

IXO – RISK MANAGEMENT PLAN

Emergency Numbers

Contact	Location	Landline #	Mobile #
Security Emergency Number (Police)	AUS	X2222; X999; aus_security@aus.edu	050-626-7818
Fire Emergency	AUS	x4444; X2100; X997;	050-626-7818
Medical Emergency - Ambulance	AUS	X4911; X998	050-635-7651; 050-677-6844
The American Hospital Dubai	Dubai (near Healthcare City)	04-336-7777	NA
University Hospital Sharjah	Sharjah	06-505-8555 (Appts) 06-515-8556 (Emerg'ncy)	NA
Police	AUS Airport Gate	06-558-5568	
Police	AUS Main Gate	06-558-5565	
Health Clinic	AUS	X2699 (Main Office)	050-635-7651 (after hours emergency)
Mr. Ishaq, Security Field Officer(lives off campus)	AUS Security Field Office (behind Burger King)	X2780; ialmazam@aus.edu	050-769-5334 & 050-626-7218 (AUS emergency number)
Ms. Medelyn Marasigan Working Hours Only	Main Building, Mezzanine, MM34	X2296 mmarasigan@aus.edu	Off Hours Aus_security.edu 50 6257818
Mr. Ahmed Yousif Osman, Security Coordinator (lives in K36)	Main Building, Mezzanine, MM30	X2114 (office); X3419 (home); aosman@aus.edu	050-636-6223

Mr. Badr El-Banna, Safety & Enforcement Manager (lives in H20)	Main Building, Mezzanine, MM27	X2068 (office); X3375 (home); elbanna@aus.edu	050-805-5266
Ms. Miriam Kiwan, Director, Strategic Communications	Main Building, M215A	X1040 mkiwan@aus.edu	050-463-8138
Dr. Linda C. Angell, Director, International Exchange Programs (lives in K04)	Main Building, Ground Floor, MG46	X4008 (Office); X3411 (Home); langell@aus.edu	050-632-8633
Ms. Grace Morales IXO Advisor (lives off campus in Sharjah)	MG45	X4018 (Office); gmorales@aus.edu	056-118-7071
Mrs. Lillie De Guzman, IXO Administrative Assistant	MG43	X4027 (Office)	056-118-7771
CIEE Emergency Numbers, Mr. Abubaker Alani, Resident Director Customer Service Team	Performing Arts Building, B147; Portland, ME, USA	X2090; AAlani@cieee.org 1-800-40-STUDY	050-399-1920;
API Emergency Numbers	Option thro 800 number; Mr. Jeramy Johnson	1-800-844-4124; 1-512-470-6902	

General Policies:

- Make sure that all IXO staff have all mobile numbers of all current IXO students plugged into mobile phones.
- Ensure that all current IXO students have mobile numbers of all IXO staff plugged into their mobile phones.
- Ensure that at least one IXO Staff Member 'Friends' all current IXO students on Facebook and Twitter.
- Whenever a risk occurs, be sure to report/ record it into the Critical Events Database!
- If student must go to hospital – recommend the American Hospital of Dubai, unless it is an Emergency in which case send the student to University Hospital in University City, Sharjah.
- If possible, IXO staff should accompany student to hospital.
- Every Semester, Update and Maintain 'Current Risk Management' folder on Drop Box containing (ensure all IXO staff have access to the folder and Drop Box):
 - passport and visa copies,
 - copies of all insurance policies,
 - emergency contact info – for all current IXO students – both hard copy and electronic,
 - mobile #s,
 - physical addresses,
 - class schedules,
 - photos,
 - relevant embassy contact info.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience
- In case of severe emergency (i.e. terrorist attack, water/power outage, etc.), students should be told to congregate first at IXO Lounge, and if that isn't possible, at the front fountain closest to Main Building Steps. Outbound IXO students – advise them to follow host university instructions.

- Upon arrival, encourage students to register at their consulate/embassy.
- Tell all IXO students to notify IXO in case of a natural disaster, so we know they are alright
- For both outgoing and ingoing orientations - advise students to prepare a 3-day emergency survival pack (with food, water, and meds, 1st aid kit) at their destination.
- IXO Staff must always be considerate of student privacy to whatever extent possible given circumstances.
- The Administrative Assistant for IXO is responsible for monitoring risks in a proactive manner.

<u>TABLE OF CONTENTS</u>		
<u>Risk (in Alphabetical Order)</u>	<u>Risk #</u>	<u>Page #</u>
Accidents with Serious Injury	R43	47
Alcohol/Intoxication		95
Allergic Reactions	R42	46
Arrest	R30	34
Bullying/Harassment	R9	13
Cultural Insensitivity	R14	18
Drug Usage/Addiction	R15 & R27	19 & 31
Emergency Contacts Don't Respond	R3	7
Emergency Room Visits	R45	49
Extreme Weather	R38	42
Food Poisoning	R41	45
Food Shortage	R19	23
Fuel Shortage	R17	21
Hospitalization	R40	44
Homosexual Behavior	R49	53
Illegitimate/Problematic Romances	R11 & R48	15 & 52
Insulting Islam	R32	36
Insulting the Royal Family	R31	35
Intentional Injury/Fighting	R10	14
Inter-IXO Student Conflict	R8	12
Jumping Visa – Student Disappears from IXO Radar	R24	28
Loss of Passport	R2	6

Mentally-Unstable Behavior	R50	54
Mouthing Off to Security/Police	R29	33
Natural Disaster	R33	37
Offensive Gestures	R13	17
Offensive Speech	R12	16
Other Significant Emergency	R34	38
Overstaying Visa	R23	27
Physical Assault	R28	32
Political Asylum	R21	25
Political Unrest	R35	39
Pollution-Related Issues	R44	48
Power Outage	R16	20
Rape/Sexual Assault	R47	51
Running Out of Important Prescription Medicine	R4	8
Severe Illness	R39	43
Strikes (e.g. Airline, Rubbish, Student, etc.)	R20	24
Student Dies	R6	10
Student Disappears	R5	9
Student Pregnancy	R46	50
Terrorism	R37	41
Theft	R26	30
Torture	R7	11
Travel Snafus	R1	5
Vehicle Crash	R25	29
Visa Irregularities	R22	26

War	R36	40
Water Shortage	R18	22

1. Travel Snafus

Description (Mean Likelihood = 4.4; Mean Impact = 2.1)

Flight gets cancelled, flight missed, accommodations fall through, etc..

Mitigating Risk of Travel Snafus

- Encourage students to provide IXO with copy of any flight and/or other itineraries (including accommodation information, etc.)
- Maintain copy of student passport and visa on file in IXO
- Maintain mobile phone numbers of all current IXO students – ideally plugged into mobile phone contact list of all IXO staff.
- Check weather reports for relevant destinations ahead of time
- Monitor news reports re: airline strikes, trouble at destination, etc.
- Encourage students to purchase travel insurance.

Dealing with Travel Snafus – Steps to Take

- Outgoing Students:
 - Get the facts (who, what, when, where, why, how?)
 - Try to assist student as needed with reformulating travel arrangements.
 - If appropriate, notify/reassure families of change/situation
 - Remind students to keep any receipts that may be involved (for potential insurance claim or refund at later date)
- Incoming Students:
 - Get the facts (who, what, when, where, why, how?)

- Let Henri Pinto/driver know about change in pick-up time.
 - If Marhaba Service is involved, notify them of change in itinerary.
 - Ask if student wants us to notify anyone at home, home university, etc.
 - Ask if assistance is needed in rescheduling travel arrangements.
 - Remind students to keep any receipts that may be involved (for potential insurance claim or refund at later date)
- Consider:
- Some airlines will provide modest compensation, like vouchers for meals.
 - Some airlines may provide compensation for cancellations.

2. Loss of Passport

Description (Mean Likelihood= 2.6; Mean Impact= 3.0)

Lost or stolen passport.

Mitigating Risk of Losing Passport

- Maintain copy of student passport and visa on file in IXO
- Advise students to carry copy of passports in separate location whenever travelling.
- Advise students, if dual citizens, to bring along both/all passports when travelling.
- Advise students to keep passports in safe place
- Provide students with 'Safety' Brochure before Travelling

Dealing with Lost Passport – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Advise student to file local police report, and notify local embassy/consulate representing their home country.
 - Locate IXO's copy of passport and visa – and fax/email copy to student.
 - Notify Police at AUS front/airport gates, or at Univ City Airport Gate
 - Notify Ahmad Kaddoura on Main Building, Mezzanine Level (akaddoura@aus.edu, x2079, MM19D)
 - Notify home/host university/organization of incident.

3. Emergency Contacts Don't Respond

Description (Mean Likelihood= 2.4; Mean Impact= 3.6)

Students in trouble, cannot reach emergency contacts.

Mitigating Risk of Non-Response

- Maintain mobile phone numbers of all current IXO students – ideally plugged into mobile phone contact list of all IXO staff.
- Ensure all current IXO students have IXO staff and Emergency Numbers plugged into mobile phone contact list.
- Ensure all students receive list of emergency contact numbers during orientation.
- IXO Staff to maintain proximity to mobile phones during off- hours.

Dealing with Non-Response – Steps to Take

- Outgoing and Incoming Students:
 - Try alternative emergency numbers
 - Medical Emergency:
 - Main Office #: X2699; Emergency Mobile #: 050-635-7651
 - Ellie Boulton, Manager, : x2691
 - Dr. Lubna Yousif, Director, x2667
 - Dr. Tara Taheri, G.P., x2666
 - Dr. Hamzeh Shraideh, G.P. x2669
 - Rodilyn Pastolero, Senior Nurs,e, x2675

- Fire or Security Emergency
 - Local Dial: x2100; Mobile: 050-626-7818
- Call Other IXO Staff for Assistance:
 - Dr. Linda Angell: x4008, 050-632-8633, langell@aus.edu
 - Anna Ray: x4018, 050-769-7558 , aray@aus.edu
 - Grace Morales: x4027, 055-867-9558, gmorales@aus.edu
 - Miranda Battenburg: x2090, 050-399-1920, mbattenburg@cieee.org
 - Mr. Frederick B. Angell: x2134, 050-993-7835, fangell@aus.edu
- Notify Police at AUS front/airport gates, or at Univ City Airport Gate

4. Running Out of Important Prescription Medicine

Description (Mean Likelihood= 1.4; Mean Impact= 2.5)

Student runs out of important prescription medicine while travelling, or while studying here at AUS, and cannot obtain more when needed.

Mitigating Risk of Unavailable Medications

- Advise student to plan to have extra on-hand while visiting AUS and while travelling.
- Advise student to bring extra prescription with them.
- Advise students to provide IXO with copy of prescriptions.

Dealing with Unavailable Medications – Steps to Take

- Outgoing and Incoming Students:
 - Check to see if medication can be purchased without a prescription (i.e. over-the-counter in host country).
 - Can student visit host university (or other local) health clinic for new prescription?
 - Can IXO/parent/etc get required medication and courier it to student?

5. Student Disappears

Description (Mean Likelihood= 1.8; Mean Impact= 4.9)

IXO does not know where student is. They have disappeared from expected location for 24 hours or greater, and IXO is not able to locate any trace of them after attempting to locate/reach them via FB and mobile phone.

Mitigating Risk of Student Disappearance

- Maintain mobile phone numbers of all current IXO students – ideally plugged into mobile phone contact list of all IXO staff.
- Ensure all current IXO students have IXO staff and Emergency Numbers plugged into mobile phone contact list.
- Require current IXO students to notify IXO whenever they are leaving the UAE, and to provide flight and schedule itineraries and accommodation info.
- Provide students with 'Safety' brochure prior to travelling.
- Stress to students the importance of notifying IXO if changing their plans, etc.
- Someone in IXO 'Friends' all Current IXO students on FB and Twitter.

Dealing with Student Disappearance – Steps to Take

- Outgoing and Incoming Students:
 - Check on FB, Twitter, with Friends, Roommate, Other IXO Students, etc. in order to confirm disappearance.
 - Send student FB messages, Call Mobile #, etc. to try to get in touch.
 - If necessary, also check with home university and family/parents to determine if whereabouts are known by them, or for assistance locating.

- Note: Manage comms. with Host University and/or Parents with care, diplomacy (i.e. Do not take responsibility, but express care and concern. Try not to cause too much undue alarm.)
- Request that all parties notify IXO if student is located.
- Report Disappearance to University Police (x2222, 050-626-7818).
 - Check to see if they may be in Sharjah/Dubai Jail?
 - Check local hospitals (see Emergency Contact List in Copy Room)
- Report to University Officials (i.e. Provost, Chancellor, VCs).
- Notify student's home country embassy/consulate/diplomatic corps.
- If haven't already done so, contact emergency contacts, parents, Ins. Co..
- Refer any press/media requests to Strategic Communications for handling (i.e. Miriam Kiwan, x1040, Mobile 050-463-8138, mkiwan@aus.edu)

6. Student Dies

Description (Mean Likelihood= 1.6; Mean Impact= 5.0)

Student dies as a result of accident, illness, suicide, or criminal activity.

Mitigating Risk of Student Death

- Maintain mobile phone numbers of all current IXO students – ideally plugged into mobile phone contact list of all IXO staff.
- Ensure all current IXO students have IXO staff and Emergency Numbers plugged into mobile phone contact list.
- Provide Orientation with info re: safety and security, psychological services on campus, traffic safety, etc.
- Work with Housing to ensure students are allowed into housing even past hours or if returning early from holiday.

Dealing with Student Death – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Report death to University Officials (i.e. Provost, Chancellor, VCs).
 - Notify University Police (x2222, 050-626-7818)
 - Report death to home university, parents, emergency contact.
 - Note: Manage communications with Host University and/or Parents with care, support. and diplomacy (i.e. Do not take responsibility, and do not be apologetic, but do express care, sorrow and concern.)
 - Notify student's home country embassy/consulate/diplomatic corps.

- Notify student's insurance company.
- Notify student's housing supervisor, faculty, Dean, etc.
- Assist with arrangements for repatriating remains, etc.
- Assist home university and parents/emergency contact in any way possible (e.g. collecting student's personal items and returning them).
- Send condolences to host university, family, emergency contact.
- Refer any press/media requests to Strategic Communications for handling (i.e. Miriam Kiwan, x1040, Mobile 050-463-8138, mkiwan@aus.edu)
- Ensure support services available and known to student's colleagues at AUS (and faculty, etc.)

7. Torture of IXO Student

Description (Mean Likelihood= 1.0; Mean Impact= 5.0)

Student is tortured while in custody of police or kidnappers, etc.

Mitigating Risk of Student Torture

- Maintain mobile phone numbers of all current IXO students – ideally plugged into mobile phone contact list of all IXO staff.
- Ensure all current IXO students have IXO staff and Emergency Numbers plugged into mobile phone contact list.
- Provide Orientation with info re: safety and security.
- Advise students against travelling to high-risk, low-security countries.
- Monitor news to maintain awareness about high-risk, low security countries.
- If conditions deteriorate while student is at high-risk, low security country, advise them to return immediately.

Dealing with Student Torture – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Ensure student receives appropriate medical and psychological treatment.
 - Report event to University Officials (i.e. Provost, Chancellor, VCs).
 - Notify University Police (x2222, 050-626-7818)
 - Report event to home university, parents, emergency contact.
 - Note: Manage communications with Host University and/or Parents with care, support, and diplomacy (i.e. Do not take responsibility, and do not be apologetic, but do express care, sorrow and concern.)
 - Request that all parties notify IXO if student is located.
 - Notify student's home country embassy/consulate/diplomatic corps.
 - Notify student's insurance company.
 - Notify student's housing supervisor, faculty, Dean, etc.
 - Refer any press/media requests to Strategic Communications for handling (i.e. Miriam Kiwan, x1040, Mobile 050-463-8138, mkiwan@aus.edu)

8. Inter-IXO Student Conflict

Description (Mean Likelihood= 2.4; Mean Impact= 3.0)

IXO Students experience conflict amongst themselves or with IXO staff relating to bullying, disagreements, etc.

Mitigating Risk of Inter-IXO Student Conflict

- Build IXO Team during Orientation and Social Events
- Provide a sympathetic ear to IXO students, but avoid taking sides or increasing the size of the problem.
- Encourage students to talk things out and engage in open communication.

Dealing with Inter-IXO Student Conflict – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Encourage conflicted students to talk things out and engage in open communication (IXO must not take sides or stir up controversy!)
 - Refer conflicted students to Student Learning and Counseling Services
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu
 - Note: in some cases, IXO Staff may sit in on counseling session with the permission of the conflicted students involved.
 - If IXO students are unhappy with IXO Staff or services, IXO Staff must hear their complaint/feedback, apologize for any lapse on IXO's part, and work to improve systems so that the same problem does not occur again in the future.

9. Bullying/Harassment of IXO Students

Description (Mean Likelihood= 2.5; Mean Impact= 3.2)

IXO Students experience bullying/harassment from anyone during their study abroad experience.

Mitigating Risk of Bullying/Harassment

- Provide a sympathetic ear to IXO students
- Provide Orientation re: Cultural Norms, etc.
- IXO Staff to build relationships with Security Guards, Housing, etc.

Dealing with Bullying/Harassment – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - IXO staff lend a sympathetic ear and try to assist students in deciding on an appropriate response to the bullying/harassment.
 - Attempt to determine if bullying/harassment is coming from clothing selections, etc. – i.e. something that can be addressed.
 - Refer bullied/harrassed students to Student Learning and Counseling Services:
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu

- Note: in some cases, IXO Staff may sit in on counseling session with the permission of the conflicted students involved.
- If Offender is a student, encourage students to report offenders to Juliet Countinho, Director of Judicial Affairs, x2250, Office: Student Building, Room 255.
- If Offender is an AUS faculty/staff member, IXO Staff should attempt to deal with the faculty/staff member initially to address the situation, but if the problem is not resolved, IXO Staff should report the situation to the faculty/staff member's Department Head/Director/Supervisor. If still no resolution, report the matter to HR.
- Throughout, IXO Staff should support student in whatever way makes sense given the case.

10. Intentional Injury/Fighting

Description (Mean Likelihood= 2.5; Mean Impact= 3.2)

IXO Students experience intentional injury as a result of fighting.

Mitigating Risk of Intentional Injury via Fighting

- Provide a sympathetic ear to IXO students
- Provide Orientation re: Cultural Norms, etc.
- Advise students during Orientation to avoid getting involved in any sort of physical fighting situation – it could land them in jail!!

Dealing with Intentional Injury via Fighting – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)

- Appeal to all parties for calm.
 - IXO Staff should NOT try to physically intervene!
- Call Security/Police (x2222, 050-626-7818)
- Ensure that IXO Students (and any other parties as appropriate) receive proper medical and emotional/psychological treatment
- Provide emotional and logistical support to victims
- Depending on severity, notify home institution, parents, police, consulate, insurance company, and senior AUS officials.
- If student is arrested - determine where student is being held and ensure s/he is being treated well. Assist in whatever way necessary to secure student's release, if appropriate. Notify embassy/consulate.

11. Illegitimate/Problematic Romances (Same as Risk #48)

Description (Mean Likelihood= 2.8; Mean Impact= 3.5)

IXO Students get involved in a romance that is likely to cause considerable problems. This risk could also involve sexual contact that may lead to severe consequences, including jail, pregnancy, STDs, etc..

Mitigating Risk of Illegitimate/Problematic Romances

- Provide Orientation re: Cultural Norms, etc. Discuss romantic relationships and sexual issues during orientation!
- Provide students with brochure about sexual health upon arrival or before departure.
- IXO Staff should stay alert for signs of these romances, and talk to affected students about the serious risks involved.

Dealing with Illegitimate/Problematic Romances – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services:
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790

- Email: lcc@aus.edu
- Notify host/home university re: concerns.
- If student is in trouble as a result of this romance, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

12. Offensive Speech

Description (Mean Likelihood= 3.0; Mean Impact= 3.4)

IXO students are charged with swearing in public, inciting unrest, criticizing the government, etc.

Mitigating Risk of Offensive Speech

- Provide Orientation re: Cultural Norms, etc.
- Warn students re: potential lack of privacy, and not to swear etc.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience

Dealing with Offensive Speech – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. anger management, etc.):
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu
 - Notify host/home university re: concerns.

- If student is in trouble as a result of this event, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

13. Offensive Gestures

Description (Mean Likelihood= 2.6; Mean Impact= 3.5)

IXO students are charged with giving someone the finger in the UAE, or some other type of inappropriate gesture within the host culture, etc.

Mitigating Risk of Offensive Gestures

- Provide Orientation re: Cultural Norms, etc.
- Warn students re: potential lack of privacy, and laws against offensive gestures, etc.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience

Dealing with Offensive Gestures – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. anger management, etc.):
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu

- Notify host/home university re: concerns.
- If student is in trouble as a result of this event, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

14. Cultural Insensitivity

Description (Mean Likelihood= 3.0; Mean Impact= 2.9)

IXO students show general cultural insensitivity, and find themselves getting into trouble for it.

Mitigating Risk of Cultural Insensitivity

- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, etc.
- Warn students re: potential lack of privacy, and laws against offensive gestures, etc.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience

Dealing with Cultural Insensitivity – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - Talk to student and try to determine where this is coming from.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. anger management, etc.):
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)

- Senior Counselor Muna El Tom, x2790
- Email: lcc@aus.edu
- Notify host/home university re: concerns.
- If student is in trouble as a result of this event, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

15. Drug Usage/Addiction (same as Risk #27)

Description (Mean Likelihood= 2.3; Mean Impact= 4.8)

IXO students take drugs, become addicted to drugs, or gets involved in selling/transporting drugs either internally or across national boundaries.

Mitigating Risk of Drug Usage/Addition

- IXO must take a Zero-Tolerance Policy towards Drug Usage with IXO students
- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, etc.
- Warn students re: significant risks
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience

Dealing with Drug Usage/Addition – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Talk to student to assess and confirm situation.
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. anger management, etc.):
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)

- Senior Counselor Muna El Tom, x2790
- Email: lcc@aus.edu
- Refer student to Health Clinic (Main Office #: X2699; Emergency Mobile #: 050-635-7651)
- Notify host/home university re: concerns.
- If student is in trouble as a result of this event, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

16. Power Outage

Description (Mean Likelihood= 3.6; Mean Impact= 2.8)

AUS or host university has a power outage that lasts more than 12 hours. This can lead to concerns re: food safety, communications, and if summer season, heat-related health disorders. Also, students may become severely stressed due to difficulty finishing school work, etc.

Mitigating Risk of Power Outage

- Advise IXO students during Orientation about what to do if in trouble during this sort of emergency (they can come to Linda Angell's house, K04, if needed).
- Students need a place to congregate when this sort of thing happens. They are likely to feel better if together rather than handling it individually.
- Monitor media reports around the world.

Dealing with Power Outage – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - IXO should try to find out when power is expected to return.
 - Contact SEWA? Public Affairs?
 - Contact AUS Police: x2222, 050-626-7818, Univ City Gate
 - Monitor news
 - Keep IXO students advised with regular updates
 - Call them on mobile numbers

- Leave messages in IXO Hallway and Lounge
- If nec'y/possible, go in person to dorms
- Check to see if any health concerns with IXO students related to power outage (and heat, etc.). ID students with special needs.
- If necessary, transport students to Mall or Airport or Hotel or someplace with power until outage is over.
- Contact host/home university if necessary for updates.

17. Fuel Shortage

Description (Mean Likelihood= 3.6; Mean Impact= 2.2)

UAE or host country has a fuel shortage that lasts more than 3 days. This can lead to concerns re: transportation and freedom of movement.

Mitigating Risk of Fuel Shortage

- Advise IXO students during Orientation about what to do if in trouble during this sort of emergency (they can come to Linda Angell's house, K04, if needed).
- Students need a place to congregate when this sort of thing happens. They are likely to feel better if together rather than handling it individually.
- Monitor media reports around the world.

Dealing with Fuel Shortage – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - IXO should try to find out what the situation is.
 - Public Affairs: Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu
 - Contact AUS Police: x2222, 050-626-7818, Univ City Gate
 - Monitor news
 - Contact host university
 - Keep IXO students advised with regular updates
 - Call them on mobile numbers

- Leave messages in IXO Hallway and Lounge/FB/Twitter
- Discuss situation with students to find out if there are any special concerns.
- Check-in regularly with everyone to make sure all is okay.

18. Water Shortage

Description (Mean Likelihood= 2.2; Mean Impact= 3.5)

AUS, UAE or host country/university has any kind of water shortage

Mitigating Risk of Water Shortage

- Advise students to maintain an 'Emergency Kit' with 3 days' supply of food, water, and meds.
- Advise IXO students during Orientation about what to do if in trouble during this sort of emergency (they can come to Linda Angell's house, K04, if needed).
- Students need a place to congregate when this sort of thing happens. They are likely to feel better if together rather than handling it individually.
- Monitor media reports around the world.

Dealing with Water Shortage – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - IXO should try to find out what the situation is.
 - Public Affairs: Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu
 - Contact AUS Police: x2222, 050-626-7818, Univ City Gate
 - Monitor news
 - Contact host university
 - Advise students to fill any available containers with tap water, if possible.

- Stock IXO up on bottled water, and secure in locked place.
- Keep IXO students advised with regular updates
 - Call them on mobile numbers
 - Leave messages in IXO Hallway and Lounge/FB/Twitter
- If appropriate, arrange to transfer students to another location within country that has water.
- Contact Consulates/Embassies, and make arrangements to get students out of the country.

19. Food Shortage

Description (Mean Likelihood= 2.4; Mean Impact= 4.2)

AUS, UAE or host country/university has any kind of food shortage

Mitigating Risk of Food Shortage

- Advise students to maintain an 'Emergency Kit' with 3 days' supply of food, water, and meds.
- Advise IXO students during Orientation about what to do if in trouble during this sort of emergency (they can come to Linda Angell's house, K04, if needed).
- Students need a place to congregate when this sort of thing happens. They are likely to feel better if together rather than handling it individually.
- Monitor media reports around the world.

Dealing with Food Shortage – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - IXO should try to find out what the situation is.
 - Public Affairs: Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu
 - Contact AUS Police: x2222, 050-626-7818, Univ City Gate
 - Monitor news
 - Contact host university
 - Stock IXO up on bottled water, and secure in locked place.

- Keep IXO students advised with regular updates
 - Call them on mobile numbers
 - Leave messages in IXO Hallway and Lounge/FB/Twitter
- If appropriate, arrange to transfer students to another location within country that has food available.
- If prolonged shortage, contact Consulates/Embassies, and make arrangements to get students out of the country.

20. Strikes (e.g. Airline, Rubbish, Student, etc.)

Description (Mean Likelihood= 3.2; Mean Impact= 3.0)

AUS, UAE or host country/university has any kind of strikes that impact IXO students in terms of transportation, hygiene, university programs, etc.

Mitigating Risk of Strikes

- Monitor media reports around the world. Try to avoid destinations where strikes are brewing.

Dealing with Strikes – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - IXO should try to find out what the situation is.
 - Public Affairs: Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu
 - Contact AUS Police: x2222, 050-626-7818, Univ City Gate
 - Monitor news
 - Contact host university
 - Keep IXO students advised with regular updates, as appropriate
 - Call them on mobile numbers
 - Leave messages in IXO Hallway and Lounge/FB/Twitter
 - Keep host university updated
 - Assist students if needed

21. Political Asylum

Description (Mean Likelihood= 1.6; Mean Impact= 4.0)

IXO student claims political asylum after reaching destination.

Mitigating Risk of Political Asylum

- Careful review/screen IXO candidates and their situation.

Dealing with Political Asylum – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Notify AUS Senior Officials (e.g. Chancellor, Provost, VCs)
 - If appropriate, notify Police (but get input from Public Affairs, 1st)
 - Support and assist student in whatever way we can.
 - Notify home university, parents, and emergency contacts.
 - Refer any press/media requests to Strategic Communications for handling (i.e. Miriam Kiwan, x1040, Mobile 050-463-8138, mkiwan@aus.edu)

22. Visa Irregularities

Description (Mean Likelihood= 2.5; Mean Impact= 3.3)

IXO student has some kind of problem with visa at host destination.

Mitigating Risk of Visa Irregularities

- Careful review of IXO candidates and their situation.
- Apply for visa asap upon acceptance into study abroad program.
- Carefully review visa requirements at host country.

Dealing with Visa Irregularities – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Contact student for update/clarity re: situation.
 - If appropriate, notify parents, home university, emergency contact, consulate/embassy, etc.
 - Assist student in returning to home country if necessary/possible.
 - Undertake ‘damage control’ with destination country’s consulate, if appropriate.

23. Overstaying Visa

Description (Mean Likelihood= 3.0; Mean Impact= 3.8)

IXO student overstays visa at host destination.

Mitigating Risk of Overstaying Visa

- Careful review of IXO candidates and their situation.
- Remain in contact with IXO students while abroad.
- Prepare IXO students for return after study abroad experience.
- Ensure students depart as expected – follow up.

Dealing with Overstaying Visa – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Contact student for update/clarity re: situation.
 - If appropriate, notify parents, home university, emergency contact, consulate/embassy, etc.
 - Advise/Convince students to return to home country if possible.
 - Assist student in returning to home country if necessary/possible.
 - Undertake ‘damage control’ with destination country’s consulate, if appropriate.

24. Jumping Visa – Student Disappears from IXO Radar

Description (Mean Likelihood= 2.0; Mean Impact= 3.8)

IXO student overstays visa at host destination, and IXO loses touch with student.

Mitigating Risk of Jumping Visa –Student Disappears from IXO Radar

- Careful review of IXO candidates and their situation.
- Remain in contact with IXO students while abroad.
- Prepare IXO students for return after study abroad experience.
- Ensure students depart as expected – follow up.
- Advise student of impact on university and IXO of this behavior.

Dealing with Jumping Visa – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Contact student for update/clarity re: situation.
 - Ensure that student has not disappeared due to other reasons (i.e. kidnap, death, etc.)
 - If appropriate, notify parents, home university, emergency contact, consulate/embassy, etc.
 - Advise/Convince students to return to home country if possible.
 - Assist student in returning to home country if necessary/possible.
 - Undertake ‘damage control’ with destination country’s consulate, if appropriate.

25. Vehicle Crash

Description (Mean Likelihood= 3.3; Mean Impact= 3.0)

IXO student is in a serious vehicle crash involving personal injury and/or significant property damage.

Mitigating Risk of Vehicle Crash

- Advise students re: traffic safety and to always wear their seatbelts, even if in taxi/bus if at all possible.
- For all social events/outings, organize university-provided transport if possible.

Dealing with Vehicle Crash – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Determine:
 - Where is the student now?
 - Is the student injured?
 - Were others injured in the crash?
 - Is the student considered to be 'at fault'?
 - All other facts (e.g. license plate #s, location of incident, who was driving, what type of cars were involved, etc.)
 - Ensure appropriate medical and emotional treatment.

- If hospitalization is necessary, insist on American Hospital of Dubai.
- Visit student in hospital, if relevant.
- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs), Public Affairs, AUS Police, Home University, Parents, and Emergency Contacts as appropriate.
- Check insurance details – notify insurance.
- Determine the current location of the car, if appropriate.
- Assist student with any arrangements as appropriate/needed.

26. Theft

Description (Mean Likelihood= 1.8; Mean Impact= 2.8)

IXO student has a significant possession stolen, or is involved in the theft of another's possessions.

Mitigating Risk of Theft

- Advise students to use reasonable caution with their possessions – they should not leave purses, phones, computers lying around where they can easily be picked up by passers-by.
- Carefully screen incoming IXO students.

Dealing with Theft – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Advise student to immediately file a police report (note: thefts at dorms or on AUS campus generally handled by AUS security, but still, for insurance purposes should submit a police report re: missing items).
 - Discuss incident with student, get clarity re: all of the facts.
 - Determine what was taken, and approximate value.
 - Check if student needs cash, passport, etc.
 - Advise student to cancel all credit cards, etc.
 - Notify Embassy/Consulate of theft, if appropriate.
 - Notify home institution of incident, if appropriate.
 - Assist student as necessary.

- Refer to Student Learning and Counseling Services if signs of psychological trauma:
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu

27. Drug Usage/Addiction (same as Risk #15)

Description (Mean Likelihood= 2.3; Mean Impact= 4.8)

IXO students take drugs, become addicted to drugs, or gets involved in selling/transporting drugs either internally or across national boundaries.

Mitigating Risk of Drug Usage/Addition

- IXO must take a Zero-Tolerance Policy towards Drug Usage with IXO students
- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, etc.
- Warn students re: significant risks
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience

Dealing with Drug Usage/Addition – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Talk to student to assess and confirm situation.
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. anger management, etc.):
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)

- Senior Counselor Muna El Tom, x2790
- Email: lcc@aus.edu
- Refer student to Health Clinic (Main Office #: X2699; Emergency Mobile #: 050-635-7651)
- Notify host/home university re: concerns.
- If student is in trouble as a result of this event, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

28. Physical Assault (refer also to Risk #9 and Risk #10)

Description (Mean Likelihood= 1.5; Mean Impact= 3.8)

IXO student is physically assaulted, or physically assaults another.

Mitigating Risk of Intentional Injury via Fighting

- Provide a sympathetic ear to IXO students
- Provide Orientation re: Cultural Norms, etc.
- Advise students during Orientation to avoid getting involved in any sort of physical fighting situation – it could land them in jail!!

Dealing with Intentional Injury via Fighting – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Appeal to all parties for calm.
 - IXO Staff should NOT try to physically intervene!
 - Report to Security/Police (x2222, 050-626-7818)
 - Ensure that IXO Students (and any other parties as appropriate) receive proper medical and emotional/psychological treatment
 - Provide emotional and logistical support to victims
 - Depending on severity, notify home institution, parents, police, consulate, insurance company, and senior AUS officials.
 - If student is arrested - determine where student is being held and ensure s/he is being treated well. Assist in whatever way necessary to secure student's release, if appropriate. Notify embassy/consulate.

29. Mouting Off to Security/Police

Description (Mean Likelihood= 3.8; Mean Impact= 3.8)

IXO student gets into trouble for 'mouting-off' in a disrespectful manner to Security/Police.

Mitigating Risk of Mouting Off

- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, etc.
- Warn students re: risks of this kind of behavior.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience

Dealing with Mouting Off – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved, and the impact of this kind of behavior on AUS and future IXO programs.
 - Talk to student and try to determine where this is coming from.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. anger management, etc.):
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)

- Senior Counselor Muna El Tom, x2790
- Email: lcc@aus.edu
- Notify host/home university re: concerns.
- If student is in trouble as a result of this event, assist them as appropriate.
 - Find out where they are right now.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

30. Arrest

Description (Mean Likelihood= 2.0; Mean Impact= 4.0)

IXO student is arrested for any reason.

Mitigating Risk of Arrest

- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, Laws, etc.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience
- Advise students to always show great respect to police/security officers.

Dealing with Arrest – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where they are right now.
 - Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
 - Notify host/home university re: concerns.
 - Notify Consulate/Embassy, Parents, and Emergency Contacts
 - Contact student if possible and assist as much as possible.
 - Provide support and assistance wherever possible.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

31. Insulting the Royal Family

Description (Mean Likelihood= 1.3; Mean Impact= 4.0)

IXO student is overheard insulting the royal family(ies), or is in trouble for insulting the royal family(ies).

Mitigating Risk of Insulting the Royal Family

- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, Laws, etc.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience
- Advise students to always show great respect to members of the Royal Families.

Dealing with Insulting the Royal Family – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now.
 - Contact student if possible and assist as much as possible.
 - Encourage student to sincerely apologize to all concerned.
 - Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
 - Notify host/home university re: concerns.
 - Notify Consulate/Embassy, Parents, and Emergency Contacts
 - Provide support and assistance wherever possible.

- Note: In some cases, it may be best for student to go home immediately!
i.e. if in risk of imprisonment or serious harm.

32. Insulting Islam

Description (Mean Likelihood= 1.5; Mean Impact= 4.3)

IXO student is overheard insulting Islam, or is in trouble for insulting Islam.

Mitigating Risk of Insulting Islam

- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, Laws, etc.
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience
- Advise students to always show great respect to Islam.

Dealing with Insulting Islam – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now.
 - Contact student if possible and assist as much as possible.
 - Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
 - Notify host/home university re: concerns.
 - Notify Consulate/Embassy, Parents, and Emergency Contacts
 - Provide support and assistance wherever possible.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

33. Natural Disaster at Study Abroad Destination

Description (Mean Likelihood= 2.0; Mean Impact= 3.0)

A natural disaster occurs at study abroad destination of one or more IXO students (e.g. fire, flood, tsunami, storm, extreme temperature/weather, earthquake, tornado, volcano, etc.)

Mitigating Risk of Natural Disasters

- Monitor world news and avoid destinations that are high risk.
- Advise students to maintain a 3-day survival kit with food, water, and meds.
- Advise students about the need for having a plan re: what they will do if natural disaster.
- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of a natural disaster, so we know they are alright.

Dealing with Natural Disasters – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Contact student if possible and assist as much as possible (check FB, Twitter, Email, etc.)
 - Ask students to report in to IXO regularly (every day). Confirm contact details.
 - Ensure student receives appropriate medical/emotional treatment.

- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
- Notify host/home university re: concerns.
- Notify Consulate/Embassy, Parents, and Emergency Contacts
- Provide support and assistance wherever possible.
- Monitor the news for developments.
- Note: In some cases, it may be best for student to go home immediately! i.e. if at risk of serious harm.

34. Other Significant Emergency at Study Abroad Destination

Description (Mean Likelihood= 2.5; Mean Impact= 2.9)

An emergency situation occurs at study abroad destination of one or more IXO students (e.g. riots, political coup, assassination, shooting, scandal, war, outbreak of violence or disease, etc.)

Mitigating Risk of Other Significant Emergency

- Monitor world news and avoid destinations that are high risk.
- Advise students to maintain a 3-day survival kit with food, water, and meds.
- Advise students about the need for having a plan re: what they will do if emergency
- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of an emergency, so we know they are alright.

Dealing with Significant Emergencies – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Contact student if possible and assist as much as possible (check FB, Twitter, Email, etc.)
 - Ask students to report in to IXO regularly (every day). Confirm contact details.

- Ensure student receives appropriate medical/emotional treatment, as necessary
- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
- Notify host/home university re: concerns.
- Notify Consulate/Embassy, Parents, and Emergency Contacts
- Provide support and assistance wherever possible.
- Monitor the news for developments.
- Note: In some cases, it may be best for student to go home immediately! i.e. if at risk of serious harm.

35. Political Unrest at Study Abroad Destination

Description (Mean Likelihood= 3.0; Mean Impact= 3.3)

Significant political unrest occurs at study abroad destination of one or more IXO students.

Mitigating Risk of Political Unrest

- Monitor world news and avoid destinations that are high risk.
- Advise students to maintain a 3-day survival kit with food, water, and meds.
- Advise students about the need for having a plan re: what they will do if emergency
- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of an emergency, so we know they are alright.

Dealing with Political Unrest – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Warn students NOT to get involved with political unrest!
 - Contact student if possible and assist as much as possible (check FB, Twitter, Email, etc.)
 - Ask students to report in to IXO regularly (every day). Confirm contact details.

- Ensure student receives appropriate medical/emotional treatment, as necessary
- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
- Notify host/home university re: concerns.
- Notify Consulate/Embassy, Parents, and Emergency Contacts
- Provide support and assistance wherever possible.
- Monitor the news for developments.
- Note: In some cases, it may be best for student to go home immediately! i.e. if at risk of serious harm.

36. War at Study Abroad Destination

Description (Mean Likelihood= 1.5; Mean Impact= 4.5)

War breaks out at study abroad destination of one or more IXO students.

Mitigating Risk of War

- Monitor world news and avoid destinations that are high risk.
- Advise students to maintain a 3-day survival kit with food, water, and meds.
- Advise students about the need for having a plan re: what they will do if emergency
- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of an emergency, so we know they are alright.

Dealing with War – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Warn students NOT to get involved, and to stay out of harms way!
 - Contact student if possible and assist as much as possible (check FB, Twitter, Email, etc.)
 - Ask students to report in to IXO regularly (every day). Confirm contact details.
 - Ensure student receives appropriate medical/emotional treatment, as necessary

- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
- Notify host/home university re: concerns.
- Notify Consulate/Embassy, Parents, and Emergency Contacts
- Provide support and assistance wherever possible.
- Monitor the news for developments.
- Bring student home immediately!

37. Terrorism at Study Abroad Destination

Description (Mean Likelihood= 2.0; Mean Impact= 4.0)

War breaks out at study abroad destination of one or more IXO students.

Mitigating Risk of Terrorism

- Monitor world news and avoid destinations that are high risk.
- Advise students to maintain a 3-day survival kit with food, water, and meds.
- Advise students about the need for having a plan re: what they will do if emergency
- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of an emergency, so we know they are alright.

Dealing with Terrorism – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Warn students NOT to get involved, and to stay out of harms way!
 - Contact student if possible and assist as much as possible (check FB, Twitter, Email, etc.)
 - Ask students to report in to IXO regularly (every day). Confirm contact details.
 - Ensure student receives appropriate medical/emotional treatment, as necessary

- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs) for assistance (Mr. Saeed Al Shamsi, x2080, alshamsi@aus.edu)
- Notify host/home university re: concerns.
- Notify Consulate/Embassy, Parents, and Emergency Contacts
- Provide support and assistance wherever possible.
- Monitor the news for developments.
- Bring student home immediately, if appropriate
- Refer any press/media requests to Strategic Communications for handling (i.e. Miriam Kiwan, x1040, Mobile 050-463-8138, mkiwan@aus.edu)

38. Extreme Weather at Study Abroad Destination

Description (Mean Likelihood= 2.0; Mean Impact= 3.0)

Study abroad destination experiences extreme weather that raises concerns about possible sun-stroke, heat exhaustion, cold, or other bodily harm.

Mitigating Risk of Extreme Weather

- Monitor world news and avoid destinations that are high risk.
- Advise students to maintain a 3-day survival kit with food, water, and meds.
- Advise students about the need for having a plan re: what they will do if emergency
- Advise students to ensure they have purchased travel insurance.

- Ask all IXO students to notify IXO in case of an emergency, so we know they are alright.
- Warn students re: need for sunscreen, water, shade, hats, insect repellent, etc.

Dealing with Extreme Weather – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Contact student if possible and assist as much as possible (check FB, Twitter, Email, etc.)
 - Ask students to report in to IXO regularly (every day). Confirm contact details.
 - Ensure students know what to do for protection from extreme weather.
 - Ensure student receives appropriate medical/emotional treatment, as necessary
 - Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs)
 - Notify host/home university re: concerns.
 - Notify Consulate/Embassy, Parents, and Emergency Contacts
 - Provide support and assistance wherever possible.
 - Monitor the news for developments.
 - Bring student home immediately, if appropriate

39. Severe Illness

Description (Mean Likelihood= 3.3; Mean Impact= 3.6)

IXO student experiences severe illness while studying abroad, perhaps requiring hospitalization.

Mitigating Risk of Severe Illness

- Monitor world news and avoid destinations that are high risk.
- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of severe illness.
- Warn students re: need for sunscreen, water, shade, hats, insect repellent, etc.
- Ensure students have received all required vaccinations for destination.

Dealing with Severe Illness – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Call AUS Health Clinic (Main Office #: X2699; Emergency Mobile #: 050-635-7651)
 - Find out where students are right now – confirm their well-being.
 - Contact student if possible and assist as much as possible (check FB, Twitter, Email, etc.) Confirm contact details.
 - Ask students to report in to IXO regularly (every day). Alternatively, IXO checks in with student every day, or accompanies student to hospital.

- Ensure student receives appropriate medical/emotional treatment, as necessary – if hospitalization is required, insist on American Hospital of Dubai
- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs)
- Notify host/home university re: concerns.
- Notify Parents, Emergency Contacts, and Insurance Company.
- Provide support and assistance wherever possible.
- Bring student home immediately, if appropriate

40. Hospitalization

Description (Mean Likelihood= 3.5; Mean Impact= 4.1)

IXO student requires hospitalization while studying abroad.

Mitigating Risk of Hospitalization

- Monitor world news and avoid destinations that are high risk.
- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of hospitalization
- Warn students re: need for sunscreen, water, shade, hats, insect repellent, etc.
- Ensure students have received all required vaccinations for destination.

Dealing with Hospitalization – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Contact student if possible and assist as much as possible
 - Confirm student's contact details.
 - Ask students to report in to IXO regularly (every day).
 - Alternatively, IXO checks in with student every day, or accompanies student to hospital.
 - Ensure student receives appropriate medical/emotional treatment.
 - If Student is in UAE, insist on American Hospital of Dubai

- Send Flowers (via FTD if abroad, or from Mayflowers, 06-572-6588)
- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs, Public Affairs)
- Contact host/home university.
- Notify Parents, Emergency Contacts, and Insurance Company.
- Provide support and assistance wherever possible.
- Bring student home immediately, if appropriate

41. Food Poisoning/Contaminated Food

Description (Mean Likelihood= 2.8; Mean Impact= 3.3)

IXO student gets food poisoning after eating contaminated food.

Mitigating Risk of Food Poisoning

- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO in case of hospitalization
- Warn students to avoid uncooked vegetables and to peel all fruit when traveling in Developing Countries. Always wash vegetables and fruit carefully before eating. Avoid street food, and always drink bottled water. Etc.
- Ensure students have received all required vaccinations for destination.
- Encourage students to bring broad spectrum antibiotic along with them, if possible, in case of food poisoning (also anti-diarrheal)
- Provide brochure re: Food Safety While Abroad.

Dealing with Food Poisoning – Steps to Take

- Outgoing Students:
 - Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Contact student if possible; Confirm student's contact details.
 - Ask students to report in to IXO regularly (every day).
 - Ensure student receives appropriate medical/emotional treatment.
 - Contact host/home university for more details.

- Notify Parents, Emergency Contacts, and Insurance Company.
- Provide support and assistance wherever possible.
- Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Call AUS Health Clinic (Main Office #: X2699; Emergency Mobile #: 050-635-7651)
 - IXO checks in with student every day, or accompanies student to hospital (insist on American Hospital of Dubai)
 - Ensure student receives appropriate medical/emotional treatment.
 - Notify host university, parents, emergency contacts, and insurance co.
 - Provide support and assistance wherever possible

42. Allergic Reactions

Description (Mean Likelihood= 3.8; Mean Impact= 3.5)

IXO student has a serious allergic reaction that may require hospitalization.

Mitigating Risk of Allergic Reactions

- Advise students to ensure they have purchased travel insurance.
- Ask all IXO students to notify IXO of any food or other allergies
- Encourage students to bring appropriate meds to deal with this occurrence.

Dealing with Allergic Reactions – Steps to Take

- Outgoing Students:

- Get the facts (who, what, when, where, why, how?)
 - Find out where students are right now – confirm their well-being.
 - Contact student if possible; Confirm student’s contact details.
 - Ask students to report in to IXO regularly (every day).
 - Ensure student receives appropriate medical/emotional treatment.
 - Contact host/home university for more details.
 - Notify Parents, Emergency Contacts, and Insurance Company.
 - Provide support and assistance wherever possible.
- Incoming Students:
- Get the facts (who, what, when, where, why, how?)
 - Call AUS Health Clinic (Main Office #: X2699; Emergency Mobile #: 050-635-7651)
 - IXO checks in with student every day, or accompanies student to hospital (insist on American Hospital of Dubai)
 - Ensure student receives appropriate medical/emotional treatment.
 - Notify host university, parents, emergency contacts, and insurance co.
 - Provide support and assistance wherever possible

43. Accidents with Serious Injury

Description (Mean Likelihood= 2.8; Mean Impact= 3.8)

IXO student has accident with serious injury that may require hospitalization.

Mitigating Risk of Accident with Serious Injury

- Advise students to ensure they have purchased travel insurance.
- Discuss safety risks during orientation.

Dealing with Accident with Serious Injury – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Determine:
 - Where is the student now?
 - How is the student injured?
 - Were others injured in the accident?
 - Is the student considered to be 'at fault'?
 - All other facts as appropriate
 - Ensure appropriate medical and emotional treatment.
 - If hospitalization is necessary in the UAE, insist on American Hospital of Dubai.
 - Visit student in hospital, if relevant/possible

- Notify Senior AUS Officials (e.g. Chancellor, Provost, VCs), Public Affairs, AUS Police, Home University, Parents, and Emergency Contacts as appropriate.
- Check insurance details – notify insurance.
- Assist student with any arrangements as appropriate/needed.
- Send student home if necessary/appropriate

44. Pollution-Related Issues

Description (Mean Likelihood= 1.5; Mean Impact= 3.0)

IXO student has problems due to air, water, or land pollution in destination location.

Mitigating Risk of Pollution-Related Issues

- Screen students – if in poor health, may need to avoid certain locations with high level of pollution.
- Monitor news and information sites about destination countries to see what risks are.
- Discuss risks relating to discarded needles, hygiene, etc. at destination country.

Dealing with Pollution-Related Issues – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Ensure appropriate medical and emotional treatment.
 - If hospitalization is necessary in the UAE, insist on American Hospital of Dubai.
 - Notify Home University, Parents, and Emergency Contacts as appropriate.
 - Check insurance details – notify insurance.
 - Assist student with any arrangements as appropriate/needed.
 - Send student home if necessary/appropriate

45. Emergency Room Visits

Description (Mean Likelihood= 3.3; Mean Impact= 3.3)

IXO student has an emergency that requires visit to hospital emergency room.

Mitigating Risk of Emergency Room Visits

- Ensure that students purchase travel and international health insurance.

Dealing with Emergency Room Visits – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - If normal working hours, contact AUS Health Clinic (Main Office #: X2699; Emergency Mobile #: 050-635-7651)
 - If outside normal working hours, arrange for student to be taken to Royal Hospital in Sharjah (06-545-2222) or American Hospital of Dubai (04-336-7777)
 - Ensure student receives appropriate follow-up medical/emotional treatment.
 - Notify home university, insurance company, parents, and emergency contacts.
 - If necessary, notify dorm supervisor, roommate, and course faculty.
 - Provide support/caring/assistance as appropriate.

46. Student Pregnancy

Description (Mean Likelihood= 1.7; Mean Impact= 3.7)

IXO student becomes pregnant out-of-wedlock while in abroad.

Mitigating Risk of Student Pregnancy

- Ensure that students purchase travel and international health insurance.
- Provide student with brochure re: Sexual Health
- Discuss laws re: pregnancy out-of-wedlock in destination country

Dealing with Student Pregnancy – Steps to Take

- Outgoing Students:
 - Get the facts (who, what, when, where, why, how?)
 - Ensure student has confirmed pregnancy, and gotten necessary medical/emotional care and treatment.
 - Counsel student re: options, and to discuss with counselor at host university.
 - Inform Provost re: situation.
- Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Send student home immediately!!!!
 - Ensure student receives appropriate medical/emotional care
 - Notify home university, insurance company.
 - Provide support/caring/assistance as appropriate.

47. Rape/Sexual Assault

Description (Mean Likelihood= 1.7; Mean Impact= 4.3)

IXO student is raped or otherwise sexually assaulted while abroad.

Mitigating Risk of Rape/Sexual Assault

- Provide student with brochures re: Safety and Security, and Sexual Health
- Ensure students know about risks in destination country.

Dealing with Rape/Sexual Assault – Steps to Take

- Outgoing Students:
 - Get the facts (who, what, when, where, why, how?)
 - Encourage student to report to police, and to protect evidence
 - Ensure student has gotten necessary medical/emotional care and treatment.
 - Ask student if it is okay to notify parents, emergency contact, insurance company.
 - Ensure student has met with psychological counselors at host university.
 - Discuss situation with host university, international office contacts. Particularly inform them about cultural sensitivities.
 - Assist student with arrangements if they elect to come home.
 - Notify Provost of situation.
 - Provide support/caring/assistance as appropriate.
- Incoming Students:

- Get the facts (who, what, when, where, why, how?)
- Encourage student to preserve and protect the evidence.
- Ask student if it is okay to notify parents, emerg. contact, insurance co.
- Send student home immediately!!!
- Encourage student to inform police upon arrival home.
- Ensure student receives appropriate medical/emotional care – follow up.
- Notify home university that student is returning home (but be considerate of student privacy).
- Provide support/caring/assistance as appropriate.
- After student has departed, notify Provost
- After student has departed, consider reporting rape/assault to police??

48. Illegitimate Romance (same as Risk #11)

Description (Mean Likelihood= 2.8; Mean Impact= 3.5)

IXO Students get involved in a romance that is likely to cause considerable problems. This risk could also involve sexual contact that may lead to severe consequences, including jail, pregnancy, STDs, etc..

Mitigating Risk of Illegitimate/Problematic Romances

- Provide Orientation re: Cultural Norms, etc. Discuss romantic relationships and sexual issues during orientation!
- Provide students with brochure about sexual health upon arrival or before departure.
- IXO Staff should stay alert for signs of these romances, and talk to affected students about the serious risks involved.

Dealing with Illegitimate/Problematic Romances – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services:
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790

- Email: lcc@aus.edu
- Notify host/home university re: concerns.
- If student is in trouble as a result of this romance, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

49. Homosexual Behavior

Description (Mean Likelihood= 1.7; Mean Impact= 3.7)

IXO Student is engaged in homosexual behavior, or is obviously 'out-of-the-closet' about their homosexuality, while studying abroad in UAE. The problem here is NOT that a student is gay. The concern here is about the possible repercussions of a student being gay within the UAE, where homosexuality is officially 'non-existent' and illegal.

Mitigating Risk of Homosexual Behavior

- Provide Orientation re: Cultural Norms, etc. Discuss romantic relationships and sexual issues during orientation!
- Provide students with brochure about sexual health upon arrival or before departure.

Dealing with Homosexual Behavior – Steps to Take

- Outgoing Students
 - This is not a concern/problem for IXO.
- Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Remind student re: cultural norms and rules.
 - Advise student to stay 'in-the-closet' while studying at AUS.
 - Advise students strenuously about the cultural risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. if student feels repressed/uncomfortable with situation):

- Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu
- Notify host/home university re: concerns (but be considerate of privacy)
 - If student is in trouble as a result of this behavior, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

50. Mentally Unstable Behavior

Description (Mean Likelihood= ?; Mean Impact= ?)

IXO Student is exhibiting mentally unstable behavior.

Mitigating Risk of Mentally Unstable Behavior

- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience
- Ensure students purchase travel/health insurance during study abroad period.
- Carefully screen incoming students. Run any concerns through Disability Services.

Dealing with Mentally Unstable Behavior – Steps to Take

- Outgoing and Incoming Students
 - Get the facts (who, what, when, where, why, how?)
 - Meet with student to assess the situation.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling:
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu
 - Ensure student receives necessary medical/emotional treatment.
 - Follow up with student with care and concern for well-being.

- Notify host/home university re: concerns. (But Respect privacy!)
- If appropriate, notify parents, emergency contacts, insurance company.
 - Always be considerate of Student Privacy when doing so!
- If student is in trouble as a result of this behavior, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.

51. Drug Usage/Addiction (same as Risk #27)

Description (Mean Likelihood= 2.3; Mean Impact= 4.8)

According to Article 313 of the Penal Code, while taking into account the rules for non-Muslims, the penalty for consuming alcohol in Sharjah is imprisonment for no less than one month and no more than six months or a fine of no less than Dh1,000 and no more than Dh2,000, or both.

Mitigating Risk of Drug Usage/Addition

- IXO must take a Zero-Tolerance Policy towards alcohol/intoxication with IXO students
- Careful screening of IXO students
- Provide Orientation re: Cultural Norms, etc.
- Warn students re: significant risks
- IXO staff provide sympathetic ear, strict guidance, and supportive counseling during study abroad experience

Dealing with Alcohol/Intoxication – Steps to Take

- Outgoing and Incoming Students:
 - Get the facts (who, what, when, where, why, how?)
 - Talk to student to assess and confirm situation.
 - Remind student re: cultural norms and rules.
 - Advise students strenuously about the risks involved.
 - In some cases, as appropriate, may refer student(s) to Student Learning and Counseling Services (e.g. anger management, etc.):
 - Reception: x2767
 - Counselor Aysha Anand, x2732 (she is very, very good!)
 - Senior Counselor Muna El Tom, x2790
 - Email: lcc@aus.edu
 - Refer student to Health Clinic (Main Office #: X2699; Emergency Mobile #: 050-635-7651)
 - Notify host/home university re: concerns.
 - If student is in trouble as a result of this event, assist them as appropriate.
 - Note: In some cases, it may be best for student to go home immediately! i.e. if in risk of imprisonment or serious harm.