



Program Leader short-term program guide

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response guidelines, monitoring world events, providing training and information, and coordinating the DU response and assistance in the event of a crisis or emergency abroad.

If your situation is not an emergency, and a response can wait a few hours, in consideration of time zones, feel free to email intlsafety@du.edu

International Travel Committee (ITC)

The ITC is a committee of key DU administrators across campus. The committee's two primary functions are to respond to international emergency situations and consider requests for

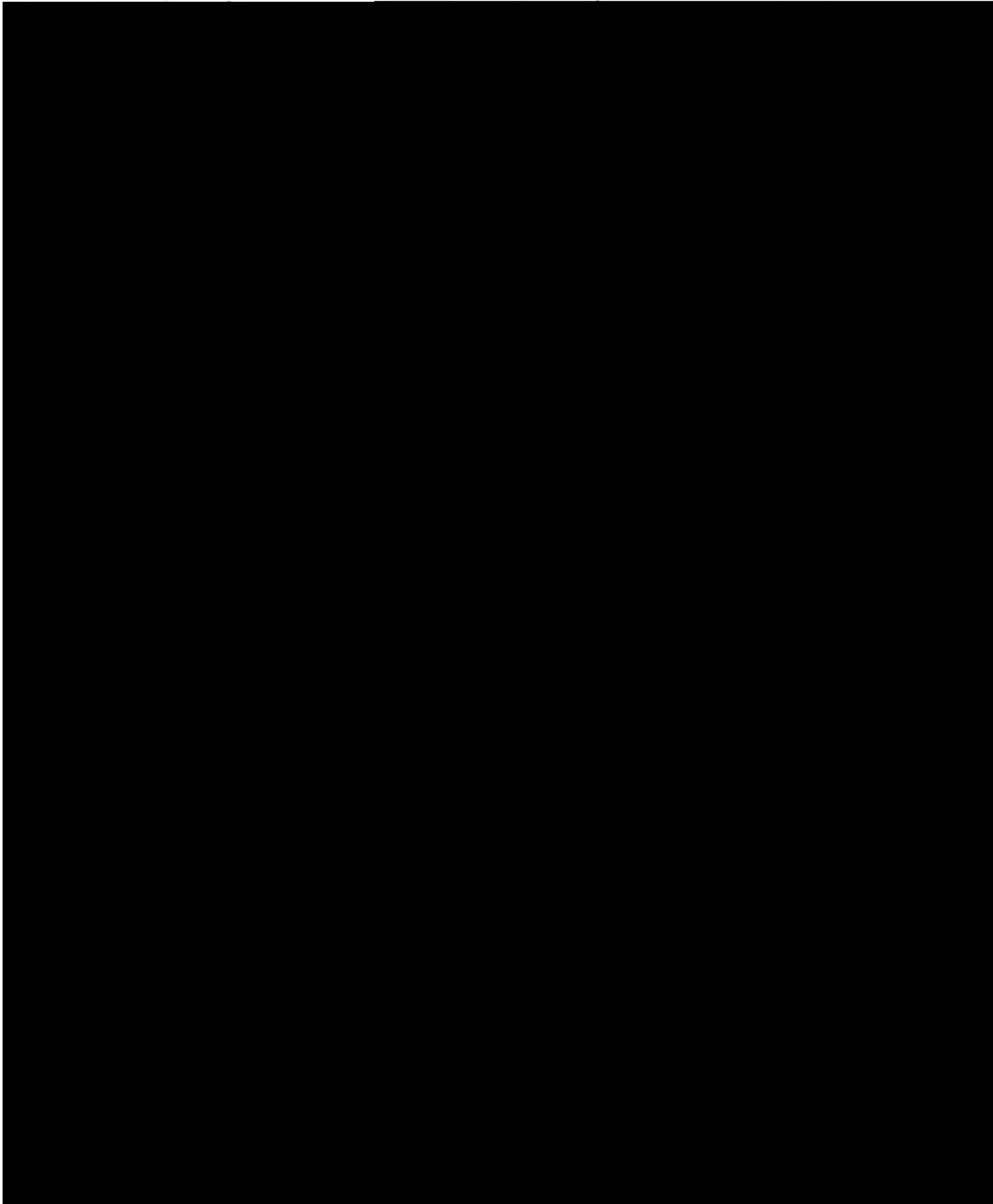
disciplinary records, financial records, disability accommodation records, and some payroll records.

As a PL it is important to know that educational records may be disclosed

Sample conversation:

- x Media: “We have information that you are leading a program in Italy with a group of undergraduate students.”

Whom to Call When



Updated 7/27

This helps set the atmosphere of a professional experience rather than a vacation.

- x Use the concept of participants as “ambassadors” and emphasize how participant conduct will be seen as representing the United States, DU, and the PL as a professional.
 - o “Remember, those we will interact with throughout this program will know we are visitors. Their opinion of the group will inform their opinion of DU and will impact all other interactions and partnerships in the future. Think of yourselves as ambassadors, remotely representing campus and the PL.”
- x Revisit prior discussions surrounding alcohol abuse and any rules of conduct regarding such, established for your program. The general rule recognized by DU is that legal and responsible drinking is allowable, however, your program may have stricter rules. Alcohol is by far one of the greatest contributors to conduct issues that impact off-campus groups. Consider establishing rules such as 1 drink maximum at dinner or no drinking in one’s accommodation (pre-gaming). Young travelers, particularly those with limited experience abroad, generally envision other cultures as drinking more than is actually the case. It’s often helpful to use personal experience of the host culture to align pre-conceptions with reality.
 - o “I understand that the drinking age is lower here than back in Denver. That being said, we are here as professionals and it’s important that we remain professional and ready, able, and willing to reach the goals of the program. As a participant of this program you have agreed that you will not have more than 1 drink at any group meal, drink in your hotel room, or drink so much you miss class or appear hungover. If you can’t meet this standard, you may be dismissed from the program without warning.”
- x Consider asking participants to come up with a set of group norms/rules themselves and review these again when off-campus. Giving participants the opportunity to set (some of) their own standards give them a sense of ownership and accountability. Suggesting an expectation such as “no program activity will be undertaken without the entire group present”,

posing a safety hazard to oneself or others, criminal conduct, repeated violations of set expectations.

A PL is often in the best position to make the final decision to impose a sanction of dismissal but is encouraged to consult with the International Travel Health & Safety Lead whenever possible. The International Travel Health & Safety Lead will likewise consult with other appropriate stakeholders.

Dismissal is intended to be an interim solution to deal with an urgent situation and does not necessarily impact student status at DU. As a last resort, dismissal, when possible, should come after at least one written warning has been given and the possibility of dismissal presented in writing to the participant.

PLs should work with the International Travel Health & Safety Lead to make travel arrangements for the dismissed participant. Financial charges of the dismissed participant's travel should never be incurred personally by the PL.

If possible, the PL or other responsible program staff should escort the dismissed participant to their point of departure.

PL

Sample Written Warning:

01/01/2023

10:00 AM

Florence, Italy

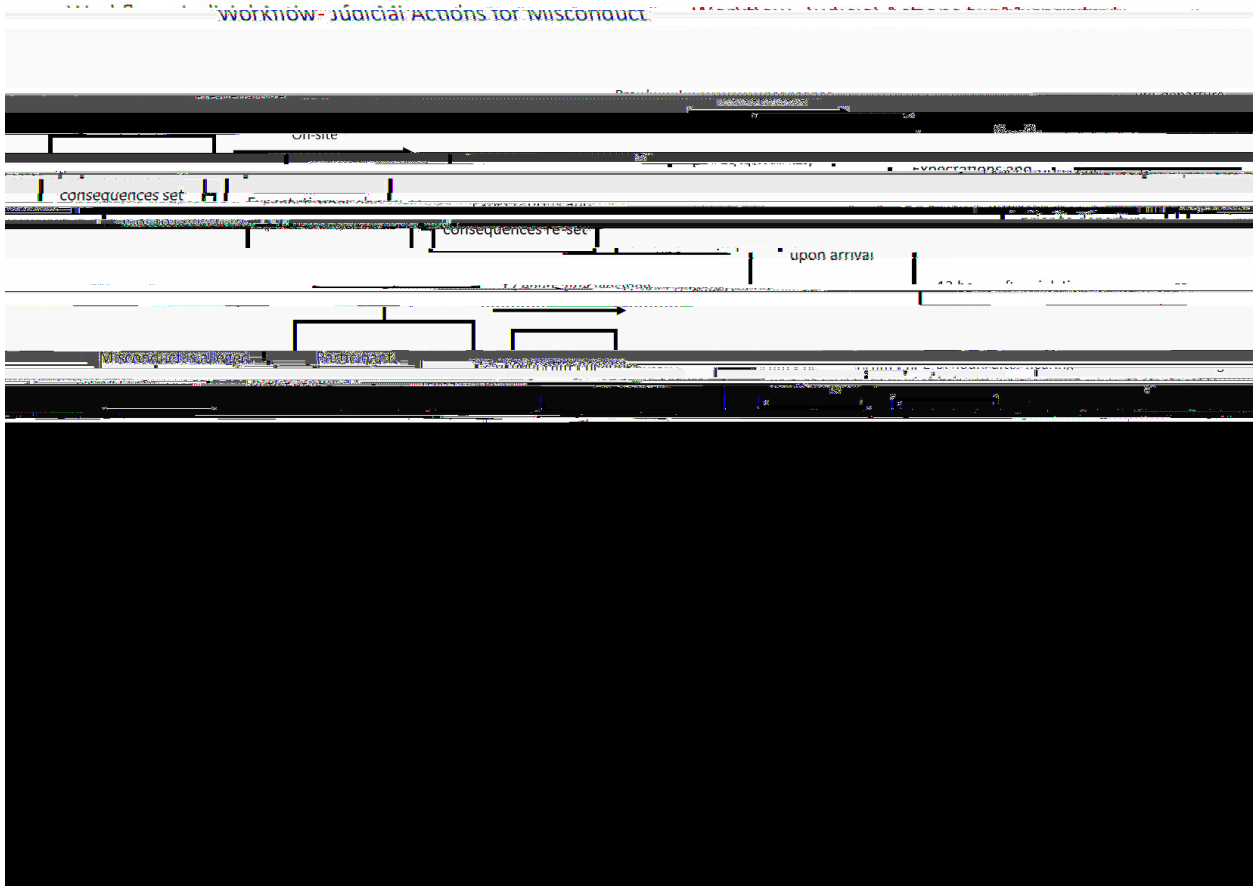
This written warning is issued to Mr. John Doe in regard to accusations of excessive drinking, breaking curfew, and missing class during the fall 2023 Medieval Art in Florence Program. The events in question took place on 10/01/20.

Mr. Doe was witnessed by his roommates arriving home after curfew at 1:45am, on Monday (10/07/2023) in an intoxicated state. The next morning, Mr. Doe was not present in his 8am class whereupon his roommates informed Dr. Stephenson about the incident. When asked why he missed class and if the accusations were true, Mr. Doe confessed that he had indeed gone out drinking and was hungover.

As breaking curfew, missing class, and excessive drinking are violations of the program rules, as they have been explained both prior to departure and upon arrival, Mr. Doe has been issued this warning. f1 (n)5.1 (6t)1 f tm

any aspect of the program, associate with other program participants and/or program staff,

Workflow-Judicial Actions for Misconduct



Off-Campus Emergencies/Crisis

An emergency is a situation where the health, safety and well-being of a program participant is in immediate danger. Emergencies can occur on the individual or group level. The following is a list of **examples** of emergency situations, and is not an exhaustive list:

- x Natural disasters (floods, hurricanes, earthquakes)
- x Civil disorder
- x Terrorist attacks
- x Participant/PL/staff accidents
- x Illness or injury
- x Assault or rape
- x Missing participant(s)
- x Arrest
- x Mental health problems
- x Death of a participant
- x Alcohol/drug abuse
- x Serious participant misbehavior

Fundamental Principles for any Emergency/Crisis Procedure

- x Prevent life-threatening situations without putting yourself at harm
- x Facilitate a safe and calm atmosphere
- x Ensure health and safety of participants
- x Contact appropriate DU personnel
- x Maintain communication channels
- x Document as much information as possible

Conversation Starters for Students in Distress

- x “I’ve noticed you have seemed down lately. I’m worried about you and want to help.”
- x I’ve noticed that since Monday you have been avoiding Juan. I’m concerned and want to help.”
- x “For the last few mornings, you seem extra tired and have been late to class. I want to help you get the most out of this experience.”

| What Helps | Not Helpful |
|---|-------------------------------------|
| It sounds like you may have a real illness that may be causing these thoughts and feelings. | It’s all in your head. |
| I may not understand exactly how you feel, but I care about you and want to help. | We all go through things like this. |
| You are not alone in this. I’m here for you. | You’ll get over this. |
| Talk to me. I’m listening. | Here’s my advice |

Cancelling a Program

Deciding to cancel a program after it has begun, even when done for the best reasons, may result in negative responses by the participants and participant’s families. It is imperative that any consideration to cancel a program be done in consultation with the International Travel Health & Safety Lead who will convene with the appropriate on-campus personnel.

The PL, in consultations with the appropriate on-campus personnel, may decide to cancel the program in response to:

- x Death of a program participant
- x Kidnapping of program participant
- x Outbreak of infectious disease at the program site
- x A natural disaster that impacts the program’s success and safety of the participants
- x A political or civic emergency
- x Serious illness or injury suffered by the PL

Insurance coverage

As a registered traveler on [DU-related international travel](#) you are fully covered—at no cost to you—under an accident, sickness, and emergency care insurance plan that works in tandem with our 24/7 travel assistance. In most cases, there is no longer a need to purchase a supplemental plan or verify coverage with your domestic insurance provider. This plan includes

- What agency has made the arrest? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses? (What are their names and contact info?)

- e) Gather group in one location if safe to do so
- f) Identify participant responsibilities and provide them with specific emergency evacuation plans

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC (as applicable)
- c) Contact appropriate additional DU staff
- d) Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites
- e) Contact the "Emergency Evacuation" provider (ISOS) to establish action plan should one be needed
- f) Provide program participants with specific emergency evacuation plans
- g) Coordinate in-country transport of participants if needed
- h) Arrange alternative lodging and/ or support v.83 0 TdTd(g)Tj-0.001 Tw 0.47 0 Td(BT1w 1F

- What are the known details surrounding the death?

Participant's credit card or debit card has been lost or stolen.

Examples:

card Participant has been robbed; Participant has changed locations but forgotten

Information to Gather:

- o Has the participant notified the bank and or police?
- o What was the bank/police's advice?
- o Has a police report been filed? What is the case number? Who was the contact?
- o What access to other sources of money does the participant have? Additional cards, cash, family?
- o Where/ when did this happen?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact ISOS to open a case and get advice. Depending on the severity of the case, this will notify ITHS
- c) If card was left behind, call last location and see if it has been found.
- d) Call bank and cancel card
- e) File a police report
- f) Assess financial need for remainder of program and what access to funds the participant has

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Assist where possible in helping the participant communicate with appropriate officeAaffe

- h) If travel adjustments must be made, work closely with appropriate personnel at DU

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Assist where possible in helping the participant communicate with appropriate offices
- c)

- Is the ill person confined to the hospital? Hotel? Other facility?
- Does ill person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Assist in contacting the travel assistance company, ISOS (+1-215-942-8478) or local emergency responders as needed
- b) Begin an event log: gather background information and obtain as many details as possible
- c) Ensure person is receiving appropriate care
- d) Contact ISOS to open a case and get advice. This will notify ITHS
- e) Offer yourself as a caring person until professional assistance has been obtained
- f) Being respectful of the person's privacy, ensure other program participants are aware that you are working on an issue and know what they should be doing while the situation is stabilized
- g) If relevant, help patient to gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. ISOS will often coordinate with the insurance company and these documents may not be necessary, but it's not a bad idea to get them.

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact appropriate additional DU staff
- c) Take action as necessary to remove participant from program and or make arrangements for medical evacuation or family visit
- d) Refer any media inquiries to MarComm

Follow-up:

- Complete incident report
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor ISOS case notes

Know:

- DU's counseling services is very limited in what it can provide over the phone to participants while abroad.

dents may also download the MYSSP app which is another form of virtual counseling supported by DU.

Misconduct

Definition:

Any action or behavior repeated or isolated that violates local law, DU Student Honor Code, reasonable expectations of adult behavior, the rights of other program participants and/ or impedes the progress of the course/ program/ itinerary.

Examples:

Excessive drinking, drug use, abuse, vandalism, disrespectful behavior, unexcused and repeated absence, refusal to follow instruction

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the person a danger to themselves or those around them?
- What behavior has been observed?
- Has the person been given a warning or been talked to?
- Does the person require immediate removal from the program?
- Are the local authorities or 3rd parties involved?
- How long has the behavior been going on?
- Is there any known cause for the behavior?
- Is the person confined to the hospital? Hotel? Other facility?
- Does person want to return to the U.S.?
- What are other participants saying about this person's behavior?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Discuss behavior with person and inform them that a violation of the established program expectations is grounds for immediate removal from the program
- c) Contact CI -1 (l)-2TT2 1 Tf0.775 0 Tdonta eE o Tc 0. r12-3 (nta)-1u-b)

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact appropriate additional DU staff
- c) Speak b Td9q mis33

Serious Illness

Definition:

Any illness which prevents the ill person from normally continuing the activities the person was capable of performing before the illness occurred.

Examples:

High Fever, gastrointestinal problems, severe allergic reaction, other illness requiring hospitalization

Information to Gather:

- What are known details of incident?
- Who was involved?
- How did the illness occur?
- Does the ill person require emergency medical evacuation?
- Has the ill person sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?
- Is the ill person confined to the hospital? Hotel? Other facility?
- Does ill person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

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Follow-up:

- Complete incident report
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor ISOS case notes

Serious Injury

Definition:

Any inju CICIT0 Tc Tc2-0.002 Tw [(I)0.74M [(C)(HS0 Tc 0 Tw 0.7 1.08d ()Tj EMC /P

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC (as applicable)
- c) Contact appropriate additional DU staff
- d) Take action as necessary to remove participant from program and or make arrangements for medical evacuation or family visit
- e) Refer any media inquiries to MarComm

Follow-up:

- o Complete incident report
- o Coor-1.aa de31 (nd o)4001/MCID 1n925 0 T.39p()Tj/TT2Tw 4.44 0 Td()Tj(o)3 (oc -0.T2 1

- What is the local

- Coordinate with academic unit to resolve any academic credit issues

Suspected case of COVID-19

Definition:

The person is exhibiting symptoms of COVID-19, has tested positive, or has been exposed to someone who is/has

Examples:

Fever, gastrointestinal problems, difficulty breathing, loss of smell or taste, has been in near proximity to someone known to be infected

Information to Gather:

- Who was involved?
- How did the illness occur?
- What symptoms is the ill person exhibiting?
- Has the ill person tested positive for COVID-19?
- Does the ill person require emergency medical evacuation?
- Has the ill person sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?

- g) Convene the ITC (as appropriate)
- h) Contact appropriate additional DU staff
- i)

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Ask every participant if they have any information about the missing participant's whereabouts
- c) Contact ISOS to open a case and get advice. This will notify ITHS
- d) Contact host family/ hotel/ airport/ train station, etc. to inquire about missing person and see what resources are available. (i.e.: Can the participant be paged?)
- e)

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Planning a Return to Short-term Group International Travel COVID Considerations

The following guidelines, posed mostly in the form of questions, are designed to help trip leaders, advisors, and sponsors of DU-related international travel determine whether or not group travel is feasible in light of their planned activities, risk tolerance, and finances. If it is decided that the program leaders and sponsors wish to move forward, the Program Leader may be required to contact intlsafety@du.edu in order to consult with International Travel Health and Safety (ITHS) on a number of the topics found here. The current travel policy should be followed.

Travel medical health insurance for urgent and emergent issues is provided for all [registered travelers](#). Before working through these considerations, review the insurance FAQs [here](#).

Coverage related to COVID is highlighted below. It is important to call our Travel Assistance provider, [International SOS \(ISOS\)](#)

mine this.

2. If the destination requires proof of vaccination and booster for entry, what vaccines are acceptable / not acceptable? If working with a third-party provider, do they require proof of vaccination and booster? What forms of proof are accepta-

4. Could a traveler be adequately cared for if they experienced a non-COVID health emergency?
 - a. [International SOS](#) can help determine this.
5. Would the group be participating in on-site activities that may increase risk (such as visiting elementary schools or health care settings)?
 - a. If not integral to the program, we recommend against such activities.
6. What resources will you monitor to stay abreast of local conditions?
 - a. The [International SOS Assistance App](#) is a valuable resource.
7. Have you confirmed with local partner(s) that you will be able to conduct activities as planned?
 - a. We recommend that you keep in close contact with local partners throughout your program's development and once abroad.
8. What accommodations are you planning? If you are planning for home-stays, do you know those homes can provide isolation space? Are the host families required to be vaccinated? Are masks required or expected within the home, and who is providing those? If you're staying in hotels, are you planning to book additional rooms in case of a need to isolate a traveler?
 - a. Planning ahead for the possibility of these needs by reserving funding and understanding the availability of additional rooms before a program is important.

Short Travel Planning Complications Associated with Positive Test Results

1. What is your plan if a traveler tests positive as part of their pre-departure requirements and is thus barred from boarding aircraft at the start of the trip? Will they re-test and join the group later or abandon the trip. Anticipate expectations for a full refund, which may not be possible.
 - a. There are limited benefits for trip interruption provided by our travel medical insurance but joining a group later on during a short-term program may not be feasible. We recommend discussing this with the group.
2. What is your plan if a traveler tests positive on arrival or during the trip, which will likely, result in mandatory quarantine and follow-up testing? Who will pay for various costs not covered by the travel medical insurance?
 - a. We recommend discussing this possibility with the group and set expectations. It would be wise to discuss establishing a reserve fund to help offset the cost for travelers who cannot cover the costs themselves at the time and whether there is an expectation for repayment.
3. What is your plan if the traveler tests positive at the end of the trip resulting in mandatory quarantine and a delayed departure? Will someone stay behind to care for them if they become ill?
 - a. We recommend discussing this possibility with the group and set expectations. It would be wise to discuss establishing a reserve fund to help offset the cost for travelers who cannot cover the costs themselves at the time and whether there is an expectation for repayment.

- campus?
- a. Having someone stay behind will be situationally dependent, as it may be that a partner can establish food delivery or provide for other needs. It is important to remember that students are likely enrolled in other coursework during the semester. We recommend having a discussion around their planning for academic continuity, which may mean speaking with their other instructors about their intention to participate and ensuring continuity would be possible.
4. What is your plan if one or both trip leaders test positive for COVID?
 - a. It may be possible for one trip leader to continue with the group or seek additional support from a partner abroad. If all trip leaders test positive for COVID or are otherwise injured, the trip may have to be cut short. Many airlines are allowing flight changes for free, but remember, if students do not book directly with the airline, they may not be able to change their flight, and providing accommodations until the planned return date may be something the sponsoring unit must take on.
 5. How will the traveler(s), now separated from the group, be supported, academically, socially, medically, and logistically? If they are “sprung” within a few days, and the group has moved onto another location, how will the separated traveler(s) join up?
 - a. On short-term programs, catching up with the group may not be possible, and the traveler may have to return home when possible. International SOS may be able to help monitor their medical condition if the assistance center is called and a case is opened. Ensuring each traveler is familiar with the trip itinerary is important.
 6. How will planning change if the traveler(s) has serious symptoms?
 - a. Initially, one should call International SOS for a medical referral and seek care. If they are able to rejoin the group after recovery will be program-specific and dependent on the traveler’s comfortability traveling on their own.
 7. What if a traveler learns that a close contact at home has tested positive, and their program roommate no longer wishes to share a room with them even though they tested negative? Will the program cover the costs of a single room for both?
 - a. We recommend that program planning consider having a contingency fund for such occasions.

Financial Contingency Planning (including health and safety emergencies)

1. What financial resources are available from the sponsoring school, unit, or department to cover a last-minute change of plans that impact the entire group?
2. We recommend a conversation with the sponsoring unit’s Dean, Director, or fi-

tion from the group and a delayed return to the U.S (or one's country of residence). Furthermore, an increasing number of