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INTERNATIONAL STUDENTS AND SCHOLARS

ISI INTERNATIONAL STUDENT INSURANCE

A Crisis Toolkit:

Collaboration in Navigating International Student Crises

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Presenters

Carrie Harris

International Student Director, PDSO

Greater Los Angeles Area

Chia-Yen Lin

Director
International Students & Scholars

University of San Diego

Sally McLeod

Director, University Relations

International Student Insurance

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Agenda

01

Exploring Crisis Management

02

Identify Collaborators through Case Studies

03

Conclusions and Resources

04

Q&A

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Exploring
Crisis “Management”

You selected this session today for some specific reason… Why?

GROUP BRAINSTORM

What are you imagining when you hear the word “Crisis”?

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Actions Needed for Managing Crises

- Actions needed vary dramatically based on circumstances
- Best way to prepare is to think through scenarios in advance
- Crisis scenarios help us identify the resources and collaborators we need
- Goal is to return to your campus with an action plan to research and reach out to collaborators

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Using a Rubric to Create a Crisis Toolkit

Consider the What? Where? When? How? Who? Of the crisis

Think about your role and responsibilities vs that of others

Who do you need to know:
- on campus
- in the community
- in the government/legal realm

What actions can you take now to:
- Help prevent the crisis in the first place
- Reduce the damage during the crisis
- Prepare to clean up from each type of crisis when it happens?

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Crisis Rubric to Create your Toolkit

TOOLKIT	PRE-CRISIS/PREVENTION	DURING CRISIS	POST CRISIS
Campus			
Community			
Legal/Govt			
Others			

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CRISIS # 1:

Law/Criminal Case

OISS received a call from an international student letting you know that he was arrested overnight due to an escalated conflict with his landlord. The call ended before you had a chance to ask him for more information. The student called again and was able to provide his name, his situation briefly, and assure you that he is fine but needs some advice for free legal support. He did not appear to have a concern for his F-1 status. The call ended again. It is not clear to you if charges are being made against the student.

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Crisis Rubric to Create your Toolkit

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CRISIS # 2:

Health/Medical Emergency

Four international students travel to Las Vegas over Thanksgiving Break. They are driving at night in a rented vehicle. The driver swerves off of the road to avoid a deer. Two students are banged up but are generally okay. One student is not wearing their seatbelt and is thrown from the car and dies. The student in the passenger seat is severely hurt and is in the ICU. She is in a hospital outside of Las Vegas when one of the students calls and tells you what has happened.

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Crisis Rubric to Create your Toolkit

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CRISIS # 3:

Mental Health

A student becomes manic after discontinuing medication for Bipolar Disorder. She stops attending class. Residence Life is notified after several manic incidents in the dorm. A decision is made by several campus offices that the student needs to return home to continue treatment and take a leave of absence from school. The student has an episode at the airport, refuses to board the plane and is put on a 72-hour psych hold at a facility

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Resources

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References

FEMA.gov

Study in the States
https://studyinthestates.dhs.gov

Department of State
https://j1visa.state.gov

Find an immigration attorney
https://studyinthestates.dhs.gov

Links to your school's website

Community resources

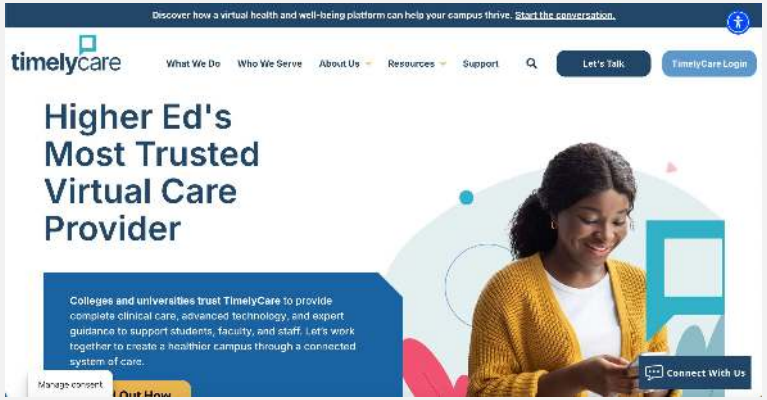
Telecounseling resources

Self-Assessment /Self-Help Tools

TimelyCare.com/USD →

← [It'sUPtoUS]

[TimelyCare] →



IMPORTANT PHONE NUMBERS AND WEBSITES

911	For urgent emergencies
(619) 260-2222	For on-campus emergency, fire, or explosion
(619) 260-7777	USD Public Safety
(619) 531-2000	San Diego Police 24-hr Non Emergency
(888) 724-7240	Access Crisis Hotline (for suicide emergency)
(858) 499-4000	Sharp Healthcare: 8695 Spectrum Center Blvd
(619) 294-8111	Scripps Mercy Hospital: 4077 Fifth Ave
(619) 225-6200	Sharp Urgent Care & More: 3434 Midway Drive
(848) 230-7770	Pacific Urgent Care: 975 Garnet Ave.
embassyworld.com	Embassy or Consulate Contact Information

Please list a local Emergency contact to call in case of an Emergency:

_____

Hotline & Services

Emergency Line	**911**
Suicide & Crisis Lifeline https://988lifeline.org	**988**
National Domestic Violence Hotline http://www.thehotline.org	**1-800-799-SAFE**
It Gets Better Project (LGBTQ) www.itgetsbetter.org/pages/get-help	**1-866-4-U-TREVOR**
Crisis Text Line http://www.crisistextline.org	**Text 741-741**

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NAFSA: Services

NAFSA has an excellent International Student and Scholar Services Checklist for each of the categories we have gone over today.

SCAN ME

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THANK YOU!