting
- Homesickness
- Missing/stolen property
- Simple violation of the code of conduct. Disciplinary issues that require a verbal warning.  
  **NOTE:** The verbal warning needs to be recorded in writing indicating time and place.

**Impact:** Internal impact only. Local management. Student safety and care are most important.

**UCEAP Systemwide CMT (Crisis Management Team) members to be involved:** Operations Specialist and possibly the Program Director. Possible consultation with the IHS&ER Director.

**NOTE:** In some cases, student may need to complete an insurance claim form. This information with be shared with the IHS&ER Unit insurance distribution list so the insurance liaison can guide you.

**Expected media interest:** None

**Expected parental calls at UCEAP Systemwide:** Some
Level 2 - Mildly serious

Incidents beyond a routine issue or an escalation of a Level 1 incident. The incident/case can be managed locally with existing resources and response protocols.

Local Staff Reporting:
Report to the Program Specialist and Program Director at UCEAP Systemwide immediately. It is particularly important to follow this communication, if there is any possibility that the incident could escalate, there is a potential for parent calls to the UCEAP Systemwide Office, or generate media attention. If not, report by e-mail after you have managed the incident. UCEAP Systemwide may assist in coordinating a response or follow-up if needed.

Examples:
- Minor injury or illness (A minor injury or illness is not life threatening, but requires medical assistance.)
- Minor hospitalizations
- Slip and fall requiring stiches
- Robbery/mugging without injury or threat of bodily harm (ex. purse snatching)
- Missing student (IMPORTANT: A student missing for more than 24 hours or one whose disappearance is suspicious may warrant a Level 3 emergency response.)
- Student who is unresponsive to communications from SC staff
- Violations of the code of conduct that result in a discipline letter. See Director’s Manual, Chapter 5, Student Conduct and Discipline (in Box), for additional information about processes related to conduct policy violations

Reminder: All discipline letters must be reviewed by UCEAP’s IHS&ER Director and the attorney. Copy of a letter will be shared with the campus CAD and campus advisor.

Impact: Internal impact but can easily escalate; coordinated management with UCEAP Systemwide is necessary. Student safety and care are most important.

UCEAP Systemwide CMT members to be involved: Operations Specialist and the Program Director. Consultation with IHS&ER Director, as needed.

NOTE: In some cases, the student may need to complete an insurance claim form. Depending on the incident specifics, the IHS&ER Unit Insurance Liaison will work with travel insurance service providers, as needed.

Expected media interest: None

Expected parental calls at UCEAP Systemwide: Some. Remember FERPA. Consult with IHS&ER Director if in doubt.
Level 3 - Serious

Incidents that require a coordinated response involving three or more CMT members, or an escalation of any of level 2 incident. The incident/case will require a multi-unit team response.

**Reminder:** UCEAP Systemwide monitors the external environment (both for man-made and natural events) for triggers/tripwires that would initiate contingencies within the emergency response/crisis management plan.

**Local Staff Reporting:**
Report to Program and IHS&ER directors at UCEAP Systemwide immediately. The emergency response team will coordinate and manage the response. The UCEAP Emergency Response Team CA and abroad will lead the response. Complete a [Student Incident Report](#) with as much detail as possible.

**Examples**
- Level 2 injuries/illnesses that become chronic or severe
- Student disappearance (more than 24 hours or of a suspicious nature)
- Vehicle accident (requiring hospitalization)
- Bias-motivated behavior (e.g. disability, sexual orientation, race, religious, ethnicity, etc.)
- Violations of the code of conduct that result in probation
- Injury or illness requiring a hospital stay
- Arrest, or impending arrest
- Recurring events that worry local staff, particularly if trend setting
- Civil unrest, or other situations affecting the group or appearing in the international press

**Impact:** Internal/external; coordinated management with UCEAP Systemwide. Student safety and care are most important.

**UCEAP Systemwide CMT members to be involved:** Program Specialist, Program Director, IHS&ER Director and team; other members as needed. The Program Specialist with update all campus advisors. The PD and/or the IHS&ER Director will brief/update the UCEAP Systemwide AVP&ED, UC Office of the President, and campus officials who need to know.

**NOTE:** The IHS&ER Insurance Liaison will coordinate with travel insurance providers, as necessary.

**Possible UCEAP and UC Notifications:**
- AVP&ED and his/her Deputy, as needed
- Marketing and Communications Director (UCEAP Spokesperson communicates with media, and coordinates with UC campus and OP media relations. Spokesperson may issue a press release and/or provide talking points.)
- AVP&ED will notify the OP Provost and UCSB officials, if necessary
- IHS&ER Director will notify Office of the President Risk Services, Campus Senior International Leaders, and the UCEAP Legal Counsel, as needed.
- CAD/CCD, UCEAP Advisory Council, Campus EAP advisor
- IHS&ER Director will notify, consult with other campus offices (Counseling, Student Health, UCEAP Physician and Counseling consultants, UCEAP Attorney, ) as necessary

**Expected media interest:** Possible, with particular scrutiny of UCEAP protocols

**Expected parental calls at UCEAP Systemwide:** Numerous. Remember FERPA; consult with IHS&ER Director. Get all information from the parent. Depending on the circumstances, provide known facts in a calm and reassuring manner. UCEAP will set up a reasonable communication protocol with parents depending on the situation.
Level 4 - Severe

Crises that put the immediate well-being of students, faculty or staff at risk, or that create a significant drain on University of California resources. Any level 3 incident that becomes severe. The incident/case will require a multi-unit team response and assistance with resources from UC experts and other UCEAP providers.

Reminder: UCEAP Systemwide monitors the external environment (both for man-made and natural events) for triggers/tripwires that would initiate contingencies within the emergency response/crisis management plan.

Local Staff Reporting:
Report to Program Director at UCEAP Systemwide immediately. The UCEAP Study Center, UCEAP Representative on location and appropriate UCEAP Systemwide Emergency Response Team members will coordinate and manage response. Once the criticality of the emergency has passed, complete a Student Incident Report and do a full incident debrief assessment following incident resolution.

Examples:
- Severe student injury/illness requiring medical evacuation, as well as some severe cases that are treated locally
- Bomb threat / explosion
- Vehicle accident requiring hospitalization
- A fire in a residential facility housing UCEAP students, or in any building where UCEAP students or employees congregate
- Hostage situation or kidnapping
- Physical assault
- Sexual violence - (Sexual Violence is only coordinated by the UCEAP Title IX Liaison with the UC campus Title IX and CARE Offices.)
- Disease outbreak
- Natural disaster
- Act of war
- Mental illness break-down (major depression, eating disorder, suicidal thoughts, etc.)
- Suicide attempt
- Death of student
- Significant political unrest, terrorist threat, or other situation that causes program disruption and indicates an increase in local violence, such as mandated curfews or frequent air raid sirens.
- Natural disaster or other situation that causes program disruption, such as the closing of the partner university campus or an evacuation (temporary or permanent) of UCEAP students.
- Violations of the code of conduct that result in dismissal

Impact: Internal/external; coordinated management with UCEAP Systemwide. Student safety and care are most important.
- Emotional care of students directly and indirectly involved must be considered. Consult with the IHS&ER Director and the UCEAP Insurance Liaison to coordinate what is possible and what will be covered by the UCEAP travel insurance policy.
Some events may require UCEAP Systemwide staff to travel to the site to assist with emergency response.

**UCEAP Systemwide CMT members to be involved:** Operations Specialist, Program Director, IHS&ER Director, Finance Unit; other members as needed. The Program Director and/or the IHS&ER Director will brief/update the UCEAP Systemwide AVP&ED.

**NOTE:** The IHS&ER Insurance Liaison will coordinate with travel insurance assistance providers, as necessary.

**Possible UCEAP Notifications:**
- AVP&ED and his/her Deputy
- Marketing and Communications Director (UCEAP Spokesperson communicates with media and UC/OP campus media relations. Spokesperson may issue a press release and/or provide talking points.)
- AVP&ED will report to the Office of the President
- IHS&ER Director will notify Office of the President Risk Services, UCEAP attorney and other UC campus officials who need to know.
- UCEAP Systemwide all staff; UCEAP Field Staff all staff
- CAD, CCD, Advisory Council, Campus EAP advisor
- IHS&ER Director will notify, consult with, other UC campus offices who need to know, as necessary

**Expected media interest:** High and prolonged media interest. Anticipated scrutiny of UCEAP protocols. UCEAP Systemwide spokesperson (Marketing Director) will prepare talking points and determine media/communication strategy to provide clear and consistent information.

**Expected parental calls at UCEAP Systemwide:** Numerous. Get as much information as possible from the parent. Depending on the circumstances, provide as much factual information as possible in a calm and reassuring fashion. UCEAP will set up a reasonable communication protocol with parents.
Is it a large-scale, high-impact event such as a natural disaster, terrorism, or military action?

YES

This is a level 4 emergency.

NO

Is it a death, serious car crash, fire, hostage-taking, kidnapping?

YES

This is a level 4 emergency.

NO

Is it an overnight hospitalization, mugging, mental breakdown, arrest?

YES

This is a likely a level 3 emergency.

NO

Requires medical assistance, robbery, unresponsive student, disciplinary letter?

YES

This is likely a level 2 incident.

NO

This is likely a level 1 incident.
Related Documents

Please reference the following related documents for a full understanding of this protocol:

1. Emergency and Crisis Communication Policy – This document diagrams the emergency notification process and outlines who is responsible for communicating to the various constituencies when emergencies occur. http://eap.ucop.edu/Documents/Policies/Emergency_Crisis_Communication_Policy.pdf


3. Study Center Emergency Preparedness Handbook (in Box) – The UCEAP Study Center Emergency Preparedness Handbook is a detailed emergency preparedness plan that provides detailed information, instructions, and operating procedures that should be followed in the event of an emergency. It is for use by study center staff and UCEAP representatives abroad. For access to Box, communicate with Jason Brown in IT.

4. UCEAP Study Center Manual (in Box), Chapter 5: Student Conduct & Discipline – This chapter describes the graduated discipline process to be followed when managing incidents regarding student conduct violations. Access requires password. https://extranet.eap.ucop.edu/staff/sc/SitePages/Home.aspx

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