

STUDENT INCIDENTS AND EMERGENCY RESPONSE LEVELS

Introduction and Incident Report Guidelines

All UCEAP officials and partners acting on behalf of UCEAP must be ready, and know how to manage any health or safety incident that is reported by the student or a third party, to best assist the student and others, and to protect the University of California. The most important tool for emergency management is the [UCEAP Emergency Preparedness Handbook](#), which has response protocols ranging from mild to severe. If in doubt or in need of guidance, immediately contact the UCEAP Systemwide Regional Director (RD) and the International Health, Safety and Emergency Response (IHS&ER) Director.

Report to the UCEAP Regional and IHS&ER directors any local threats, warnings or advice that you and/or the partner institution issue to UCEAP students. When facing a critical security situation (civil unrest, etc.), be alert to clues (triggers) indicating a rapidly deteriorating situation, and share this information with the UCEAP Systemwide Regional and IHS&ER directors immediately. These 'triggers' (tripwires) help UCEAP Systemwide, in partnership with UC security providers, determine when it is time to implement UCEAP contingencies. For additional information, go to the 'Implementing Contingencies' section of the [Emergency Preparedness Handbook](#).

During all emergencies, UCEAP will be held accountable for the way it responds and the timeliness of the response. Advanced preparation and training for emergencies are critical for an effective response. Refer to 'SECTION: II Preparing for a Crisis' in the [Emergency Preparedness Handbook](#). All protocols need to be transparent and records must be kept that describe both the actions taken and the rationale for the decision to take those actions. A centralized system for timely reporting of incidents can help UCEAP identify, analyze, and react to changes in security or emerging risk trends.

When should an Incident Report form be completed?

A [Student Incident Report](#) (using this link or an email containing the same information requested on the form if you cannot access the PDF) must be completed for all incidents level 2 and above, and for all incidents that have the potential to escalate, regardless of the severity level. Complete (or email notifications) within 24 hours after incident. Equally important is the reporting of any near-miss incident, whether by luck or proper safety protocols, following a serious incident that was narrowly avoided.

First Response

Student safety and welfare are most important. Depending on the local situation, make sure that the student and others are accounted for immediately; including those traveling independently (use text messaging, cell phone, Facebook, landlines, residences, local staff, social media, etc.)

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

Describe the incident in concrete, behavioral terms. Do not assume that people will understand generalities – be specific. 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.

Review your report to assure that you have not used judgmental terminology or left unanswered questions. It is best to prepare a Student Incident Report immediately following the incident while the facts are still clear. However, you may still be emotionally involved at that time so it may be helpful to have another person review the report before submitting it. Your report has the ability to influence others, assure that it is properly prepared and provides a factual accounting of the incident.

When writing your report, use terms that are specific and clearly describe the behavior that occurred. For example, don't use generalities such as aggressive/upset/agitated, instead state the behavior that you observed that made you believe the person was being aggressive, was upset or agitated.

Objectivity

When writing your report, be sure that you have not allowed an earlier situation or prior information to influence your perception of the current incident. You are writing your report as a recorder, not as a judge. Consequently, be sure that your report is free from judgmental statements, sarcasm, or condescending comments. Again, it is advisable that you reread your completed Student Incident Report to assure that you have written what you really intended to say.

Level 1 - Minor

Incidents handled on-site by the UCEAP representative. The incident/case can be managed locally with existing resources and response protocols.

Reporting:

Report to the Regional Director/Operations Specialist at UCEAP Systemwide by email (as FYI only) for any incident with the potential to escalate regardless of the reason.

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 Regional Director. Possible consultation with the IHS&ER Director.

NOTE: In some cases, student may need to complete an insurance claim form.

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

Reporting:

Report to UCEAP Systemwide immediately if there is the 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. 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 stitches
- 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. Reminder: All discipline letters must be reviewed by UCEAP's IHS&ER Director and the attorney. Since the AVP & ED is the person who adjudicates on dismissals, he must not be copied on initial correspondence. See Director's Manual, Chapter 5, [Student Conduct and Discipline](#), for additional information about processes related to conduct policy violations

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 Regional 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 Director may need serve as a liaison with external service providers including the UC travel assistance provider, the UCEAP insurance broker and UCOP Risk Services.

Expected media interest: None

Expected parental calls at UCEAP Systemwide: Some

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.

Reporting:

Report to Regional Director at UCEAP Systemwide immediately. The UCEAP Study Center, UCEAP Representative on location and appropriate UCEAP Systemwide staff will coordinate and manage 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 (without injuries 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, Regional Director, IHS&ER Director; other members as needed. The RD will brief/update the UCEAP Systemwide AVP and ED campuses.

NOTE: The IHS&ER Director may need to serve as a liaison with external service providers including the UC travel assistance provider, the UCEAP insurance broker and UCOP Risk Services.

Possible UCEAP Notifications:

- AVP & ED and his/her Deputy, as needed
- AVP & ED will notify the Office of the President, if necessary
- IHS&ER Director will notify Office of the President Risk Services
- CAD/CCD, Advisory Council, Campus EAP advisor (unless student was sexually assaulted and asked for confidentiality.)
- IHS&ER Director will notify, consult with other campus offices, as necessary

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

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 communicate protocol with parents.

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.

Reporting:

Report to Regional Director at UCEAP Systemwide immediately. The UCEAP Study Center, UCEAP Representative on location and appropriate UCEAP Systemwide staff will coordinate and manage response. Complete a [Student Incident Report](#) and do a full incident 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
- 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 needs to be considered. Consult with the IHS&ER Director and/or the UC travel assistance provider for referral assistance.
- 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, Regional Director, IHS&ER Director; other members as needed. The Regional Director will brief/update the UCEAP Systemwide AVP and ED.

NOTE: The IHS&ER Director may need to serve as a liaison with external service providers including Europ Assistance, the UCEAP insurance broker and UCOP Risk Services.

Possible UCEAP Notifications:

- AVP and ED and his/her Deputy
- AVP and ED will report to the Office of the President
- IHS&ER Director will notify Office of the President Risk Services
- Systemwide all staff
- CAD, CCD, Advisory Council, Campus EAP advisor (unless student was raped and asked for confidentiality)
- IHS&ER Director will notify, consult with, other campus offices, as necessary

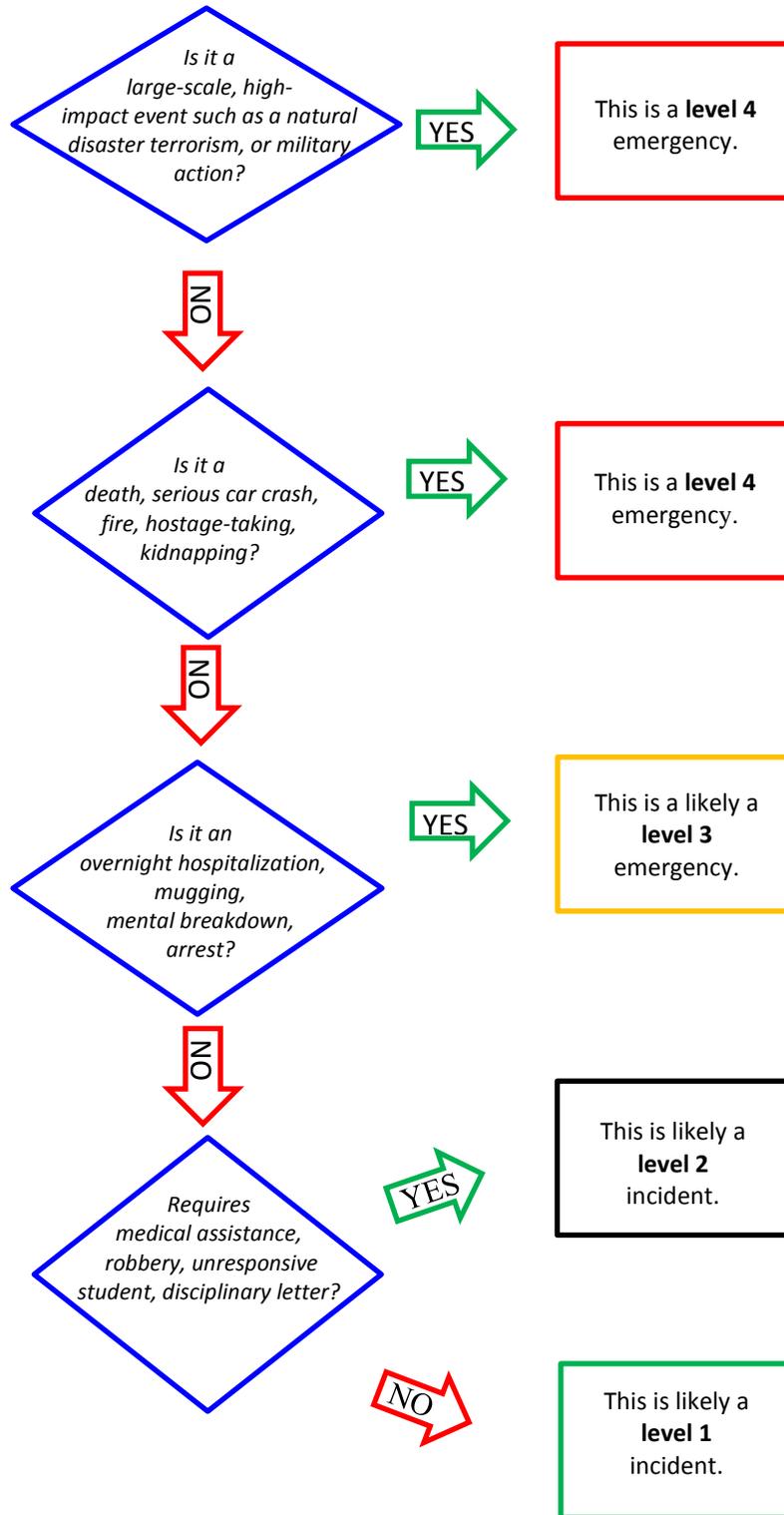
Expected media interest: High and prolonged media interest. Anticipated scrutiny of UCEAP protocols. UCEAP Systemwide, will prepare talking points; structure media strategy with the goal of providing clear and consistent information.

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.

Use this as a guide in assessing the appropriate emergency level for an incident/emergency.

Use your judgment, and error on the side of consulting UCEAP Systemwide if you are unsure what emergency level response is appropriate.

Decision Diagram – Determining the Emergency Level



Related Documents

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

1. [Emergency and Crisis Communication Policy](http://eap.ucop.edu/Documents/Policies/Emergency_Crisis_Communication_Policy.pdf) – 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
2. [Student Incident Report](http://eap.ucop.edu/Documents/Safety/Safety_Incident_Form.pdf) – This form defines the information needed by the UCEAP Systemwide Health, Safety and Emergency Response (IHS&ER) Director for incidents with a severity level 2 and above. http://eap.ucop.edu/Documents/Safety/Safety_Incident_Form.pdf
3. [Student Incident Reporting Policy & Guidelines](http://eap.ucop.edu/Documents/Health/Student_Incident_Reporting_Policy.pdf) – This document defines the different incident reporting and emphasizes the importance of reporting incidents to the UCEAP Systemwide office. http://eap.ucop.edu/Documents/Health/Student_Incident_Reporting_Policy.pdf
4. [Study Center Emergency Preparedness Handbook](https://extranet.eap.ucop.edu/staff/sc/Shared%20Documents/SC_Emergency_Handbook.pdf) – 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. Access requires password. https://extranet.eap.ucop.edu/staff/sc/Shared%20Documents/SC_Emergency_Handbook.pdf
5. [UCEAP Study Center Manual](https://extranet.eap.ucop.edu/staff/sc/SitePages/Home.aspx), 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>

3/11/16