A photograph of the Eiffel Tower in Paris, France, illuminated at night. The tower is lit with golden lights, and the sky is a deep blue with some clouds. In the foreground, there are trees and streetlights along a riverbank.

*Emergency  
Response Manual  
for Faculty-led  
International Programs*

**UNIVERSITY OF HARTFORD**

INTERNATIONAL CENTER

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## *Acknowledgements*

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**GEO-BLUE INSURANCE 24/7  
EMERGENCY ASSISTANCE CENTER  
610-254-8771**

**UNIVERSITY OF HARTFORD**  
INTERNATIONAL CENTER

## INTRODUCTION

Participation in quality faculty-led programs abroad leaves a lasting impact on students' overall education and enrichment. The International Center is here to partner with you to make your program as successful as possible. It is our goal to help you achieve the academic rigor, cross-cultural understanding, and logistical fluidity vital to ensuring the success of your program.

Guiding a group abroad is an intense and rewarding experience, complete with significant leadership responsibility. In addition to serving as the professor, you will also be the advisor to, cultural interpreter for, and advocate for students as they negotiate the challenges of a new culture. You are also the university's legal representative and thus must be prepared to assume a leadership role and maintain contact with the University's International Situation Management Team (ISMT) should a crisis arise for either an individual student or the group.

Please familiarize yourself with the State Department's current Travel Warning List at [www.travel.state.gov](http://www.travel.state.gov), and the **University of Hartford's Travel Warning Policy** included on page 41. The Travel Warning Policy restricts University-sponsored travel to those countries or regions of countries for which the State Department has issued a Travel Warning that includes any of the following phrases:

- orders departure of U.S. dependents and non-emergency personnel;
- recommends that any U.S. citizens remaining in the country should depart;
- (strongly) warns U.S. citizens against (all) travel to the country(region); or
- warns (urges) U.S. citizens to defer (all) (non-essential) travel to the country (region).

It is important to establish from the beginning that this is not a trip, tour or vacation. Students are expected to prepare for your program, fully participate in it, and meet the overall learning objectives you set forth.

As you review your proposed itinerary, determine what could possibly go wrong at each step along the way, and the actions you will take to deal with those issues. Lost baggage, missed flights, the illness of a student or program director, and lack of transportation upon arrival have all been known to happen, and you must be prepared to deal with them.

This handbook will outline university protocol and guidance for dealing with both real and perceived emergencies. If you have any questions regarding the content of this handbook, please contact the Director of the International Center, Nicole Kurker-Stewart, at 860.768.5101 or [kurkerste@hartford.edu](mailto:kurkerste@hartford.edu).

## **MANAGING EMERGENCIES ABROAD**

In a crisis situation, the International Center (IC) will work closely with the Program Leader. The IC will manage the crisis state-side while the program leader will serve as the on-site crisis manager in most situations. The IC will work to provide you with the support that you need. Please carefully review the following information. If you are ready to respond to an emergency, proceed to page 11.

### **Program Leaders: Safety Protocol & Prevention**

As the program leader, it is crucial to diligently prepare your students prior to travel, upon arrival, and throughout the program regarding safety best practices and prevention, behavioral expectations, and emergency assistance from the University of Hartford. The IC is committed to offering the necessary resources to staff, students, parents, advisors and faculty as they relate to in-country emergency contacts and support services, travel and medical insurance, country-specific information, and additional web resources. Prior to travel, students and the faculty leader will receive a pre-departure orientation, guidebook with travel tips and emergency protocol, and local safety and emergency contact information.

Immediately after arrival, students are likely to feel varying degrees of euphoria and panic, anticipation and anxiety. They often will have forgotten what they learned beforehand and why they are there. Your orientation session, held on-site as soon as possible following arrival, should review information they have already received about the program, policies and rules, the host country, etc. While the specific content of the orientation session will vary, general topics should include:

- program rules and policies
- rules and regulations of the host institution (if applicable)
- proper conduct and the consequences of improper conduct
- information on the host country and its laws
- cross-cultural coping and integrative skills
- excursions, field trips, program schedules and itineraries
- evaluation/grading policies
- housing/roommates
- local cuisine and customs
- health issues

### **Emergency Planning**

Inform the students again that you should be contacted in the event of any emergency. Verify that each student has received an *Emergency Contact Card* along with your telephone number. Inform students of the group meeting location(s) in the event of an emergency.



## **FACULTY LEADER(S) CHECKLIST PRIOR TO DEPARTURE**

Please forward the following materials to the International Center a minimum of **three weeks** prior to departure:

- Daily schedules, lodging details, and all group flight itineraries
- Your 24/7 phone and email address while abroad, and housing details if different from the group
- An electronic submission of the first page of your passport at <https://universityofhartford.wufoo.com/forms/uhart-study-abroad-passport-information/> (expiration date at least six months after program ends)
- Your U.S. emergency contact information (please see faculty leader sheet on page 49)
- Signed Faculty Leader Page
- Signed Assumption of Risk and Release of Liability

Additionally, faculty should plan to travel with the following:

- Valid passport
- Photocopy of first page of each participant's passport (provided by International Center)
- Valid visa (if required) [www.state.gov](http://www.state.gov)
- Copies of provider contracts
- Required immunizations (if applicable) [www.cdc.gov](http://www.cdc.gov)
- List of in-country contacts (including emergency assistance number and local police)
- U.S. Consulate or Embassy telephone, fax number and e-mail address (listed on emergency card provided by International Center)
- Participant list with full names, cell phones, and emergency contact information (provided by International Center)

**Please remind students to obtain valid passports (expiration date at least six months after program ends) and valid visas, if applicable. Students must complete the following forms (online submission where indicated):**

- “Study Abroad Application Form” <https://universityofhartford.wufoo.com/forms/study-abroad-application-form/>
- Copy of first page of passport, submitted at <https://universityofhartford.wufoo.com/forms/uhart-study-abroad-passport-information/>
- Signed copy of the “Assumption of Risk and Release of Liability Form,” including emergency contact information (completed at pre-departure meeting)
- Signed copy of the “Participant Short-Term Program Code of Conduct,” (completed at pre-departure meeting)

**Verify that you have received the following from the International Center:**

- Pre-departure health and security meeting (students receive the Student Participant Handbook and complete the University Code of Conduct and Assumption of Risk and Release of Liability Forms)
- Geo-Blue coverage information
- Emergency Cards for entire group
- Registration for each participant with the U.S Embassy online when provided with passport information prior to departure
- Copies of the first page of each participant’s passport
- Participant list document with emergency contact information

## **DEFINITIONS AND OVERVIEW OF EMERGENCIES**

### **Preventative Measures/Risk-Management**

The IC routinely monitors the safety and security conditions in each country where the University of Hartford sends students, faculty and staff, utilizing resources such as the U.S. State Department and Geo-Blue, the University's international emergency assistance provider. When conditions warrant, the University's International Situation Management Team (ISMT) is notified of potential security risks and may be requested to evaluate a program to determine its viability and advisability, given security and health risks. The ISMT may learn of these risks through reviews of the consular information sheet, U.S. Department of State Travel Warnings, information provided by other institutions, concern expressed by a faculty leader and/or UH department or news media.

### **Emergency Response**

An emergency is any event or situation which poses a threat to the health, safety, or security of University of Hartford students, faculty, or staff abroad. This includes hospitalization, crime incidents, sexual assault, natural disasters, missing persons, political upheaval, evacuation, death, etc. Ensuring the safety and well-being of students, faculty and staff participating in UH sponsored programs abroad is of utmost importance, and all reasonable actions will be taken to ensure safety.

While acknowledging that no single plan can address all contingencies, the IC recognizes the importance of establishing, in advance, policies and procedures designed to protect the safety and well-being of program participants and to limit the University's legal liability. These policies and procedures, described in this document, will serve to guide the University's response to crises affecting participants abroad. Emergencies can be defined as real or perceived, with definitions below. All calls to the IC will be treated seriously with a thorough assessment of each situation.

**Perceived emergencies** pose no significant risk to the safety and well-being of participants, but are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university. Perceptions of threat can arise from a variety of causes, including the media, the distortion of information provided by a participant in communicating home, or the nervousness of a family member or student with little or no international experience. Examples of perceived emergencies include a parent continuing to call because the son or daughter has not contacted the parent to check in, a student's electricity is temporarily out in the apartment, a student's credit card or checking account is frozen, a student's wallet or other valuable has been stolen, etc.

In a perceived emergency circumstance, program leaders are responsible to make a judgment call about the seriousness of the matter and respond appropriately. In the example of the worried parent, the recommended response is to immediately locate the student and encourage him/her to contact the parents to alleviate their concern. We cannot obligate students to call home, but we can strongly advise them.

**Real emergencies** pose a genuine risk or have already negatively impacted the safety and well-being of participants. Examples include coups or other civil disturbances, natural or human-caused disasters, incarcerations, serious physical or emotional illness, accidents, physical assaults, disappearances or kidnappings, and terrorist threats or attacks.

- **Real and acute emergencies** fit the definition of a real emergency, but affect an individual or smaller number of participants within the larger group. Examples include the death of a family member while a participant is abroad, serious illness or injury of one student, legal circumstances such as the arrest of a student, or the assault of a student.

- **Real and widespread emergencies** affect the majority or all participants in the group, and require a unified response from the university, resulting in the convening of the ISMT, chaired by the Associate Vice President for Institutional Effectiveness and Continuing Education. More details regarding the ISMT can be found on page 11. Examples include a large-scale human-made or natural disaster, outbreak of war, civil unrest, or infectious disease as well as a terrorist attack in the area where students reside or attend class abroad or at home.

### **Addressing Inquiries**

In the case that an emergency (perceived, real and acute, or real and widespread) is widely reported to parents or the media, a number of callers may contact the IC or other UH offices on campus voicing concerns. The IC will work collaboratively with UH offices who receive inquiries. In the case of a perceived emergency or individualized crisis which has already been addressed, it is important to reassure the caller that appropriate inquiries have been made, that we are confident program participants are secure, that the program is proceeding normally, and that the participants' welfare is not being compromised. In most cases, it will be sufficient for the IC to reassure the concerned parent, student or other individual. When the U.S. State Department issues a Public Announcement or Worldwide Caution, the IC will immediately forward the notice to the relevant students and faculty abroad and the ISMT with an explanatory introduction by the Director of the International Center. If the State Department issues a Travel Warning for a country/region in which UH students are located (or about to travel to), the ISMT will convene to discuss program cancellation or evacuation.

Callers with concerns about a widespread emergency should be instructed that the University is aware of the circumstances and working to address the situation in the best interest of the participants. Under the Federal Education Rights and Privacy Act (FERPA), the University will respect the privacy of participants by keeping all information confidential and protected from unauthorized persons. In order to effectively manage a crisis abroad, information regarding program participants may be shared internally, as needed for legitimate business or operational reasons.

All participants are required to provide an emergency contact in the United States. In the event of an emergency, the IC is authorized to contact this person on behalf of the participant. The IC may initiate contact in the case of a widespread emergency (even though no harm has come to students), particularly if the incident receives significant media coverage. In the event of a large-scale crisis in which a number of students were potentially exposed to danger, the IC may initiate contact with all affected students' designated emergency contacts as soon as possible.

### **Operating Principles**

All emergencies will be handled by the following operating principles and procedures. The IC staff will gather information to respond appropriately to real emergencies, and to reassure concerned individuals in the case of perceived emergencies.

1. All responses to a crisis will be governed by the highest concern for the safety and well-being of students, faculty and staff participating in a UH-sponsored international program.
2. After the safety and well-being of students, faculty and staff has been addressed, reasonable and prudent measures will be taken to limit the University's legal liabilities.

3. The International Center will coordinate with other UH offices to share information regarding an emergency abroad and exercise caution and restraint in deciding when, and with whom, information about an emergency should be shared externally.
4. At the same time, the International Center will strive to keep its own staff members, and as appropriate other UH offices, informed of the emergencies and what concerned parties have been told; it is important that all staff members provide the same information in case other inquiries are received.
5. The International Center will take sufficient notes in documenting the crisis and response, so appropriate individuals can be updated during and after the incident. Following the resolution of the incident, the primary respondent will file a brief report detailing the incident, the response, and the resolution.
6. The International Center will respond to emergencies by closely following these procedures, except when otherwise indicated by circumstances or agencies outside the University's control.
7. In the case of an on-going student emergency abroad in which a variety of campus officials are involved, a daily e-mail briefing from the Director of the International Center or her designee will be provided to all individuals and copied to the corresponding administrative assistant.
8. Such a message will be sent even if there is no new information to report. To protect the student/victim's privacy s/he will not be referred to by name, but by description (i.e. a 24 year old student) or simply as "a student." Internal conversations, which may involve the police, other security officials, university administrators, and the student's parents/guardians, may reference the student by name, as appropriate.

### **BREAKDOWN OF RESPONSIBILITIES**

In order to protect the health and safety of all participants and program leaders, we ask the students and faculty leaders to take an active role in their preparation before travel, and to act reasonably and responsibly throughout the program. The following list outlines the responsibilities for the IC, faculty leaders, and students.

#### **International Center (IC) Responsibilities**

- ◆ **Deliver a health and safety session** for program leaders, including guidelines for emergency response and documentation, available resources, and policies and procedures.
- ◆ **Provide all participants with pre-departure orientation and Student Participant Handbook**, including UH Travel Policy, Code of Conduct, Waiver and Release Form, safety best practices and the importance of disclosing potential health, psychological or medical concerns, and guidance for upcoming travel (medications, behavioral expectations, finances, communication, etc.)
- ◆ **Distribute the Emergency Card** to all participants, listing local emergency contact details.
- ◆ **Upon request, share guidance on "best practices"** with program leaders, participants, parents, and guardians.
- ◆ **Maintain regular contact** with program leader and sources in the U.S. and abroad about health, safety, and security issues.
- ◆ **Respond to expressions** of health, safety, and/or security concerns by students, parents, faculty or staff.



♦ **In cases of serious health problems**, injury, or other significant health and safety circumstances, maintain open communication among program and all others who need to know.

### **Program Leader Responsibilities**

♦ **Prepare students** prior to travel, upon arrival (by hosting an on-site orientation) and throughout the program regarding safety best practices and prevention, behavioral expectations and emergency assistance.

♦ **Be available** to students before and during the program. Listen to any student concerns, and respond in a polite, sensitive and reasonable manner.

♦ **Host a mandatory pre-departure orientation** for all students (presented by the IC), and work to foster positive group dynamics prior to travel.

♦ **Maintain a list of contact numbers** for all participants.

♦ **Serve as representative of the University of Hartford** at all times while conducting the program. You are the face of the university, and any actions/decisions you make reflect directly on you and the university.

♦ **When responding to a crisis** follow the guidelines laid out in this manual. Respond in a calm and efficient manner, recording all details factually. As you respond, ask yourself if what you are doing is a reasonable response or decision; when in doubt call the IC.

♦ **Maintain regular contact with the IC** in the event of a health, safety or security emergency.

♦ **Document everything** by keeping a log, and report any health and safety issues to the IC.

♦ **Familiarize yourself** with local laws, customs, conditions, and the healthcare system.

♦ **Know the resources available to you** as program leader, including the address of the U.S. Embassy, Geo-Blue coverage, and policy information.

♦ **Submit a Leader Report** to the IC upon return to the U.S.

### **Student Responsibilities**

♦ **Conduct own research** on the country(s) to be visited, with particular emphasis on health and safety concerns, social and cultural norms and customs, and political situations.

♦ **Consider personal physical and mental health**, and other circumstances when applying for or accepting a place in a program; make available to the sponsor accurate and complete physical and mental health information and other personal data necessary to plan for a safe and healthy experience abroad.

♦ **Assume responsibility for all elements** necessary for personal preparation and participate fully in the program.

♦ **Consult with family doctor** to obtain all necessary immunizations and prescriptions for the program.

♦ **Maintain insurance coverage** and abide by any conditions imposed by the carriers.

♦ **Inform parents/guardians/families**, and any others who may need to know, about participation in the program; provide them with emergency contact information, and keep them informed of student whereabouts and activities.

♦ **Understand and comply** with the terms of participation, codes of conduct, and emergency procedures of the program, and obey host-country laws.

♦ **Be aware of local conditions and customs** which may present health or safety risks when making daily decisions. Promptly express any health or safety concerns to the program leader before and/or during the program.

♦ **Avoid all illegal drugs** and excessive consumption of alcohol.

♦ **Behave in a manner respectful** of the rights and well-being of others, and encourage others to do the same.

♦ **Accept responsibility** for your own decisions and actions.

♦ **Follow program policies** for keeping the program leader informed of student whereabouts and well-being.

**IMPORTANT CONTACT INFORMATION FOR STUDENTS**

**University of Hartford International Center:**

Nicole Kurker-Stewart

Director of the International Center

200 Bloomfield Avenue, West Hartford, CT 06117

T 860-768-5101 I F 860-768-4876

E [kurkerste@hartford.edu](mailto:kurkerste@hartford.edu) W [www.hartford.edu/international-center](http://www.hartford.edu/international-center)

Office Hours: 8:30 AM – 4:30 PM EST, Monday – Friday (closed weekends and holidays)

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UNIVERSITY OF HARTFORD	TEL: 860-768-4100	<a href="http://www.hartford.edu">www.hartford.edu</a>
BURSAR	860-768-4205	FAX: 860-768-4521
FINANCIAL AID	860-768-4296	860-768-4961
RESIDENTIAL LIFE	860-768-7792	860-768-7902
SASC	860-768-4999	860-768-4886
PUBLIC SAFETY	860-768-7777 ( <i>24-hr. Emergency line</i> )	

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**IF YOU ARE ABROAD AND EXPERIENCE URGENT HEALTH, SAFETY, OR SECURITY CONCERNS:**

- Contact your Program Leader immediately.
- During regular business hours, Monday – Friday 8:30 AM-4:30 PM EST contact:
  - Nicole Kurker-Stewart, Director of International Studies, 860-768-5101 or [kurkerste@hartford.edu](mailto:kurkerste@hartford.edu)
  - Meaghan Murphy, International Program Administrator, 860-768-5100 or [meamurphy@hartford.edu](mailto:meamurphy@hartford.edu)
- If you need to reach a University of Hartford staff member outside of regular business hours contact:
  - The University of Hartford Public Safety 24-Emergency line at: 860-768-7777
  - Try to remain calm. Provide details about the situation, nature of your university travel (individual, group, etc.), your current location, and any concerns. Public Safety will contact the appropriate individuals who can assist you.

**IN A MEDICAL OR SECURITY EMERGENCY:**

Call Geo-Blue *collect* at 1-610-254-8771. Provide the UH ID number located on your Geo-Blue ID card, downloadable in the Member Hub at [www.geobluestudents.com](http://www.geobluestudents.com).

Geo-Blue will evaluate the situation, assist you, and alert the University of Hartford.

For additional information and instructions about Geo-Blue insurance, see page 19.

## **FIRST STEPS FOR INTERNATIONAL PROGRAM LEADER IN A CRISIS**

Most safety and emergency responses are common sense, but as leaders, it helps to have a preemptive plan when faced with unfortunate or stressful events. These guidelines are set to protect the safety and well-being of the students as well as yourself and the University of Hartford. In the event of an emergency, program leaders must follow the guidelines below in a calm and efficient manner. Throughout the emergency, remember to take care of yourself as much as possible by addressing your own basic needs for food, water and rest.

1. **Identify the problem(s)** with the assistance of student accounts, the local U.S. Embassy or consulate, local authorities, the media, etc. Be careful not to respond based on rumors. Verify information with more than one source.
2. **Accurately assess the situation:** What specific threats or dangers do program participants face? What immediate steps can and should be taken to help reduce the threat or danger level? Are participants safer remaining in their present location(s) or in an alternative location (if the latter, where)? Do participants need medical attention and/or counseling?
3. **Verify the safety of all participants** within one hour or as soon thereafter as is practicable; record their present location(s).
4. **Contact the appropriate local authorities and International Center** – Local authorities may include the ambulance, police, fire department, counseling services, U.S. embassy, etc. In-country emergency contact information will be provided prior to departure, and should be kept on hand throughout the program. Notify the **Co-Chair of the International Situation Management Team (ISMT) immediately**. If you cannot reach her by trying all of the telephone numbers listed below, call the next person on the list until you are able to reach someone. Inform them of the nature of the crisis, your location, the location of students and program leaders and all other relevant details available.

**a. ISMT Co- Chair: Nicole Kurker-Stewart**

Work telephone: 860-768-5101

Home telephone: 860-402-3615

Email: [kurkerste@hartford.edu](mailto:kurkerste@hartford.edu)

**b. ISMT Chair: RJ McGivney**

Work telephone: 860-768-4401

Home telephone: 413-209-2325

Email: [rmcgivney@hartford.edu](mailto:rmcgivney@hartford.edu)

If you are unable to reach the above numbers, call Public Safety 24/7 @ **860-768-7777**. Public safety will keep trying the numbers above until an ISMT member can be reached. You should also call Geo-Blue at 1-610-254-8771.

5. **Provide clear instructions to participants** regarding where to go and what to do once you have spoken with the Chair or Co-Chair of the ISMT.
6. **Maintain a written log of the crisis and provide continual updates to the IC** – Include specific dates, times, actions taken, participants' reactions, and any other relevant details. Note information as comprehensively and as accurately as possible, beginning with your first notice of the crisis and continuing through its completion; this is particularly important if legal action develops at a later date.
7. **Check in with participants** as appropriate for the duration of the crisis and in the aftermath, noting when/where you met and a brief account of what was discussed. Provide a recommendation to the IC for follow-up upon completion of the program. For example, a participant may need or desire counseling services.

**Calls from parents and relatives should be referred to Nicole Kurker-Stewart; Director of the International Center; contact information is above.**

**\*Inquiries from the media should be referred to Mildred McNeill, Executive Director, Office of Marketing and Communication, 860.768.5234, [mcneill@hartford.edu](mailto:mcneill@hartford.edu).**

### **COLLABORATION WITH THE INTERNATIONAL CENTER (IC)**

The International Center will adhere to the following procedures when an emergency is reported. The IC may learn of an emergency situation abroad by any one of the following: a student, parent/guardian, friend, faculty/staff leader, colleague, U.S. Department of State, media or Geo-Blue.

#### **STEP 1: IC collects basic information**

The purpose of the intake questionnaire below is to guide UH employees responding to an emergency call from abroad. The IC will collect basic information, reassure the caller that follow-up will occur, and inform others of the emergency. In some cases, the crisis has passed and the caller is reporting the incident and requesting guidance for future action. The severity of the emergency will dictate whether or not further action must be issued by the IC Director and whether the ISMT Leader will be contacted.

#### **INTAKE QUESTIONNAIRE**

The caller may be in a state of shock or panic, and you may be required to calm them before eliciting necessary information. To sooth a panicked caller, reassure them that you are listening to their problem, you will take all steps possible to assist, and will do everything you can to stay with them through the crisis. If the initial caller is unable to answer certain questions, inform the caller that you will try to obtain information from others assisting with the crisis. First determine the following:

- The caller is associated with the study abroad program.
- The caller is not associated with the study abroad program.

#### **Tell the caller the following:**

**“If we get disconnected, please wait and I will call you back. If you have to leave the area, or your situation changes, please phone me back at this number xxx-xxx-xxxx.”** Provide international dialing codes to the caller.

#### **OR**

**“I’m going to report your situation to my supervisor in order to get further instructions. I will call you back within \_\_ minutes.”** (Use your best judgment to provide the number of minutes in which you will return the call. Call back at that time, even if it is only to let the caller know that you have nothing further to report at that time).

#### **AND**

**“If this is a medical emergency, call Geo-Blue collect at 001-610-254-8771.”**

**Collect the following information:**

1. What is your full name? \_\_\_\_\_
2. What is your exact location? \_\_\_\_\_
3. What telephone number can you be reached at if we are disconnected? Include international dialing codes:  
\_\_\_\_\_
4. Is this an emergency? \_\_\_\_\_
5. What is the nature of the emergency? Is it medical, safety or legal?  
\_\_\_\_\_  
\_\_\_\_\_
6. How long can you be reached at this number? Can we reach you at another number? If so, what is it?  
\_\_\_\_\_
7. If you are reachable by email, what is your e-mail address? \_\_\_\_\_
8. If you are reachable through a voice or message application, such as Skype, what is your username?  
\_\_\_\_\_
9. Which UH program are you calling about and what is your affiliation with the program?  
\_\_\_\_\_
10. What actions have already been taken?  
\_\_\_\_\_  
\_\_\_\_\_
11. What else would you like us to consider regarding the situation? (You may not be able to commit to doing certain things until you consult with other UH personnel. Reassure the caller that you will do whatever you reasonably can to assist and that someone will be back in touch with them very soon.)  
\_\_\_\_\_  
\_\_\_\_\_

**\*Ask the following questions when necessary\***

- Have you contacted Geo-Blue insurance? \_\_\_\_\_
- Have you contacted local authorities? \_\_\_\_\_
- Have you notified the police? \_\_\_\_\_
- Have you contacted the embassy/consulate? \_\_\_\_\_
- Have you contacted family/colleagues/other students? \_\_\_\_\_

Your Name: \_\_\_\_\_ Date/Time of Call: \_\_\_\_\_

Campus office phone: \_\_\_\_\_ Home phone: \_\_\_\_\_

## **STEP 2: Address incident-specific questions appropriate to the crisis**

Additional information will be needed for a variety of crises before proceeding to the assessment step. Asking additional questions specific to the incident will help to obtain a complete picture. Answers to these questions may be obtained from the caller, on-site personnel, local authorities, parents, or medical professionals.

If you have remained on the line with the initial caller, note that they may not be capable of answering all questions, especially if s/he is the affected participant. Therefore, you should mark the questions that need to be answered by other individuals assisting with the crisis.

If you disengage with the caller at this time, reassure him/her that you will phone back. Provide a timeline of the steps you plan to take after hanging up the phone and provide a specific time that you will phone back.

The following incidents have corresponding, additional questions. Please proceed to the page number given below for the following scenarios:

- Medical emergency, p. 24
- Hospitalization, p. 24
- Emotional distress, p. 26
- Missing student, p. 26
- Sexual assault, p. 28
- Evacuation, p. 29
- Arrested/incarcerated, p. 30
- Code of Conduct violation, p. 31
- Student invites you out, p. 32
- Pick-pocketing, p. 32
- Miscellaneous, p. 33
- Culture Shock, p. 33
- Taken hostage/kidnapped, p. 34
- Political, natural or human-made disaster, p. 34
- Death, p. 35

## **STEP 3: Assessment**

In assessing whether the emergency is

- **real and acute**, but controlled by on-site faculty/staff
- **real and acute**, requiring the International Center or ISMT to direct the response, or
- **real and widespread**, requiring convening of the ISMT,

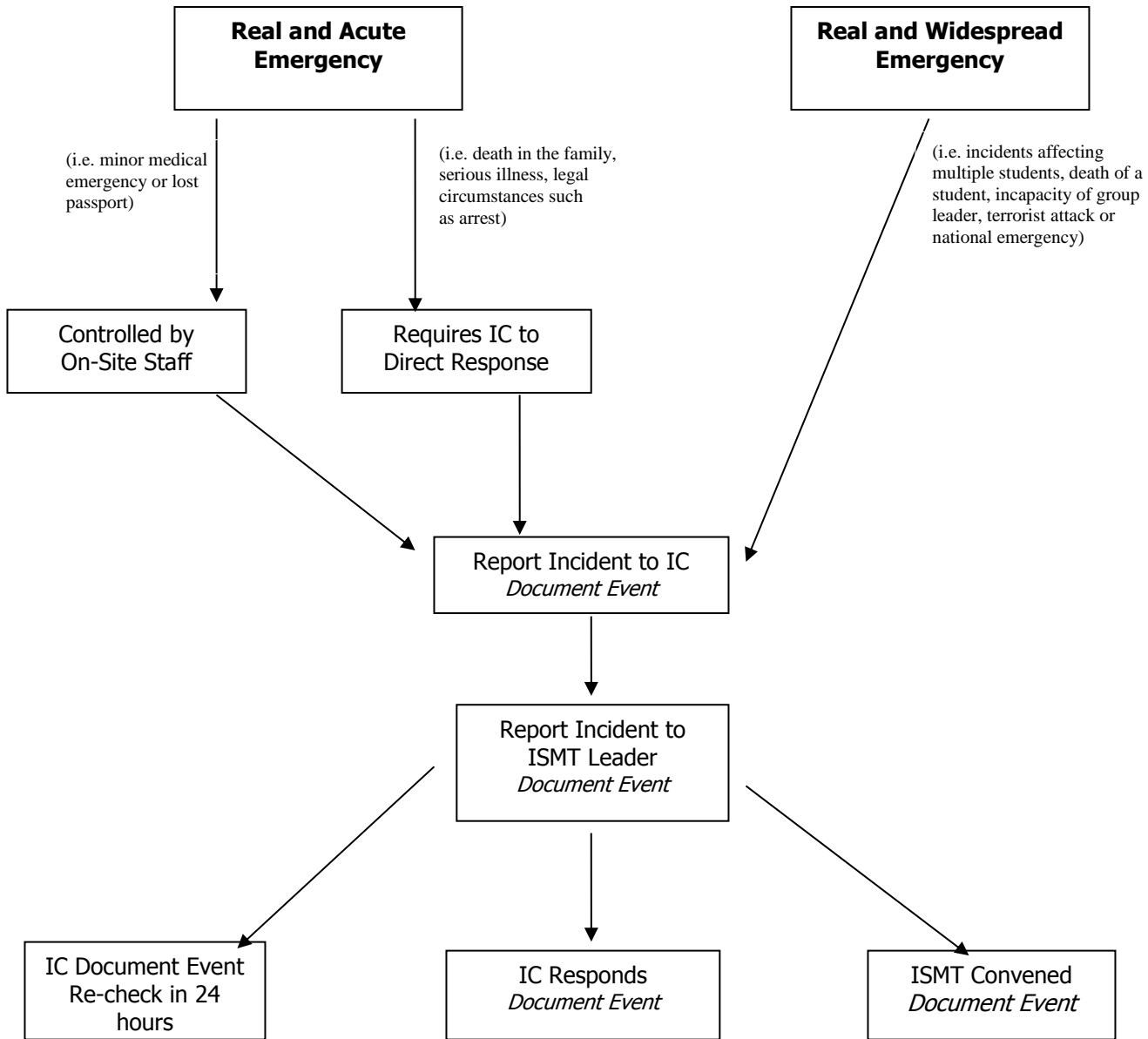
the respondent will consult with appropriate UH colleagues in addition to contacting, if necessary, a number of sources for detailed and accurate information, such as:

- The lead UH faculty/staff member abroad
- The U.S. State Department Desk Officer of the country affected (See Office Phone Numbers in Washington, D.C.).
- Additional colleagues in the field whom we know to have reliable and trusted information about circumstances abroad.

Please refer to the next page for a visual diagram of these procedures.



# Emergency Response Diagram



**Step 4a. A real and acute crisis requiring the IC to direct the response (if convening the ISMT, go to step 4b)**

In the event of an acute crisis that will impact the entire program, *but does not warrant convening the ISMT*, The International Center will consult with the lead faculty or staff member and other appropriate people abroad and in the United States to decide what specific measures should be taken in responding to the crisis. Examples of a real and acute emergency include the death of a family member while a participant is abroad, serious illness or injury of one student, legal circumstances such as the arrest of a student, or the assault of a student. When appropriate, the IC Director will notify the ISMT Leader of the acute crisis.

If at any time the IC determines that a threat to the well-being of participants is imminent enough to justify the following actions, the ISMT will be convened (skip to step 4b):

- (a) The immediate suspension of a program
- (b) The evacuation of participants
- (c) Other immediate action to reduce the threat (e.g., restricting or altering program events or locations)

Timely communication to all affected parties is crucial in responding to any emergency. To ensure that no group or individual is left out of the communication process, the Director of the International Center will regularly inform the following parties regarding the crisis and its resolution:

- Office of the President and Provost
- College Dean(s) and/or Department Chair(s)
- On-site personnel, including faculty, staff, associated providers, etc.
- Affected student(s)
- Parents/Emergency Contacts of affected student(s)
- University Relations
- Office of Communication
- Dean of Students Office
- International Center

The IC will send an email to the faculty leader containing a detailed description of the faculty leader's required course of action in responding to the crisis. As appropriate, the IC Director will ask the leader to ensure that all program participants receive this information. If the leader does not have access to email, alternate plans will be arranged. The written course of action will contain a reasonable amount of detail with the following guidance:

- instruction to reassure participants that everything practicable is being done to ensure their security and well-being, and that we are counting on their cooperation in responding to the crisis
- inform participants that we are in communication with their emergency contacts
- direct participants to stay in close touch with the faculty leader, informing him/her of their precise whereabouts throughout the crisis
- remind students that while the IC has provided the U.S. State Department with the names of all program participants, they should register on-site with the local U.S. Embassy or the nearest Consulate, if the situation permits and they have not already done so, and to maintain contact with the U.S. Embassy or the nearest Consulate throughout the crisis
- tell participants to exercise common sense in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area)

- direct the faculty leader and participants to remove all signs or other objects at the academic center or their accommodation which call attention to them or the program
- recommend that participants keep a low profile, avoid dress and behavior that will attract attention, and to avoid places where Americans are known to congregate
- provide participants with appropriate and inappropriate examples of social media usage and communication home if describing the crisis to family and friends

The IC will email a brief and accurate description of the event/response, with a copy of the students' instructions to the following offices:

- Office of the President and Provost
- College Dean(s) and/or Department Chair(s) (may or may not include an Adviser)
- University Relations/Office of Communication
- Dean of Students Office

The IC will handle all requests for information, including those coming in from parents, students and other members of the UH community. In handling media requests, the IC will collaborate with University Relations and the Office of Communication. Every effort will be made to cooperate, while at the same time letting the media know that the IC needs to avoid giving out information which might violate a student's right to confidentiality.

Depending on circumstances, the emergency contacts of program participants may be notified in order to provide accurate information about the emergency and the University's response. This may occur even if no other students were affected by the incident/emergency, and/or there is no current or continued threat to their health, safety or welfare.

#### **STEP 4b: A widespread emergency (Convening the ISMT)**

Crises which warrant convening the International Situation Management Team (ISMT) include a kidnapping/hostage situation, large-scale human-made or natural disaster, outbreak of war, civil unrest, or infectious disease as well as a terrorist attack in the area where students reside or attend class abroad or at home. Other examples include the death of a student, incapacitation of the group leader, serious injury of multiple students or a student gone missing.

The ISMT Leader and IC Director, in consultation with the Provost and the President, will convene the ISMT as soon as enough information is collected to effectively write a concise summary of the crisis and initial response. The ISMT Leader is the Associate Vice President for Institutional Effectiveness and Continuing Education (RJ McGivney). If he is not immediately available, the IC Director (Nicole Kurker-Stewart) will be in charge. The ISMT Leader and IC Director will determine the following:

- level of urgency and scope of response to the situation
- if it is necessary to utilize the International Resource List to include additional appropriate offices and/or individuals to participate on the ISMT

The members of the ISMT include representatives of the following University offices:

- Associate Vice President for Institutional Effectiveness and Continuing Education (RJ McGivney)
- Director of International Center (Nicole Kurker-Stewart)
- Interim Vice President of Finance and Administration (Laura Whitney)
- Vice President for Marketing and Communication (Molly Polk)
- Dean of Students (Aaron Isaacs)
- Vice President, General Counsel and Secretary (Maria Feeley)

The following members may also be included based on the ISMT's determination:

- Department of Public Safety
- Dean(s) of the affected College(s)
- Chair(s) or Director(s) of the affected unit(s)
- International Center
- Director of Counseling and Psychological Services (CAPS)
- Office of Communication

The ISMT Leader will notify the faculty leader that the ISMT is being convened to review the evolution of the crisis and determine appropriate future responses. This group will review and consider the following issues:

- nature and extent of the crisis
- imminent danger to participants
- steps already taken to provide for the participants' safety and well-being, and
- future steps to be taken to ensure the participants' safety and well-being, which may include:
  - recommendations for appropriate student behavior
  - desirability and viability of evacuation of participants in consultation with Geo-Blue
  - if participants need to return to the U.S., implications for their academic progress
  - if participants return to campus, the availability of housing
  - if participants return to the U.S., the refund policy to be implemented
  - the possible financial impact of the crisis on program participants as well as the University, including legal liability and financial aid policies
  - the reliability of communication with participants and program representatives abroad
  - communication with emergency contacts
  - communication with other constituencies, as appropriate (students and colleagues on campus)
  - review the written summary of the emergency (this document must be used by everyone involved in managing the crisis; consistency is essential)
  - review measures to be taken when dealing with the media (see below); and
  - provide for counseling of students on campus, as appropriate.

Also to be considered:

- the safety of various routes and modes of travel
- how to meet the costs of evacuation
- the advisability of reducing risk to participants by separating them into smaller groups, and
- the availability of in-country resources.

The ISMT will be responsible for directing actions of faculty leaders. A very important consideration is the impact of the crisis on the group leader and what support the leader might need, including recommendations for managing group dynamics, monitoring participant reactions, and strategies for preserving the emotional well-being of the group. The ISMT is responsible for any communication with the U.S. Department of State, local authorities and Geo-Blue will.

Once the appropriate course of action has been determined, the ISMT will send an email to the faculty leader containing a detailed description of the faculty leader's required course of action in responding to the crisis. As appropriate, the IC Director will ask the leader to ensure that all program participants receive this information. If the leader does not have access to email, alternate plans will be arranged. The written course of action will contain a reasonable amount of detail with the following guidance:

- instruction to reassure participants that everything practicable is being done to assure their security and well-being, and that we are counting on their cooperation in responding to the crisis
- inform participants that we are in communication with their emergency contacts
- direct participants to stay in close touch with the faculty leader, informing him/her of their precise whereabouts throughout the crisis
- remind students that while the IC has provided the U.S. State Department with the names of all program participants, they should register on-site with the local U.S. Embassy or the nearest Consulate, if the situation permits and they have not already done so, and to maintain contact with the U.S. Embassy or the nearest Consulate throughout the crisis
- tell participants to exercise common sense in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area)
- direct the faculty leader and participants to remove all signs or other objects at the academic center or their accommodation which call attention to them or the program
- recommend that participants keep a low profile, avoid dress and behavior that will attract attention, and to avoid places where Americans are known to congregate
- provide participants with appropriate and inappropriate examples of social media usage and communication home if describing the crisis to family and friends

The IC will handle all requests for information, including those coming in from parents, students and other members of the UH community. In handling media requests, the IC will collaborate with University Relations and the Office of Communication. Every effort will be made to cooperate, while at the same time letting the media know that the IC needs to avoid giving out information that might violate a student's right to confidentiality.

Emergency contacts of program participants will be notified, via phone or e-mail, with accurate information about the emergency and the University's response, even if no students were affected by the incident/ emergency, and/or there is no current or continued threat to their health, safety or welfare.

### **MEDICAL INSURANCE / EMERGENCY ASSISTANCE POLICY**

All students, faculty, and chaperones participating in a faculty-led program abroad will be covered under the emergency travel policy and medical coverage of Geo-Blue.

It is your responsibility to understand your coverage through Geo-Blue, and to become familiar with the University's emergency assistance policy. For your medical coverage, verify the following:

- What is covered under the Medical Insurance Plan?
- How are prescription drugs covered?
- What if I have a pre-existing condition, am I covered?
- What is the process for filing a claim?
- Do I have to pay a deductible?
- When outside of the United States, you will likely be asked to pay upfront for your medical care and then seek reimbursement. Ask your provider how this is handled.

Read and carefully consider all coverage for your policy. Make any concerns regarding your physical and/or mental health known to the International Center so that we can provide you the support you need to have a successful experience. Discuss insurance coverage with parents/guardians/families.

## Medical Insurance / Emergency Assistance Policy

Effective January 1, 2019, the University of Hartford has contracted with a company called GeoBlue to provide medical coverage and worldwide assistance and evacuation services for all study abroad participants. This mandatory coverage is included in the overall cost of the program.

Prior to your departure, you will be emailed instructions to create an account at GeoBlue. Once logged in, you will be able to see your electronic ID card, locate providers and hospitals at your host destination, arrange direct payment to your provider, access global health and safety tools including translations, drugs, news and safety information, and submit and track claims. You can access the GeoBlue Member Hub at [www.geobluestudents.com](http://www.geobluestudents.com). When you receive your ID card, please check the information for accuracy. For assistance with any errors or with your registration, please contact customer service:

- Inside the U.S.: 1.844.268.2686
- Outside the U.S.: 1. 610.263.2843
- [customerservice@geo-blue.com](mailto:customerservice@geo-blue.com)

In the event of a medical emergency abroad, go immediately to the nearest physician or hospital and then call the Medical Assistance phone number for 24/7 care located on the back of your ID card. GeoBlue will then take the appropriate action to assist and monitor your medical care until the situation is resolved.

If you experience a political event or a natural disaster, please contact the following:

- Call collect at 1.610.254.8771
- Call toll-free inside the U.S. at 1.800.257.4823
- Email [globalhealth@geo-blue.com](mailto:globalhealth@geo-blue.com)

Please review the following schedule of benefits, included in your coverage through GeoBlue:

Other	Limits Individual Insured	Limits Spouse	Limits Dependent Child(ren)
<b>MEDICAL EXPENSES</b>			
<b>Coverage Year Limit</b>	\$250,000	\$250,000	\$250,000
<b>Coverage Year Deductible</b>	\$0 per Coverage Year	\$0 per Coverage Year	\$0 per Coverage Year
<b>EMERGENCY MEDICAL EVACUATION</b>	Maximum Benefit up to \$250,000 per Coverage Year	Maximum Benefit up to \$250,000 per Coverage Year	Maximum Benefit up to \$250,000 per Coverage Year
<b>EMERGENCY FAMILY TRAVEL ARRANGEMENTS</b>	Maximum Benefit up to \$3,000 per Coverage Year	Maximum Benefit up to \$3,000 per Coverage Year	Maximum Benefit up to \$3,000 per Coverage Year
<b>REPATRIATION OF MORTAL REMAINS</b>	Maximum Benefit up to \$25,000 per Coverage Year	Maximum Benefit up to \$25,000 per Coverage Year	Maximum Benefit up to \$25,000 per Coverage Year
<b>ACCIDENTAL DEATH &amp; DISMEMBERMENT</b>	Maximum Benefit: Principal Sum up to \$10,000	Maximum Benefit: Principal Sum up to \$5,000	Maximum Benefit: Principal Sum up to \$1,000



### MEDICAL EXPENSE BENEFITS

COVERAGE A – MEDICAL EXPENSES	Certificate Limits
Physician Office Visits	100% of Reasonable Expenses
Inpatient Hospital Services	100% of Reasonable Expenses
Hospital and Physician Outpatient Services	100% of Reasonable Expenses
Emergency Hospital Services	100% of Reasonable Expenses

The benefits listed below are subject to coverage maximums, Deductible, Coinsurance, and Copayments listed in Tables 1 & 2 above.

MEDICAL EXPENSES	Covered Person
Maternity Care for a Covered Pregnancy	Reasonable Expenses
Inpatient treatment of mental and nervous disorders including substance abuse	Reasonable Expenses up to \$5,000 Maximum per Coverage Year for a maximum period of 30 days per Coverage Year
Outpatient treatment of mental and nervous disorders including substance abuse	Reasonable Expenses up to \$1,000 Maximum per Coverage Year
Treatment of specified therapies, including acupuncture and Physiotherapy	Reasonable Expenses up to 20 visits per Coverage Year on an Outpatient basis
Annual cervical cytology screening for women 18 and older	100% of Reasonable Expenses
Low dose mammography screening, one baseline mammogram and one mammogram per year	100% of Reasonable Expenses
Colorectal cancer screenings	100% of Reasonable Expenses
Diabetic Supplies/Education	100% of Reasonable Expenses
Prostate screening tests	100% of Reasonable Expenses
Child Preventive and Primary Care Services	100% of Reasonable Expenses
Breast Reconstruction due to Mastectomy	100% of Reasonable Expenses
Repairs to sound, natural teeth required due to an Injury	100% of Reasonable Expenses up to \$500 per Coverage Year maximum
Outpatient prescription drugs including oral contraceptives and devices	100% of actual charge up to a maximum of \$25,000 per Coverage Year, limited to a 31 day supply for initial fill or refill

### GENERAL CERTIFICATE EXCLUSIONS

Unless specifically provided for elsewhere under the Certificate, the Certificate does not cover loss caused by or resulting from, nor is any amount charged for, any of the following:

1. Expenses incurred in excess of Reasonable Expenses.
2. Services or supplies that the Insurer considers to be Experimental or Investigative.
3. Expenses incurred prior to the beginning of the current Period of Coverage or after the end of the current Period of Coverage except as described in Covered General Medical Expenses and Limitations and Extension of Benefits.
4. Preventative medicines, routine physical examinations, or any other examination where there are no objective indications of impairment in normal health, including routine care of a newborn infant, unless otherwise noted.

5. Services and supplies not Medically Necessary for the diagnosis or treatment of a Sickness or Injury, unless otherwise noted.
6. Surgery for the correction of refractive error and services and prescriptions for eye examinations, eye glasses or contact lenses or hearing aids, except when Medically Necessary for the Treatment of an Injury.
7. Cosmetic surgery and therapies. Cosmetic surgery or therapy is defined as surgery or therapy performed to improve or alter appearance or self-esteem or to treat psychological symptomatology or psychosocial complaints related to one's appearance.
8. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, except as specifically provided for in the Certificate.
9. Expenses incurred for elective treatment or elective surgery except as specifically provided elsewhere in the Certificate and performed while the Certificate is in effect.
10. Elective termination of pregnancy.
11. For diagnostic investigation or medical treatment for reproductive services, infertility, fertility, or for male or female voluntary sterilization procedures, or the reversal male or female voluntary sterilization procedures.
12. Expenses incurred for, or related to gender reassignment surgery.
13. Organ or tissue transplant.
14. Participating in an illegal occupation or committing or attempting to commit a felony.
15. While traveling against the advice of a Physician, while on a waiting list for a specific treatment, or when traveling for the purpose of obtaining medical treatment.
16. Expenses incurred within the Covered Person's Home Country.
17. The diagnosis or treatment of Congenital Conditions, except for a newborn child insured under the Certificate.
18. Treatment to the teeth, gums, jaw or structures directly supporting the teeth, including surgical extraction's of teeth, TMJ dysfunction or skeletal irregularities of one or both jaws including orthognathia and mandibular retrognathia, unless otherwise noted.
19. Expenses incurred in connection with weak, strained or flat feet, corns or calluses.
20. Diagnosis and treatment of acne.
21. Diagnosis and treatment of sleep disorders.
22. Expenses incurred for, or related to, services, treatment, education testing, or training related to learning disabilities or developmental delays.
23. Expenses incurred for the repair or replacement of existing artificial limbs, orthopedic braces, or orthotic devices.
24. Deviated nasal septum, including submucous resection and/or surgical correction, unless treatment is due to or arises from an Injury.
25. Expenses incurred for any services rendered by a family member or a Covered Person's immediate family or a person who lives in the Covered Person's home.
26. Loss due to an act of war; service in the armed forces of any country or international authority and Participation in a Riot or Civil Commotion.
27. Riding in any aircraft, except as a passenger on a regularly scheduled airline or charter flight.
28. Loss arising from
  - a. participating in any professional sport, contest or competition;
  - b. while participating in any practice or condition program for such sport, contest or competition;
  - c. SCUBA diving, sky diving, mountaineering (where ropes and climbing equipment are customarily used), ultra-light aircraft, parasailing, sailplaning/gliders, hang gliding, parachuting, or bungee jumping.
29. Medical Treatment Benefits provision for loss due to or arising from a motor vehicle Accident if the Covered Person operated the vehicle without a proper license in the jurisdiction where the Accident occurred.
30. Under the Accidental Death and Dismemberment provision, for loss of life or dismemberment for or arising from an Accident in the Covered Person's Home Country.
31. Inpatient room and board charges in connection with a Hospital stay primarily for diagnostic tests which could have been performed safely on an outpatient basis.
32. Telephone, e-mail, and Internet consultations unless specifically approved by the Administrator due to limited resources while located in a country outside of the United States.
33. Orthopedic shoes (except when joined to braces) or shoe inserts, including orthotics.
34. To the extent that such payments would be prohibited by law.

Please refer to the website for full details regarding the benefits, coverage, conditions and limitations of the GeoBlue insurance program.

## EMERGENCY SCENARIOS

### WHAT TO DO: MEDICAL EMERGENCY

While travel abroad often presents a variety of minor illnesses and ailments, medical catastrophes are also possible. Program leaders should not attempt to fulfill the role of group nurse or medic. However, be prepared to direct students to appropriate sources for health care advice. Familiarize yourself with the local health care system, including how students can obtain routine health remedies.

Under no circumstances should the faculty leader serve as "in-house pharmacist" by dispensing any kind of over-the-counter medicines or medical counsel. The pre-departure orientation will instruct participants to bring a full supply of medication. Your on-site orientation can provide an overview for treating minor health problems locally, along with emergency protocol and procedures.

Program location to a large extent determines the health risks students may encounter. In all cases, health and medical care are important topics to be discussed. If a student becomes ill during the course of the program, s/he must notify the program leader so that an informed decision can be made regarding treatment. While we do not realistically expect students to inform leaders of every cold or upset stomach, ailments which do not disappear in a few days should be reported. Prompt treatment may eliminate the need for hospitalization.

If the student is in critical condition, call an ambulance immediately. If you are with the group, determine who goes with the student and who will stay behind with the rest of the group. Call Geo-Blue as soon as possible to open a claim. Accompany the student to the hospital and identify an English-speaking staff member. Inform the IC immediately, providing the student's name, status, and hospital. Inform the IC if the student has already been in contact with family members. The IC will then call the student's listed emergency contact. Continue to update the IC as new details arise. The program leader in-country should **not** contact the student's parents. Visit the student in the hospital and/or organize hospital visits from program participants at your discretion.

In the event of a non-critical situation where immediate medical attention is still needed, use a reliable form of local transportation (taxi in this situation is usually best). Accompany the student to the hospital. In the case of a same-day release, remain with the student until released.

If there are two program leaders, prior to travel identify which leader will accompany a student in crisis for each day of the itinerary.

#### **If a participant(s) has fallen seriously ill:**

- Has local emergency treatment been sought? Has Geo-Blue been contacted at 001-610-254-8771?
- What was the suspected cause of the illness? Where is the student being treated? What medical treatment has he or she received thus far? What is the prescribed treatment?
- What are the physician's recommendations and restrictions on activity, if any?
- If a prescription has been given, what is the name of the drug, dosage and frequency? What is the description of the drug?

- What are the names and contact information of the attending physician(s), clinicians(s) and/or other health professionals involved? Does this person speak English? If not, what is the name and contact numbers of the person, if any, who is providing translation services in this crisis (if applicable)?
- What is the prognosis?
- Are other participants at risk from this illness?
- Are all program participants, whether directly involved or not, aware of the emergency? How are they responding to the emergency?
- Is airlift a desirable and viable action?
- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?
- If applicable, what are the names and contact information of any local law enforcement or public security officials involved? Do they speak English? If not, what is the name and contact numbers of the local translator who is involved?

**If a participant has been seriously injured:**

- Has the local emergency treatment been sought? Has Geo-Blue been contacted? Has Geo-Blue been contacted at 001-610-254-8771?
- What are the details of the accident?
- Is airlift a desirable and viable action?
- What medical treatment has the student received? Where?
- What are the physician's recommendations and restrictions on activity, if any?
- If a prescription has been given, what is the name of the drug, dosage and frequency? What is the description of the drug?
- What are the names and contact information of the attending physician(s), clinic(s) and/or other health professionals involved? Does this person speak English? If not, what is the name and contact numbers of the person, if any, who is providing translation services in this crisis (if applicable)? What is the prescribed treatment and prognosis?
- Are all program participants, whether directly involved or not, aware of the emergency?
- How are they responding to the emergency?
- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?
- If applicable, what are the names and contact information of any local law enforcement or public security officials involved? Do these people speak English? If not, what is the name and contact numbers of the local translator who is involved?

## WHAT TO DO: EMOTIONAL DISTRESS

Assess the level of distress, taking notes of the behavior of the student. The student may need to be transported to the hospital for further evaluation. Signs of psychological or emotional distress may include:

- Expression of desire/intent to harm self or others
- Precipitous decline in functioning, e.g., academic, social, hygienic
- Unusual conduct: oddly disruptive or antagonistic acts, self-injury, talking to self
- Excessive energy, agitation, extremely elevated moods
- Extreme anxiety in the form of worry or panic
- Odd thought patterns, e.g., delusions, paranoia, disorientation, rambling or nonsensical speech
- Significant weight loss
- Attending class or excursions under the influence of drugs or alcohol

In the case of potential suicide, harm, or danger to other students or the program leader, notify the police and Geo-Blue immediately. In the event of an incident requiring medical evacuation or repatriation, Geo-Blue will monitor the patient and coordinate medical escorts.

If a student is struggling academically, having trouble adapting, or experiencing culture shock, meet with them, listen to their concerns, and assist them with potential solutions to help improve their situation. It may be appropriate to refer the student to local counseling services if available.

A clinician from the University of Hartford Counseling and Psychological Services (CAPS) is available in a consulting capacity to program leaders working with a student in emotional distress. Due to jurisdictional licensing limitations, the clinician will not be able to directly speak to, assess, or treat the student while they are outside of Connecticut. However, the clinician will be able to consult with the program leaders regarding any mental health concerns and make recommendations for responding to students in distress. CAPS is available from 8:30 a.m. – 4:30 p.m. EST at 860-768-4482. If the call goes to voicemail during business hours, or if you are calling after-hours, please contact Public Safety at 860-768-7985 and ask to be connected to the CAPS on-call clinician.

If the student would like counseling services or if you think the student should seek medical attention, call Geo-Blue immediately to open a claim and seek assistance for next steps.

It is not appropriate to assign other students to “watch” or “monitor” a student in emotional distress. Additionally, be aware of your own boundaries with students, seeking consultation if and when you feel that a student may need more support than you can reasonably and appropriately provide.

## WHAT TO DO: MISSING STUDENT

Ask other students when the person was last seen, who they were with, and determine how long they have been missing. Attempt to reach them via email and/or phone and ask roommates, friends, and classmates to notify you if they return. Alert the police and ask them to check hospital and city

records. Find out how long a person must be missing before a report can be filed, and what the procedure is in the host country for filing such a report. Most countries will not report someone missing until 24 hours have passed since they were last seen. Contact the IC immediately. Monitor the situation and file a missing persons report if the required time has passed. It is possible to request a “welfare/whereabouts” check with the Department of State, Overseas Citizen Service. The IC will coordinate this from the U.S. if necessary. If the student returns and simply was negligent in meeting at the required times or failed to reasonably notify you or other participants of their absence, meet with them to discuss the situation and issue a warning if necessary.

Use the Incident Report Form to document everything.

**U.S. Citizens Missing Abroad:** <https://travel.state.gov/content/passports/en/emergencies/missing.html>

If you are concerned about a U.S. citizen relative or friend who is traveling or living abroad, call 1-888-407-4747. Embassies and consulates abroad can use the information you provide to try to locate the individual and pass on your message. They will also check with local authorities to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate with those looking for them. If necessary, hotels, airports, hospitals, or even prisons will be searched. The more information that you can provide about the person you are concerned about, the better the chances are of finding him or her.

**The information that the U.S. Department of State can share with you about these searches is sometimes impacted by the “Privacy Act.”** A U.S. law called the Privacy Act is designed to protect the privacy rights of U.S. citizens. The Act states that we may not reveal information regarding a U.S. citizen’s location, welfare, intentions, or problems to anyone, including the citizen’s family members and Congressional representatives, without the written consent of that individual. Although we recognize that this law may occasionally cause distress to concerned families, we must comply with the provisions of the Privacy Act if the individual has asked us not to share information about him or her. However, exceptions can be made for the health and safety of the individual and when minors are involved. A consular officer can explain to you how the Privacy Act might impact your specific case.

Often, U.S. citizens abroad forget to contact their families on a regular basis due to time differences, busy schedules, irregular access to email, or difficulty making international phone calls. In most cases, worried family members eventually hear from their relative abroad, although it may take several days after you contact them before they are able to respond. It is also a good idea to discuss communication plans with friends and relatives before they travel; agree on how frequently they’ll be in touch and whether it will be by phone or email. Make sure they leave contact information and when possible, a copy of their itinerary. These details will also help us to try to locate them for you if it becomes necessary.

- When was he or she last seen?
- Does anyone have any idea where they might have gone?
- If they left and were expected to return at a specific time, when was the date and time of the expected return?
- Did the participant tell anyone of plans to be absent?
- Has appropriate local law enforcement been notified? Is there a local missing persons officer or department?



- What are the names and contact information of any local law enforcement or public security officials involved? Do these people speak English? If not, what is the name and contact numbers of the local translator who is involved?
- What are their suggestions? What are your suggestions?
- Are search and rescue operations available on site? Are these reliable?
- Have they already been initiated? Should they be initiated?
- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?
- Are other program participants, whether directly involved or not, aware of the emergency? How are they responding?

## WHAT TO DO: SEXUAL ASSAULT

Talk to the person reporting the crime to determine the location and identity of the victim. When speaking with the victim, do not ask why they did or did not do something. Reassure them that you believe their story, that it is not their fault, and that you want to help. Tell them that per Title IX law (both federal and state) the University of Hartford is required to provide services once made aware of any incident of sexual violence.

Clarify with the individual what details they wish to share with local authorities. Notify the police and help the victim file a report, allowing them to provide the information. If you determine that the student has injuries which need medical attention but are not an emergency, contact the U.S. Embassy or Consulate for a referral to a hospital or clinic sensitive to an American's needs in a sexual assault case. After the student has received the proper immediate medical attention, meet with the student and discuss the student's desire to continue with the program or return to the United States. If the student is no longer in physical danger, allow them to make decisions about their continuation of the program as well as who should be notified. The program leader should contact the IC and prepare a report of the incident.

Contact Geo-Blue for a referral to local counseling services. Follow-up with the student and refer them to local counseling services. If the entire group has been made aware of the situation from the victim or other sources, call a meeting to address the situation with the rest of the group, being careful not to divulge the name of the student or explicit details of the event. Reassure the group that the situation is being handled. Also urge the group to protect the identity of the victim by not informing their parents or friends about the name of the victim or hearsay details that have been passed along to them.

- Has the local emergency treatment been sought? Has Geo-Blue been contacted? Geo-Blue collect number: 001-610-254-8771.
- What are the details of the incident?
- What has the on-site response been?
- What medical treatment has the student received? Where? (If none, do everything in your power to ensure proper medical care is received).

- What are the names and contact information of the attending physician(s), clinic(s) and/or other health professionals involved? Does this person speak English? If not, what is the name and contact numbers of the person, if any, who is providing translation services in this crisis (if applicable)?
- What is the prescribed treatment and prognosis?
- Is rape counseling available? In English? Is there a concern that the student is receiving counseling that is consistent with US norms?
- If overnight stay in the hospital is not an option, is immediate and alternative secure housing available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?
- Has appropriate local law enforcement been notified? What are the names and contact information of any local law enforcement or public security officials involved? Do these people speak English? If not, what is the name and contact numbers of the local translator who is involved?
- What are the implications and procedures for pressing charges in the local country for this particular crime?
- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?
- Is the participant interested in returning to the U.S.? If so, what will be the likely academic and financial consequences?
- Are the participant and the counselor aware of these consequences?
- Are all program participants, whether directly involved or not, aware of the situation? How are they responding to the emergency?

## WHAT TO DO: EVACUATION

Make sure the entire group is in a secure location and do not allow anyone to leave the secure location for any reason. (If possible, go to the closest U.S. embassy or consulate. If you are not able to get to the nearest U.S. Embassy or Consulate, establish and maintain contact with them). Once in a secure environment, contact the IC to discuss what is happening. The IC will begin to arrange ground and air logistics for an evacuation through Geo-Blue. Ensure all students physically board the ground or air transportation. Participants should be told that the IC is or will be in contact with their families.

During your on-site orientation, inform students of the emergency meeting location(s) should a disaster occur. Access to food and water is important in this scenario as the evacuation may not be immediate.

## WHAT TO DO: ARREST

Assess the situation with as many details as possible (who, what, where, why, when, how). Start writing a log as soon as the crisis begins. Contact the embassy or consulate of the student's nationality immediately. Ask the Consular Office what legal counsel is available to the student,

and inform the student. The Consular Office will ensure that the student's human rights will be preserved. Contact the IC immediately with all important known details. The IC will then notify the imprisoned student's emergency contact. Visit the student as much as possible. You may need to bring food, a change of clothes, or other basic necessities. Throughout the entire arrest notify the IC on a regular (at least daily) basis, and they will keep the family updated.

- What are the details of the arrest? Is he or she currently in police custody?
- What are the conditions of the jail? How is the student reacting to the arrest?
- What agency made the arrest and filed the charges? Have they indicated when/if he/she will be released? What procedures need to be followed before the release?
- What are the names, addresses and phone numbers of arresting authorities?
- What is the case number?
- What rights have been granted?
- Is he/she entitled to place a phone call?
- Has the U.S. Embassy been notified?
- What has the Embassy's response been?
- What is the Embassy's advice?

#### WHAT TO DO: MEDIA

If you have NOT been in contact with the IC and find yourself faced with a media question, issue the following statement to the media:

*"My first responsibility is to the students on this program, their families, and the University of Hartford. I will discuss this matter only after I have contacted these parties and confirmed all information. Thank you for your understanding."*

The worst thing you can do is to issue false or incriminating information to the media in the excitement of the moment. Contact the IC immediately, who will in turn contact the University of Hartford's Office of Communication department. This department will then issue an official statement for the specific incident.

#### WHAT TO DO: CODE OF CONDUCT VIOLATION

Determine the seriousness of the offense and issue the appropriate warning. The offense should be reported to the IC. Keep the IC updated with the situation, should they receive a call from a parent.

According to the University of Hartford Code of Conduct, which all students sign before departure, students in violation of university policy will be warned once verbally by the program leader. If the behavior occurs again, they will be withdrawn from the course and the program, and must make their

own arrangements to return home. The student' parents/guardians will be informed of this action.

Always keep the IC updated. The student should only be sent home in extreme cases.

When issuing warnings or informing about dismissal from a program, Betty van der Smissen sets forth the following criteria in *Legal Liability and Risk Management for Public and Private Entities* (Anderson Publishing, 1990):

- ❖ **Obvious and Direct:** avoid subtlety in giving warnings. Make sure that contradictory messages are not conveyed to participants.
- ❖ **Specific to the Risk:** a warning must be specific to the risk at hand so the person can make an informed decision. Advising people to proceed “at their own risk” is without value if the person does not know what the risks are.
- ❖ **Comprehensible:** the warning language must be understandable to the persons being warned. This issue includes the question of terminology and the “native” language of the participant. Also, use a variety of methods to convey warnings, e.g. oral warnings by supervisors, written warnings, and signage.

### **Study Abroad Student Code of Conduct for Faculty Reference**

**Program Name:** \_\_\_\_\_

**Program Dates:** \_\_\_\_\_

I understand that while abroad, I am part of a community of University of Hartford students. I also represent the University of Hartford and the USA in the eyes of my international hosts. Therefore I promise to adhere to the following rules:

- Be on time for classes, excursions, bus departures, etc.
- Attend all class meetings, participate in group excursions, etc.
- Be attentive and respectful in class and on visits to all monuments, churches etc.
- Behave appropriately (no unruly, violent, drunken or disruptive behavior) in the hotels, residences, in class or on excursions, etc.
- Observe the laws and standards of acceptable conduct regarding dress, manners, and drug/alcohol use of the country or countries through which I am traveling.

I understand that I will receive **one warning** from the Program Leader for violating this Code of Conduct. This warning will be documented and sent to the International Center. I understand that I if make an additional violation, I will be withdrawn from the course and the trip. I will then be sent home and will incur the additional costs of such arrangements and will receive no refund for the program or credit for the course. My parents/guardians will be informed of this action. I understand that neither the program nor the US Embassy can obtain release from jail if I am jailed for any reason. I am responsible for informing the course instructor of any plans to travel during free time before, during, and after the period of the program. I understand that neither the University of Hartford, nor its staff, are responsible for any non-program sponsored travel.

---

Name (Please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## WHAT TO DO: STUDENTS INVITE YOU OUT

University of Hartford students abroad are subject to the local laws governing alcohol. The University of Hartford asks program leaders to make sensible decisions when involving alcohol at a University-sponsored event. Keep in mind that no alcohol can be purchased with University funds.

Joining students in after-hours settings, such as a bar or club is strongly discouraged. (This does not apply to eating dinner with students where alcohol is served at the restaurant.) If a student violates the university Code of Conduct while at a bar, club, or other social venue where alcohol is served and you are present, the student(s) can claim that they went to the bar, club or social venue “with a program leader,” regardless of whether or not you were in the direct vicinity or even drinking with them. Endorsement of the consumption of alcohol is strictly prohibited at all times. While recommending the “pub down the road” is acceptable, stating, “you can get great drink prices at this establishment,” is not.

## WHAT TO DO: PICK-POCKETING

This is an example of a “perceived emergency.” Sit down with the student(s) and document the details of what is missing and when it was stolen. File a report with the local authorities (local police). Encourage the student to contact their parents to let them know what happened, and also to confirm that they are okay and the situation is being handled. Submit an Incident Report Form to the IC. Advise the student to cancel all credit/ATM cards immediately.

If one student accuses another student of stealing from them on the program and you deem the matter worthy of investigation, meet with both students separately to get both of their accounts. Document both meetings. Ask other students individually if they know anything about the missing items or incident, without mentioning any names or the accusations. The program leader cannot search their belongings, but should review the University Code of Conduct with the students. Keep the IC updated of the situation and submit an Incident Report Form.

During the on-site orientation, provide some pick-pocketing scenarios, such as on a crowded subway, while taking a photo, setting your bag down, or children coming up asking questions while someone else takes your belongings.

## WHAT TO DO: MISCELLANEOUS

### Disclosing a Medical or Psychological Concern

In order for the University of Hartford to provide the best possible support and assistance to students before, during and after their program, the IC asks students to disclose a medical condition, severe allergy, psychological disorder, or any medical or psychological concerns that may present a challenge on the program. Once the student discloses a concern to the IC, the IC will advise the

student to meet with a medical or psychological professional to assess their situation and create a practical plan for their time abroad. With the student's approval, the IC will then share this information with the program leader and go over any specific preparations or concerns. All health matters are highly sensitive and must remain confidential.

### Jet – Lag

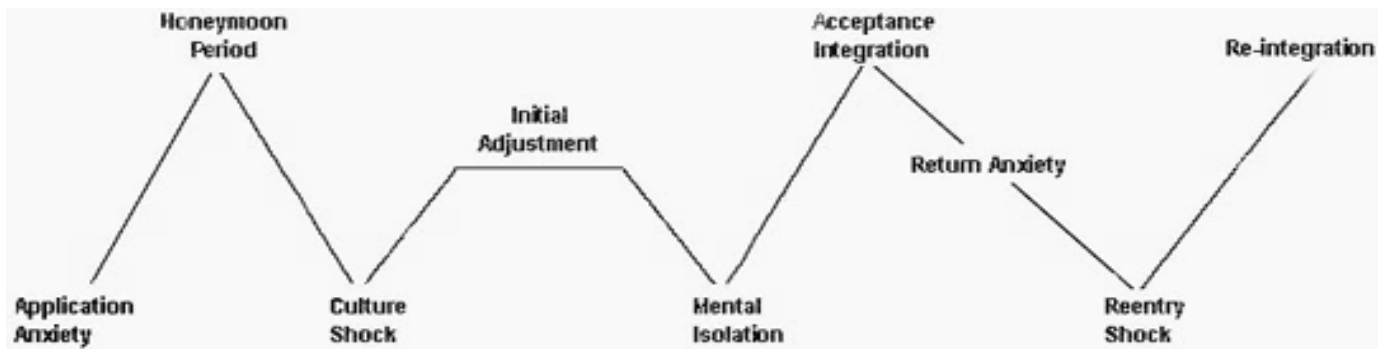
Students may experience jet-lag when crossing multiple time zones, as the body's natural rhythms and sleep cycle become out of sync. Symptoms of jet-lag may include drowsiness, insomnia, irritability, muscle soreness, or indigestion. To help offset jet-lag, students should get plenty of rest before departing for the flight, drink plenty of liquids before and during the flight, and fight the urge to sleep upon arrival by joining in the regular activities in that time zone.

### Water Safety

Students should exercise caution when drinking the local water. Research the cleanliness of the water beforehand and be mindful about eating salads and fresh fruits or vegetables at restaurants where the produce may have been washed by local water. This is of particular importance in developing countries, but not as much of a threat in Europe.

## WHAT TO DO: CULTURE SHOCK

Experiencing culture shock is normal, especially for inexperienced or younger students. Listen to students and review the process of culture shock. Remind them that it is okay to feel homesick, uncomfortable, or lonely at times and that students in the past who felt the same way were glad that they stuck it out and finished the program. Ask students what might help alleviate their discomfort and offer practical solutions. If in the end the student still adamantly wants to go home, inform them that you will be happy to help make the arrangements, but that all costs incurred are their responsibility. In most cases the students will call home before telling you that they have culture shock. Watch the group and see if anyone is acting lonely, not interacting with the group, or calling home often. Take action to integrate them into the group and ensure they are having a good time.



## WHAT TO DO: HOSTAGE SITUATION/KIDNAPPING

Contact the ISMT Co-Chair immediately, and document the following:

- What are the events that led up to the hostage taking?
- If known, what is the current physical and psychological condition of affected participant(s)?
- Has the U.S. Embassy been notified? If so, who is the contact person at the Embassy abroad, and at the State Department in Washington, D.C.? What are their titles and contact numbers?
- What is the Embassy's advice?
- Are you now in close contact with all affected participants?
- What is the proximity of the event to all program participants?
- What is the imminent risk to other participant(s) if they remain where they are?
- Are all program participants, whether directly involved or not, aware of the emergency? How are they responding to the emergency?

## WHAT TO DO: POLITICAL, NATURAL, OR HUMAN-CAUSED DISASTER

Contact the ISMT Co-Chair immediately, and document the following:

- Has the local emergency treatment been sought? Has Geo-Blue been contacted? Geo-Blue collect number: 001-610-254-8771.
- What are the events that led up to this incident?
- What is the proximity of the event to all program participants? Were some or all of the group affected? Is this disaster widespread?
- If known, what is the current physical and psychological condition of affected participant(s)?
- Are you now in close contact with all affected participants?
- What is the imminent risk to participant(s) if they remain where they are?
- Has the U.S. Embassy advised participants to take appropriate action? How?
- Have all participants been made aware of these precautions?
- Are all participants following these precautions?
- Have local authorities imposed a curfew?
- Has travel in or out of the country been restricted in any way?
- Who or what is the target of any unrest?
- Has any particular group or organization been threatened?
- What kind of military or other security or public safety personnel are present? Are they unusually visible? How are they behaving with respect to the civilian population?
- Are adequate food, water and medical attention available?

- Is adequate and secure housing available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?
- Is airlift a desirable and viable action?

## WHAT TO DO: DEATH OF A STUDENT OR EMPLOYEE ABROAD

A. Upon notification of a death abroad, the UH faculty/staff leader onsite (or local authorities) will be asked to provide complete details about the circumstances surrounding the death including:

- the time, location and manner of the death
- where the remains are currently located
- whether an autopsy is required
- if the Embassy of the deceased has been informed of the death
- if the next of kin has been contacted

B. The IC Director will contact the Associate Vice President for Institutional Effectiveness and Continuing Education and Dean of Students to coordinate the notification of the next of kin. The IC maintains emergency contact information for all students, participants, faculty and staff on UH study abroad programs. The President or Provost will follow as soon as possible with a phone call to the spouse or parents. The lead faculty/staff member abroad should not notify any family members of the deceased; this should be done by the Associate Vice President for Institutional Effectiveness and Continuing Education and Dean of Students.

C. The ISMT Leader will convene the ISMT. The team will direct UH's response to a student or employee death abroad.

D. The IC Director will immediately make contact with UHCG to learn what information needs to be obtained from the family in order to repatriate the remains, in addition to any police or immigration procedures that need to be observed. The IC Director will put the family in contact with UHCG, and will offer to work with the family in contacting the lead faculty/staff member abroad in order to make specific arrangements.

E. At the same time, the ISMT Leader will prepare a brief summary of the circumstances surrounding the death, and proposed next step, via phone or e-mail, to the following individuals:

- The President
- The Provost
- Director of Public Safety
- General Counsel
- The Director of the Counseling and Psychological Services
- Dean of the participant's college

F. In the event that the U.S. Department of State has made a death notification, the ISMT will follow up with the next of kin to express condolences, describe the deceased's repatriation benefits and discuss next steps. It is imperative that the ISMT maintain complete contact information for the next-of-kin (or designated family representative) and set up a schedule for regular communications. The ISMT will be responsible for ensuring the family is regularly informed of any details associated with the deceased death and repatriation.



G. The IC will handle all requests for information, including those coming in from parents, students and other members of the UH community. In handling media requests, the IC will collaborate with University Relations and Office of Communication. Every effort will be made to cooperate, while at the same time letting the media know that the IC needs to avoid giving out information that might violate a student's right to confidentiality.

H. Depending on circumstances, the emergency contacts of other program participants may be notified in order to provide accurate information about the emergency and about the University's response, even if no other students were affected/injured/killed as a result of the incident/ emergency, and/or there is no current or continued threat to their health, safety or welfare.

I. With regard to other students on the program, the IC will make every effort to see their needs are met with regard to information and on-site support services. As soon as possible following the tragedy, the IC Director will send an e-mail to the lead faculty/staff member, as well as to the program participants. This e-mail will inform students of the student's death, the University's response and available on-site support services, including grief counseling. The lead faculty/staff member will ensure that all program participants receive this information.

J. As repatriation occurs and plans for a memorial service and funeral come to light, the IC will make every effort to provide interested parties with such details. The IC will attempt to send a representative to the deceased's service.

#### GENERAL INFORMATION TO DETERMINE IN AN EMERGENCY

\_\_\_ the physical and psychological condition of participant(s)

\_\_\_ the imminent risk to participant(s) if they remain where they are

\_\_\_ the precise location and telephone numbers of participant(s)

\_\_\_ whether the Program Leader is in close contact with participant(s)

\_\_\_ whether food, water and adequate medical attention is available

\_\_\_ the precise nature of medical treatment participant(s) have received/are receiving

\_\_\_ the names, addresses, telephone and fax numbers of the attending physician(s), clinic(s) and/or other health professionals involved

\_\_\_ whether adequate and secure housing is available

\_\_\_ if a participant has been injured, assaulted or raped, the precise details of the attack, the on-site response, and subsequent follow-up to the emergency

\_\_\_ if the participant is seriously ill or injured, what the diagnosis is and whether airlift is a viable and desirable option

\_\_\_ if a participant is missing, for how long, and whether search and rescue operations are available or already being used

\_\_\_ if a student is arrested, whether the U.S. Embassy has been notified, what charges were filed, and what legal counsel is available or has been consulted

\_\_\_ if a student has been taken hostage, what negotiation support is available

\_\_\_ if the emergency is political, or if a disaster has occurred, whether the U.S. Embassy has advised

participants to take appropriate action

\_\_\_if the event is political, what is the target of the unrest

\_\_\_the proximity of the event to participant(s)

\_\_\_whether there is a curfew, or if travel is in any way being restricted in the country

\_\_\_what kind of military or other security personnel are present, and how they are behaving

\_\_\_whether classes have been disrupted, and for how long

\_\_\_what other local conditions are useful

### **Resources**

**U.S. State Department (Consular Information Sheets/Public Announcements/Travel Warnings):**

<http://www.travel.state.gov/>

**U.S. Embassies and Consulates Worldwide: Use main number and ask for the appropriate country desk officer for individual countries:** <http://www.usembassy.gov/>

**Citizens Emergency Center:** deals with serious illness, death, financial crisis due to theft, or arrest. Call and ask for the Citizen Emergency Center Duty Officer.

1-888-407-4747 from 8:15 a.m. – 5:00 p.m. M-F and 9:00 a.m. – 3:00 p.m. Saturdays

1-202-647-5225 from 10:00 p.m. – 8:00 a.m.

For long-standing crises, the U.S. State Department may create a special Task Force for monitoring; call the State Department's Operations Center Office of Crisis Management at (202) 647-0900.

For information concerning a terrorist threat or action, call the State Department's Counterterrorist Office at (202) 647-9892.

State Department Students Abroad Website: <http://studentsabroad.state.gov/html-site/StudentAbroadHome.html>

To learn about safety and security threats, visit the Overseas Security Advisory Counsel at <http://www.osac.gov/>.

Center for Disease Control and Prevention at <http://www.cdc.gov/>.

Canada's Department of Foreign Affairs and International Trade <http://www.voyage.gc.ca/index-eng.asp>

The U.K. Foreign and Commonwealth Office <http://www.fco.gov.uk/en/travelling-and-living-overseas/>

Reuters News Service [www.reuters.com](http://www.reuters.com); call New York (646-223-4300) or London +44 20 7250 1122.

BBC: [www.bbc.com](http://www.bbc.com)

CNN: [www.cnn.com](http://www.cnn.com)

**INCIDENT REPORT FORM**

Student Name:	Male/Female:	Date of Birth:
Program Name & Date:	Incident Date & Time:	
<b>Check only one type of incident:</b> Injury ___      Illness ___      Behavioral ___      Crime ___		
Other (describe)_____		
Location of Incident:		

**Complete the following sections as applicable**

<p><b>TYPE OF INJURY OR ILLNESS:</b></p> <p>Describe how incident occurred:</p> <p>Describe in detail the cause and location of the injury:</p> <p>State all type of injuries and parts of the body affected (e.g. bruised right elbow):</p> <p>Was treatment received for this injury? ___No medical treatment – reporting only ___Declining treatment at this time ___Treatment was/will be provided</p> <p style="padding-left: 40px;"><i>Treatment was provided by:</i> ___Self ___Emergency Room ___Clinic/Hospital ___Other (please specify):</p> <p>If treatment was provided, name and location of medical provider:</p> <p>Name of physician/hospital: _____</p> <p>Address: _____</p> <p>Physician/hospital phone number: _____</p>
<p><b>Narrative:</b> Describe the incident completely. Include how the incident happened, any medical treatment given, and the final outcome. Attach the physician's or other care provider's report if the victim was examined. Include any observations or suggestions regarding how the incident could have been prevented.</p>           

**TO BE COMPLETED WITH THE ATTENDING PHYSICIAN (if applicable):**

Date & Time of appointment: \_\_\_\_\_ Hospital or Clinic name: \_\_\_\_\_  
Diagnosis: \_\_\_\_\_

Treatment & recommendation:

Restrictions to activities:

Physician's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Physician's name (printed): \_\_\_\_\_ Tel. #: \_\_\_\_\_

**DRUG ADMINISTERED:**

<b>Date</b>	<b>Drug, Dosage &amp; Frequency</b>	<b>Description of Drug</b>	<b>Notes</b>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**TYPE OF BEHAVIORIAL MISCONDUCT:**

- Assaultive behavior    Biased behavior    Drug/alcohol/tobacco violation  
 Failure to follow directions    Runaway    Sexual activity    Verbal abuse  
 Suicidal ideation    Harassment    Failure to participate  
 Refusal to participate    Several classes missed   Other \_\_\_\_\_

Please describe in detail the misconduct that occurred and what actions were taken: Was a verbal warning given?

**Crime Report**

Date of Report: \_\_\_\_\_ Reported to (IC Staff): \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Reported by (on-site): \_\_\_\_\_

Program Name: \_\_\_\_\_ Location  
of Incident: \_\_\_\_\_

Victim: \_\_\_ Male \_\_\_ Female \_\_\_ Student \_\_\_ Faculty \_\_\_ Staff

Type of Crime: \_\_\_ Assault \_\_\_ Mugging \_\_\_ Sexual Assault/Rape \_\_\_ Battery  
\_\_\_ Pick-pocketing \_\_\_ Theft Other \_\_\_\_\_

Was alcohol involved? Yes/No  
Is a copy available?

Was a police report filed? Yes/No

Detailed description of incident:

Follow up:

**ADDITIONAL COMMENTS BY LEADER:**

Leader signature:

Date:

Leader name (printed):

**All reports must be sent to the IC Director as soon as possible after the event. The IC Director will confirm with the faculty leader that the incident form was received.**

**Email: [kurkerste@hartford.edu](mailto:kurkerste@hartford.edu)**

**Study Abroad Student Warning Form**

Date of Incident or Incident(s): \_\_\_\_\_

Nature of incident that violated the "Behavior Contract": \_\_\_\_\_

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Date that Verbal Warning Was Delivered: \_\_\_\_\_

Signature of Faculty Leader: \_\_\_\_\_

I acknowledge that I received a verbal warning regarding my conduct. I am aware that if the behavior occurs again, I will be removed from the program and sent home.

Signature of Student: \_\_\_\_\_ Date: \_\_\_\_\_

**Please scan this form to the International Center at [kurkerste@hartford.edu](mailto:kurkerste@hartford.edu).**

**University of Hartford Policy Related to Department of State Travel  
Warnings and University-Sponsored Travel Abroad**

**Responsible University Office:** Office of the Provost

**Responsible Officer:** Provost

**Original Issue Date:** 12/10/2008

**Date Last Reviewed:** 01/28/2019

**Policy Statement**

This policy applies to all University of Hartford faculty, staff, and students traveling abroad or studying abroad on University business, or University-sponsored programs and approved affiliated programs. In order to protect the health and safety of the aforementioned individuals, the University of Hartford restricts travel in those countries or regions of countries for which the U.S. Department of State has issued a Travel Advisory Level 3 or 4, or for which the Centers for Disease Control and Prevention (CDC) has issued a Travel Health Notice – Level 3 (Avoid Nonessential Travel). An exception to this policy for faculty and staff may be granted by the International Situation Management Team (ISMT) under extraordinary circumstances.

**Reason(s) for the Policy**

This policy is an update of the former "University of Hartford Policy Related to Department of State Travel Warnings and University-Sponsored Travel Abroad," previously issued on January 30, 2015. The University of Hartford is committed to providing a broad spectrum of international experiences for students, faculty, and staff. We highly encourage study abroad on University-approved programs, participation in other credit and non-credit international experiences, and faculty international research. At the same time, in the face of the safety risks in the world today, we are also committed to protecting the health and safety of students, faculty, and staff when they journey outside the borders of the United States. This policy outlines procedures for restrictions on University-sponsored travel abroad to countries or regions of countries for which the State Department has issued a Travel Advisory Level 3 or 4, or for

which the CDC has issued a Travel Health Notice – Level 3. In addition, this policy sets forth procedures for all travel and study abroad to locations not currently under a Travel Advisory.

### **Primary Guidance to which this Policy Responds**

Not applicable

### **Who is Governed by this Policy**

All faculty, staff, students, and others traveling abroad on University business or University-affiliated programs are expected to comply with this Policy.

### **Definitions**

“*ISMT*” is an acronym for the International Situation Management Team. The ISMT is a cross-functional team comprised of select department management critical to addressing and responding to an international incident that places in danger students, faculty, staff, and other members of the University community on a University of Hartford-sponsored program. The ISMT reports to the President of the University of Hartford, and its members consist of the Chair and Associate Vice President for Institutional Effectiveness and Continuing Education (who has supervisory responsibility for international travel), Vice President for Marketing and Communication, Chief Financial Officer, Dean of Students, Co-Chair and Director of the International Center, and General Counsel ex-officio.

“*CDC*” stands for the Centers for Disease Control and Prevention, the health protection agency of the United States.

- The CDC issues three types of Travel Health Notices: Watch Level 1 (Practice Usual Precautions), Alert Level 2 (Practice Enhanced Precautions), and Warning Level 3 (Avoid Nonessential Travel). The University of Hartford restricts travel in those countries or regions of countries for which the CDC has issued a Travel Health Notice – Level 3.

“*GeoBlue*” is the name of the company which provides the University’s medical insurance and travel assistance policy. This policy provides medical, security, and travel-related assistance in the event of an emergency abroad.

“*Travel Advisories*” are issued by the Department of State to advise U.S. citizens of the risks of traveling to a region or country, and to encourage them not to travel to these destinations until such time as the situation improves and the Travel Advisory has been lifted. Travel advisories may be issued in response to unstable government, civil war, ongoing intense crime or violence, frequent terrorist attacks, natural disasters, etc.

- Any reference to “Travel Advisory” in this document refers to the specific kinds of warnings referenced in the “Procedures for Implementing this Policy” section below. When the State Department Warning targets a specific region(s) of a country, but not the country as a whole, travel is only restricted in those regions identified by the Travel Advisory. For example, a University of Hartford program or an affiliated program in Madrid would not be affected by a Travel Advisory that applied to the Basque region of Spain. A faculty member’s participation in a conference in Manchester, England would not be affected by a Travel Advisory that applied to London only.
- The State Department’s Travel Advisory system consists of four levels. The University restricts travel to any destination with a Travel Advisory of Level 3 or 4:
  - Level 1: exercise normal precautions
  - Level 2: exercise increased caution
  - Level 3: reconsider travel
  - Level 4: do not travel

## Contacts

**Associate Vice President for Institutional Effectiveness and Continuing Education** and Chair of the International Situation Management Team; Office of the Provost, 860-768-4401

**Director, International Center** and Co-Chair of the International Situation Management Team; International Center, 860-768-5101

## Related Documents, Forms, and Tools

To view current Travel Warnings on the State Department's website: <http://travel.state.gov>

To view current Travel Health Notices by the CDC: <http://wwwnc.cdc.gov/travel/notices>

Prior to travel abroad, all faculty, staff, students, and others participating on a University-sponsored or approved affiliated program are required to attend a pre-departure safety training hosted by the International Center, and submit the following to the International Center:

- Copy of flight itinerary, daily itinerary including accommodation and emergency contact information, passport copy, and visa copy if applicable
- Payment of the GeoBlue travel assistance fee
- Signed Assumption of Risk and Release of Liability Form

## Policy Web Address

<http://www.hartford.edu/international-center/study-abroad/files/pdf/University%20of%20Hartford%20Policy%20Related%20to%20Department%20of%20State%20Travel%20Warnings%20and%20University.pdf>

## Related Policies

None

## Procedures for Implementing this Policy

We strongly recommend that before traveling to any part of the world, students, faculty, staff, and other members of the University community familiarize themselves with the country specific information, advisory messages and health issues from both the U.S. Department of State (<http://travel.state.gov>) and the Centers for Disease Control and Prevention (CDC) (<https://wwwnc.cdc.gov/travel/notices>). It is the responsibility of the individual traveler to consult the State Department website to obtain current information about the health and safety conditions of the proposed destination, paying particular attention to the "Travel Advisory" section which lists countries and regions about which the U.S. Government has serious concerns for American travelers. Although the University of Hartford does not prohibit travel to countries for which "Travel Advisories – Levels 1 or 2" have been issued by the State Department, we urge all travelers to consider seriously the risks in visiting such locales.

In order to protect the health and safety of its students, faculty, staff, and others, the University of Hartford restricts:

- **University-sponsored travel in those countries or regions of countries for which the State Department has issued a Travel Advisory that includes any of the following phrases:**
  - orders departure of U.S. dependents and non-emergency personnel;
  - recommends that any U.S. citizens remaining in the country should depart;
  - (strongly) warns U.S. citizens against (all) travel to the country (region); or
  - warns (urges) U.S. citizens to defer (all) (non-essential) travel to the country (region)



- **University-sponsored travel in those countries or regions of countries for which the CDC has issued a Travel Health Notice Warning – Level 3 (Avoid Nonessential Travel).**

In addition, all individuals traveling or studying abroad on University business, or University-sponsored programs and approved affiliated programs must sign the appropriate “Assumption of Risk and Release of Liability” form. All individuals participating in University-sponsored travel as indicated above must also obtain GeoBlue coverage from the International Center (Gengras Student Union 309) prior to departure.

Nothing in this policy shall serve to extend to any University of Hartford student, faculty, or staff the right to engage in University-sponsored travel abroad, and the University reserves the right to cancel any University-sponsored travel at any time, regardless of whether prior approval has been granted.

## **1.0 Student Travel**

1.1 No University of Hartford student is permitted to embark on study abroad in the country/region under a U.S. Department of State Travel Advisory – Level 3 or 4 or CDC Travel Health Notice– Level 3 (per the Travel Policy above), nor are any short-term programs led by University faculty permitted to depart as long as the Travel Advisory – Level 3 or 4 and/or Travel Health Notice – Level 3 (per the Travel Policy above) are in effect. This restriction applies to the University’s own study abroad programs, University-sponsored travel programs (e.g., sports teams, performing groups, volunteer activities, organized tours for community members, or alumni, etc.), and study-away experiences sponsored by affiliated programs. Approval for University-sponsored study abroad or travel in these locations is suspended for the duration of the Travel Advisory – Level 3 or 4 and/or the Travel Health Notice– Level 3 (per the Travel Policy above).

1.2 If a student receives formal approval to participate in a program location prior to the issuance of a Travel Advisory – Level 3 or 4 or Travel Health Notice – Level 3 (per the Travel Policy above) or to the development of a critical situation, the University’s approval will be suspended until such time as the Travel Advisory – Level 3 or 4 and/or Travel Health Notice – Level 3 has been lifted or the critical situation is no longer a concern.

1.3 In the event that a Travel Advisory – Level 3 or 4 and/or Travel Health Notice – Level 3 (per the Travel Policy above) is issued or a critical situation arises while a University of Hartford student is participating in a University or an affiliated program already in progress, the University’s International Situation Management Team (ISMT) will do all that it reasonably can to facilitate actions that will improve the safety of the individuals in the program.

1.4 If a University of Hartford student chooses on his or her own to apply for “active status” and to enroll in a study abroad program or pursue any academic work in a country/region where a Travel Advisory – Level 3 or 4 and/or Travel Health Notice – Level 3 (per the Travel Policy above) has been issued prior to or during the process of applying for study abroad, the student will not receive:

- support or advice from any University of Hartford office or department,
- University of Hartford grants, stipends, or financial aid to support research or travel in the affected areas,
- GeoBlue coverage issued through the University of Hartford, or
- pre-approved credit for the work undertaken in that location.

An exception to this provision of pre-approved credit may be made in cases in which students return to their home countries (they must possess the passport of that country) and are under their parent(s)’s or guardian’s care. With special permission, these students can receive prior approval for courses taken in their home countries.

## **2.0 Faculty and Staff Organizing Group Travel Experiences in Countries on the State Department’s “Travel Advisory – Level 3 or 4” and/or on the CDC’s Travel Health Notice – Level 3 List**

No University of Hartford sponsored travel programs may embark for affected areas while the Travel Advisory – Level 3 or 4 Warning and/or Travel Health Notice – Level 3 (per the Travel Policy above) is in effect. This restriction applies to the University’s own study abroad programs, University-sponsored travel programs (e.g., sports teams, performing groups, volunteer activities, organized tours for community members, or alumni, etc.), and study-away experiences sponsored by affiliated programs. Approval for University-sponsored study abroad or travel in these locations is suspended for the duration of the Travel Advisory – Level 3 or 4 and/or the Travel Health Notice – Level 3 (per the Travel Policy above).

A Travel Advisory – Level 3 or 4 and/or Travel Health Notice – Level 3 must be lifted before a University-sponsored program may depart. In the case of University of Hartford programs already underway when a Travel Advisory – Level 3 or 4 and/or Travel Health Notice – Level 3 for the country/region is issued or a critical situation arises, the University’s International Situation Management Team (ISMT), in consultation with the faculty member on site and other knowledgeable sources, will do all that it reasonably can to facilitate actions that will improve the safety of the individuals in the program.

### **3.0 Staff Travel**

3.1 Before traveling to a region of the world on university-related business, staff is required to familiarize themselves with the U.S. Department of State (<http://travel.state.gov>) and the Centers for Disease Control and Prevention (CDC) (<https://wwwnc.cdc.gov/travel/notices>) websites to carefully assess the health and safety risks posed by travel to a particular area.

3.2 Normally, staff may not use any monies paid from a University of Hartford administered account to support travel to countries/regions that have been designated by the State Department “Travel Advisory – Level 3 or 4” and/or Travel Health Notice – Level 3 specified in the Travel Policy above.

3.3 If staff makes the personal decision to travel to countries/regions that have been designated by the State Department with a “Travel Advisory – Level 3 or 4” and/or by the CDC with a Travel Health Notice – Level 3 specified in the Travel Policy above, and to use their own funds to support this travel, they do so as private individuals with no connection to the University of Hartford.

3.4 An exception to the policy articulated for staff (3.2; travel to high-risk regions) may be granted under extraordinary circumstances. Staffs who seek personal exceptions to this policy should submit in writing a rationale for travel that contains the following:

- a. Details about the geographic environment of the work and its relation to security issues;
- b. Information about travel advisories or warnings of other countries (e.g., Britain, Australia, New Zealand, Canada) about the country under the U.S. State Department Warning;
- c. The local support structure available to the individual and evacuation plans in case of an emergency;
- d. The individual’s familiarity with and experience of the locale, its language, and culture prior to this program;
- e. The importance and significance to the University of the staff member’s travel and the necessity of doing the work in that particular locale;
- f. Documentation that the staff member has appropriate health insurance coverage in the locale in question;

- g. Documentation about whether the location is covered under the University's UHCG assistance program (travel to some high risk regions may involve additional payment beyond what is included in the premium);
- h. A signed copy of the "Assumption of Risk and Release of Liability, High-risk Regions" form should be included with the request for an exception.

This rationale must be submitted to the individuals who supervise the program, department, and college/school that are funding the program. Each of these supervisors must review the submitted materials and provide a written assessment of the proposed travel based on its feasibility, importance, and necessity. Each assessment should also contain a recommendation about whether the travel should be permitted to proceed with University support. The staff member's rationale and the supervisors' assessments must be submitted to the International Situation Management Team, who will review the documents and decide whether to allow the travel to proceed with University support. The decision of the International Situation Management Team is final and not subject to appeal.

#### **4.0 Faculty Consulting, Travel, and Research**

4.1 The University of Hartford encourages faculty to develop international connections and to pursue international research. We do, however, strongly recommend that before traveling to a region of the world, faculty familiarize themselves with the U.S. Department of State (<http://travel.state.gov>) and the Centers for Disease Control and Prevention (CDC) (<https://wwwnc.cdc.gov/travel/notices>) websites to carefully assess the health and safety risks posed by travel to a particular area. A faculty member traveling for professional reasons must check both the State Department's "Travel Advisories" and the CDC's "Travel Health Notices – Level 3".

4.2 A faculty member who for professional reasons (e.g. research, teaching at an international university, attending a conference) wishes to travel to a region which falls under the State Department "Travel Advisory – Level 3 or 4" and/or the CDC Travel Health Notice – Level 3 specified in the Travel Policy above and whose travel/research costs are paid from a University-administered account (whether its own monies or those received through external granting agencies) may undertake such travel only after completing the steps outlined below and receiving the appropriate approvals.

- 4.2.1 A rationale for the proposed professional activities must be filed with each program, department, or school that is funding the program. It must contain the following:
- a. Details about the geographic environment of the work and its relation to security issues;
  - b. Information about travel advisories or warnings of other countries (e.g., Britain, Australia, New Zealand, Canada) about the country under the U.S. State Department Warning;
  - c. The local support structure available to the individual and evacuation plans in case of an emergency;
  - d. The individual's familiarity with and experience of the locale, its language, and culture prior to this program;
  - e. The academic importance and significance of the program/research to the faculty member and the necessity of doing the work in that particular locale;
  - f. Documentation that the faculty has appropriate health insurance coverage in the locale in questions
  - g. Documentation about whether the location is covered under the University's GeoBlue assistance program (travel to some high risk regions may involve additional payment beyond what is included in the premium);
  - h. A signed copy of the "Assumption of Risk and Release of Liability, High-risk Regions" form should be included.

4.2.2 This rationale (4.2.1) must be submitted to the individuals who supervise the program, department, and college/school that is funding the program. Each of these supervisors must review the submitted materials and provide a written assessment of the proposed travel based on its feasibility, importance and necessity. Each assessment should also contain a recommendation about whether the travel should be permitted to proceed with university support. The faculty member's rationale and the supervisors' assessments must be submitted to the International Situation Management Team, who will review the documents and decide whether to allow the travel to proceed with university support. The decision of ISMT is final and not subject to appeal.

4.3 If faculties make the personal decision to travel to countries/regions that have been designated by State Department "Travel Advisory – Level 3 or 4" and/or the CDC Travel Health Notice – Level 3 specified in the Travel Policy above and use their own funds to support this travel, they do so as private individuals with no connection to the University of Hartford.

**Effective date:** 06/18/2018

### **STUDENT APPLICATION POLICY**

Student applications are due online at <https://universityofhartford.wufoo.com/forms/short-term-programs-application/> by the following dates:

- Winter term programs: **October 1**
- Spring break programs: **November 1**
- Summer programs: **February 15**

The minimum G.P.A. requirement for all programs is 2.5 unless otherwise approved by the Faculty Leader. Applicants are required to be in good judicial and financial standing at the time of application. Students who will be on judicial probation during program travel dates will not be considered. Students with account holds and/or who owe over \$2,000.00 will not be considered until their balance is below \$2,000.00 and/or they have made arrangements with the Bursar's Office to pay the remaining balance.

Only complete applications, those that include the application form and deposit, will be reviewed. The deposit is applied to the program cost and is not an additional fee. All fees, including the application deposit, are refunded to students not accepted into the program. The balance of the program cost is due by the Payment Deadline (typically one month after the Application Deadline; see program details for exact dates). A student who does not meet this deadline and has not made prior arrangements with the International Center may incur a \$150 late penalty, and may not be registered for the program until the balance is paid in full. Should a program obtain its maximum number of spots, future applicants will be added to a waitlist in the order that their completed applications are received.

### **STUDENT CANCELLATION POLICY**

Once students are officially accepted into a program, they become subject to the standard cancellation policy as follows:

- Program cancellations must be made in writing. Refunds and cost liability are determined based on the date when written cancellation notice is received from the participant.
- If a student withdraws before the deposit deadline, the University of Hartford will refund the admission deposit.
- If a student withdraws after the deposit deadline date and 14 or more days prior to the program start date, the University of Hartford will refund only those fees which the University of Hartford has not incurred on behalf of the student.
- If a student withdraws 13 or less days prior to the program start date, no refund will be issued.

*Note: The student is responsible for all cancellation fees incurred, regardless of whether any program fees have been paid at the time of cancellation.*

### **TRAVEL ARRANGEMENTS**

The International Center recommends that the faculty leader work with a third party provider for logistical support, including hotel bookings. If you are familiar with the host country and decide to make travel arrangements on your own, every effort should be made to verify the reliability, reputation, and safety record of each service provider you are considering employing (bus companies, hotels, etc.). *Service providers **must** have insurance which covers their operations.*

### **ESTABLISHING GROUND RULES FOR THE PROGRAM**

Nationally recognized best practices and guidance from previous faculty leaders state that clear behavioral expectations must be set and communicated to students prior to departure.

#### **The following information will be covered during the pre-departure orientation:**

1. Explanation of the University's "Participant Short-term Program Code of Conduct," and collection of student signatures.
2. Reminder that this is a study abroad program, not a vacation, trip or tour. Students are expected to arrive promptly and participate in all program events while abroad, and to inform the lead faculty, chaperone, and/or a roommate regarding their whereabouts during free time. Any missing student/students who do not return to their rooms overnight should be reported immediately to the lead faculty.
3. Students are expected to travel and return with the group, unless they have obtained prior authorization from the faculty leader and International Center. If students plan to travel independently during free time, they must provide the lead faculty with location information and lodging details. The faculty leader is responsible for obtaining this information once overseas.
4. Inform students that after the initial on-site orientation, they will be responsible for navigating around on their own.
5. Provide students with a phone number where the faculty leader and chaperone can be reached at all times in case of emergency.

## **TIPS WHILE ABROAD**

1. Provide students with an orientation to the area, including maps and/or guidebooks. Your program provider should be able to supply these materials.
2. Schedule bathroom breaks every two hours. In many establishments, a nominal fee is charged for use of the bathroom.
3. Utilize a buddy system while on excursions, and always conduct a headcount with your chaperone at the start and end of each event.
4. Establish a safe meeting place with students in case of emergency. In many instances, the hotel itself can serve as a safe meeting location.
5. If a student is terribly homesick and wishes to return home, listen carefully and empathetically, urging him/her to talk with parents or guardians. If he/she still wishes to leave, encourage the student to arrange departure plans, again in consultation with parents or guardians. It is the student's responsibility to make all logistical arrangements and cover the extra cost. No refunds can be issued for early departure.

## **BEHAVIORAL ISSUES**

### **In the event you need to dismiss a student from the course due to behavioral issues:**

- If the student violates the "Participant Short-Term Program Code of Conduct," warn the student **once** both *verbally* and *in writing*. See "Student Warning Form" on page 41. Sign the form, have the student sign, and scan it as soon as possible to the International Center at [uhabroad@hartford.edu](mailto:uhabroad@hartford.edu).
- If the behavior continues after the warning, officially withdraw the student from the course and inform the student that he/she can no longer participate and must find his/her own way home. Inform the International Center that this has occurred. Keep a specific written record of the date of your actions and the circumstances that led you to withdraw the student.

**Student** Students studying abroad are expected to adhere to reasonable academic and behavioral norms. Failure to do so may result in their dismissal from the program. Please make sure that all of the students on your program have read, discussed with you, and signed the "Participant Short-Term Program Code of Conduct." A copy of this document is provided in this handbook, along with a Student Warning Form. If a student's behavior requires a warning by any of the faculty leaders, please scan a copy of that warning to the International Center.

- **Substance Abuse:** Many countries have very harsh laws on the possession and/or consumption of controlled substances. Students caught with illegal drugs are subject to the local laws of the country in which the student is traveling. In addition, personal involvement or association with others involved with drugs of any kind will be considered misconduct abroad, and can lead to dismissal from the program.

**Faculty Leader** The University reserves the right to remove the faculty leader from the program at any time should his/her actions or general behavior, at the sole discretion of the University, be determined to impede or obstruct the progress of the program in any way.

**All Faculty Leaders must sign and return this page to the International Center**

I acknowledge that I, the undersigned faculty member at The University of Hartford (the “*University*”), within the scope of my University employment, acknowledge and confirm as follows:

- A. I have received the University’s **Handbook for Leading International Programs** (the “*Handbook*”);
- B. I intend to participate as a faculty leader in the following program: \_\_\_\_\_ (the “*Program*”);
- C. I must provide all necessary information to the University’s International Center (the “*UIC*”) within a reasonable time before departure under the Program;
- D. I must abide by each University policy, procedure or instruction applicable to the Program including, without limitation:
  - 1. each requirement specified in the Handbook; and
  - 2. any decision regarding the operation or conduct of this Program made by the University’s International Situation Management Team;
- E. I must submit a program report to the UIC upon my return under the Program, and understand that the University has no duty to reimburse me for my expenses until I do so.

Leader Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please complete the following section only if you have agreed to bring any non-University participant with you on the Program:**

I acknowledge that I have consented to bring at least one non-University participant on the Program. Consequently, with respect to each such non-University participant:

- i. I am responsible for that individual’s well-being and safety to the same extent that I am responsible for each University participant throughout the Program’s duration;
- ii. I am attaching a brief description of my Program expectations for that individual (behavior, attendance for Program activities, etc.) to ensure that the overall experience of each University student is not in any way altered by any participation or presence otherwise of that individual.

Leader Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**1) Leader’s U.S. emergency contact information, including name, phone numbers, and email:**

\_\_\_\_\_  
\_\_\_\_\_

**2) Leader’s local 24/7 phone and email contact details while abroad:**

\_\_\_\_\_

**3) Please check off that each of the following has been given to the International Center:**

- \_\_\_ Copy of your passport
- \_\_\_ Daily Itinerary for the trip
- \_\_\_ Hotel contact details for each location the group and leader are staying
- \_\_\_ Flight details for the group, only if flying as a group