



UNIVERSITY *of*
DENVER

Program Leader Short-Term Program Guide

University of Denver

Program Leader short-term program guide

INTRODUCTION	2
REQUIREMENTS	3
GUIDELINES	3
TOP 5 THINGS TO KNOW AS AN PROGRAM LEADER FOR DURING THE PROGRAM	3
SUPPORT NETWORK	3
INTERNATIONAL SOS (ISOS) 24/7	4
INTERNATIONAL TRAVEL HEALTH AND SAFETY	4
INTERNATIONAL TRAVEL COMMITTEE (ITC)	5
U.S. STATE DEPARTMENT	5
STEP (SMART TRAVELER ENROLLMENT PROGRAM)	5
TRAVEL MEDICAL INSURANCE	5
YOUR COLLEAGUES, PEERS, AND FAMILY.....	5
ACTIVITY LEADER RESPONSIBILITIES DURING THE PROGRAM	6
REPORTING CRIMES AND INCIDENTS.....	6
FERPA	6
GENERAL ADVICE	7
SAMPLE CONVERSATION:.....	7
COMMUNICATING WITH FAMILY OR THE MEDIA	7
SAMPLE CONVERSATION:.....	8
WHOM TO CALL WHEN	9
ON-SITE ORIENTATION FOR PARTICIPANTS	10
PARTICIPANT BEHAVIOR AND EXPECTATIONS	11
GUIDELINES FOR PARTICIPANT BEHAVIOR	11
RE-SETTING EXPECTATIONS	11
CLASS ATTENDANCE	13
EXCURSION ATTENDANCE.....	13
EARLY PROGRAM DEPARTURE	13
DRIVING VEHICLES.....	13
ALCOHOL USE.....	13
MISCONDUCT	13
DISMISSING A PARTICIPANT FROM THE PROGRAM	14
WRITTEN WARNING	15
SAMPLE WRITTEN WARNING:.....	16
DISMISSAL NOTICE	16
SAMPLE DISMISSAL NOTICE.....	17
WORKFLOW-JUDICIAL ACTIONS FOR MISCONDUCT	18
OFF-CAMPUS EMERGENCIES/CRISIS	19
FUNDAMENTAL PRINCIPLES FOR ANY EMERGENCY/CRISIS PROCEDURE	19
IN-COUNTRY, GENERAL EMERGENCY/CRISIS RESPONSE.....	20
WORKING WITH PARTICIPANTS IN DISTRESS/MENTAL HEALTH CASES	21

CONVERSATION STARTERS FOR STUDENTS IN DISTRESS	22
CANCELLING A PROGRAM	22
INSURANCE COVERAGE	22
USING THE INSURANCE	23
INCIDENT SPECIFIC SCENARIOS.....	23
ARREST	23
CIVIL UNREST/ TERRORISM	25
DEATH.....	26
LOSS/ THEFT OF CREDIT CARD	27
LOSS/ THEFT OF PASSPORT	29
MENTAL HEALTH	30
MISCONDUCT	32
NATURAL DISASTER	33
SERIOUS ILLNESS	35
SERIOUS INJURY	36
SEXUAL ASSAULT	37
SUSPECTED CASE OF COVID-19.....	39
UNEXPLAINED ABSENCE OF PARTICIPANT.....	40
PLANNING A RETURN TO SHORT-TERM GROUP INTERNATIONAL TRAVEL COVID CONSIDERATIONS	42
INSURANCE BENEFITS RELATED TO COVID	42
THE TRAVEL MEDICAL INSURANCE DOES NOT COVER THE COSTS FOR	42
EVALUATE THE DESTINATION-SPECIFIC ENTRY / EXIT REQUIREMENTS & CONSULAR SUPPORT:	42
CONDUCT A COVID RISK ASSESSMENT:.....	43
SHORT TRAVEL PLANNING COMPLICATIONS ASSOCIATED WITH POSITIVE TEST RESULTS.....	44
FINANCIAL CONTINGENCY PLANNING (INCLUDING HEALTH AND SAFETY EMERGENCIES)	45
GROUP TRAVEL PLANNING TIPS.....	46
UNVACCINATED TRAVELERS	47
TRAVEL REGISTRY RISK MANAGEMENT PLAN	48

Introduction

A Program Leader (PL) is the person designated as responsible for and accompanying any group activity that takes place away from campus and, in the context of this guide, outside the U.S. Most often this will be a faculty member taking students abroad, but it may just as well be a graduate student designated as the responsible lead. The role of an PL extends beyond the traditional faculty responsibility for academic content and instruction, or staff oversight of a finite set of policies and procedures. In essence, PLs become DU’s field representative for a variety of offices on the DU campus and must be prepared to take on these additional duties throughout the program, including evenings and weekends. There is however always a support system designed with such activities in mind and ready to assist should the need arise. The content in this section provides guidance during the program and while away from the DU campus.

Requirements

- Provide an on-site orientation meeting for participants.
- Report any incident that affects the health, safety, or security of program participants to DU by calling International SOS (ISOS) or emailing intlsafety@du.edu .
- Ensure there is a designated “on duty” contact at all times.
- Comply with all FERPA, Title IX, Clery, and any other applicable state or federal laws.

Guidelines

- Establish program specific conduct/academic expectation and don't just rely on the DU Honor Code (i.e., adapt expectations to the situation abroad and your program).
- Become familiar with working with students in distress and the protocols for incident specific scenarios.
- Have easy access to emergency contacts both off-campus and on.

Top 5 Things to Know as an Program Leader for During the Program

- International SOS (+1-215-942-8478 or via mobile app) and the DU [International Travel Health & Safety](#) (ITHS) team (intlsafety@du.edu) are your main contacts for emergency assistance throughout your program.
- You are required to hold an on-site orientation after arrival.
- You must report all incidents and crimes involving program participants to the appropriate DU office and you should not promise to be a confidential resource (you may have to provide victim and perpetrator names). This can be done via ISOS (as appropriate) or here: <https://www.du.edu/risk/report-incident> or via email to intlsafety@du.edu
- You are considered on-call 24/7 during the program unless there is another designated “on duty”, responsible party.
- Minor illness, participant misconduct and mental health issues are generally the most prevalent situations which PLs must be prepared to deal with.

Support Network

Safeguarding PL and program participants' health and safety is one of the primary functions of many offices at DU. With this in mind, a PL should never feel that they are alone should an incident disrupt a program, participant conduct becomes an issue, or if any question needs answering. In support of off-campus activities, the following is in place to assist as needed.

In case of a life or limb threatening emergency, you should contact the emergency numbers of your specific country and then contact DU as soon as possible. If there is no emergency number for the program location, refer to the research done prior to leaving for resources. For a list of country specific emergency numbers:

https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf

International SOS (ISOS) 24/7 assistance <https://www.du.edu/risk/international-sos>

If you want or need DU to know immediately of your situation, call ISOS at +1-215-942-8478 or use the ISOS mobile app and identify yourself as a member of the DU community who needs to reach DU.

The ISOS assistance center will take down your information, create a case (as applicable), triage your situation, connect you with the appropriate regional, security, or medical expert, and pass your information along (as applicable) to the International Travel Health & Safety team who will then respond if requested.

ISOS can:

- Provide medical and dental referrals.
- Provide destination or event-specific advice.
- Assist in the replacement of lost or stolen travel documents.
- Arrange approved emergency medical, security, or natural disaster evacuation.
- Repatriate mortal remains.
- Coordinate insurance benefits and monitor your care.

When calling ISOS, be prepared to provide:

- Your name.
- Your 87#.
- Brief description of the situation you are calling about.
- University department with which you are affiliated.
- Your location.
- Best contact information for the next 12 hours.
- A time and method of contact for DU to respond (if applicable).
- What actions you wish to be taken.

It is important to note that one should call ISOS as soon as possible, and before other travel arrangements are made should evacuation be necessary. Evacuation arrangements must be approved by DU and made by ISOS to fall within the benefit coverage.

When you register your travel, your itinerary will be sent to ISOS who will send you itinerary alerts and advisories should there be a potentially impactful event.

International Travel Health and Safety

DU has employed a full-time International Travel Health & Safety professional who works closely with offices and stakeholders across campus, nationally, and the world to mitigate risk and respond when incidents do occur. This employee is responsible for maintaining emergency

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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 exceptions to the International Travel Policy. Should an emergency extend beyond the scope of any one support mechanism, the ITC can be convened to provide additional, more comprehensive resources.

U.S. State Department <https://travel.state.gov>

The State Department is a wealth of information on destination specific information, general travel information, special traveler population advice, and more. We recommend consulting this site prior to departure. The office of Overseas Citizens Services can also be a great help while abroad. By contacting the nearest U.S. Embassy/Consulate or calling +1-202-501-4444 (from overseas) U.S. travelers can get help with replacing a stolen passport, having criminal justice processes explained, locating missing people, getting a list of lawyers who speak English, etc.

STEP (Smart Traveler Enrollment Program) <https://step.state.gov/>

STEP is a free service to allow U.S. citizens and nationals traveling and living abroad to enroll their trip with the nearest U.S. Embassy or Consulate. By enrolling, travelers will receive important information from the embassy about safety conditions in their destination country, it will help the embassy contact them in an emergency and assist family and friends in getting in touch.

Travel Medical Insurance

All registered travelers on DU-related international travel are fully covered—at no cost to the traveler—under an accident, sickness, and emergency care insurance plan that works in tandem with our [24/7 travel assistance](#). <https://www.du.edu/risk/insurance-abroad>

Your colleagues, peers, and family.

In many cases PLs have worked on the development of their program with co-workers and/or have informed family of travel plans. These may be the easiest and most comfortable people to reach out to during a time of need, and they significantly increase your support network. Ensure that they know the ISOS phone number and that they may relay any need for support to +1-215-942-8478 so all other support mechanisms can help manage the incident.

Activity Leader Responsibilities During the Program

While each program is unique and will require additional responsibilities, the following are what is expected of all PLs once abroad:

- Provide an initial on-site orientation to introduce the participants to the host site and culture (this may be in conjunction with an on-site provider or other program organizer).
- Be responsible for the academic integrity of the course and coordination of related activities.
- Communicate academic and conduct expectations clearly to the participants.
- Respond quickly to any emergency, serious incident, participant misconduct, or other threat to the program's success and participant health, safety, and security.
- Maintain vigilance to possible indicators of mental health or adjustment issues among participants. Alienation, poor hygiene, missing class, mood swings, and other changes in behavior are signs for which to look.
- Report any incident that affects the health, safety, or security of program participants to DU. If an emergency, or if preferred, call ISOS at +1-215-942-8478. If a non-emergency, you may report incidents directly to International Travel Health & Safety at intlsafety@du.edu
- Act as liaison between the participants and any individuals or entities providing services to the program.
- Ensure there is a designated "on duty" contact at all times and the participants are minimally aware of who fulfills this role. Normally this will be the principal PL but other approved "on duty" contacts may be a second PL, a graduate student employed by the program, or an established and contracted on-site affiliate.
- Represent DU with maturity, integrity, and within the scope of all applicable laws, policies, and expectations.

Reporting Crimes and Incidents

Since knowing where and what to report can sometimes prove complicated, follow these general rules:

- Report anything that is remotely understood as a crime or threat to health to ISOS or International Travel Health & Safety who will guide the PL through the appropriate channels.
- Understand that PLs are generally not considered "confidential resources." One should make such clear to program participants, and must report all crimes to the institution, including the names of those involved even if a victim asks the PL not to do so.

FERPA

FERPA is short for the Family Educational Rights and Privacy Act. FERPA protects the privacy of student educational records. Educational records include grades, class lists, course schedules,

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 to another school official with a legitimate educational interest in the information, in response to a subpoena, with a third party with whom the University has a contract, or in a health or safety emergency where the student's safety is at risk. Disclosure of this information to parents or guardians is not permitted without the student's consent. With this in mind, if contacted by a parent or guardian in regard to a student on an off-campus program, a PL should simply refer to their need to comply with FERPA and recommend the caller contact the student directly.

Directory information is not protected from disclosure under FERPA. Directory information includes name, phone numbers, email address, photo, major, and enrollment status (are they an active student or not).

General Advice

- Speak in generalities about the program.
- Suggest that inquiries about a student be made directly to that student.
- Never look up a student's records when speaking to a parent or guardian.
- Refer to your inability to discuss a student's records as "bound by Federal law."

Sample conversation:

- *Parent: "I understand my daughter is on your program and taking your course in Costa Rica. I'm nervous about her safety. Would you let me know the address of the hotel at which you are staying and the times she will be out of class?"*
- *PL: "I'm sorry, I can sympathize with being worried about a loved one, however due to federal law I can't disclose who is participating in the program or its schedule. I can say that DU holds the safety of all students as its highest priority and if you'd like to hear more about our international health and safety resources you can contact International Travel Health & Safety. Perhaps speaking to your daughter directly will ease your mind."*

Communicating with family or the media

The following are some important reminders about public information:

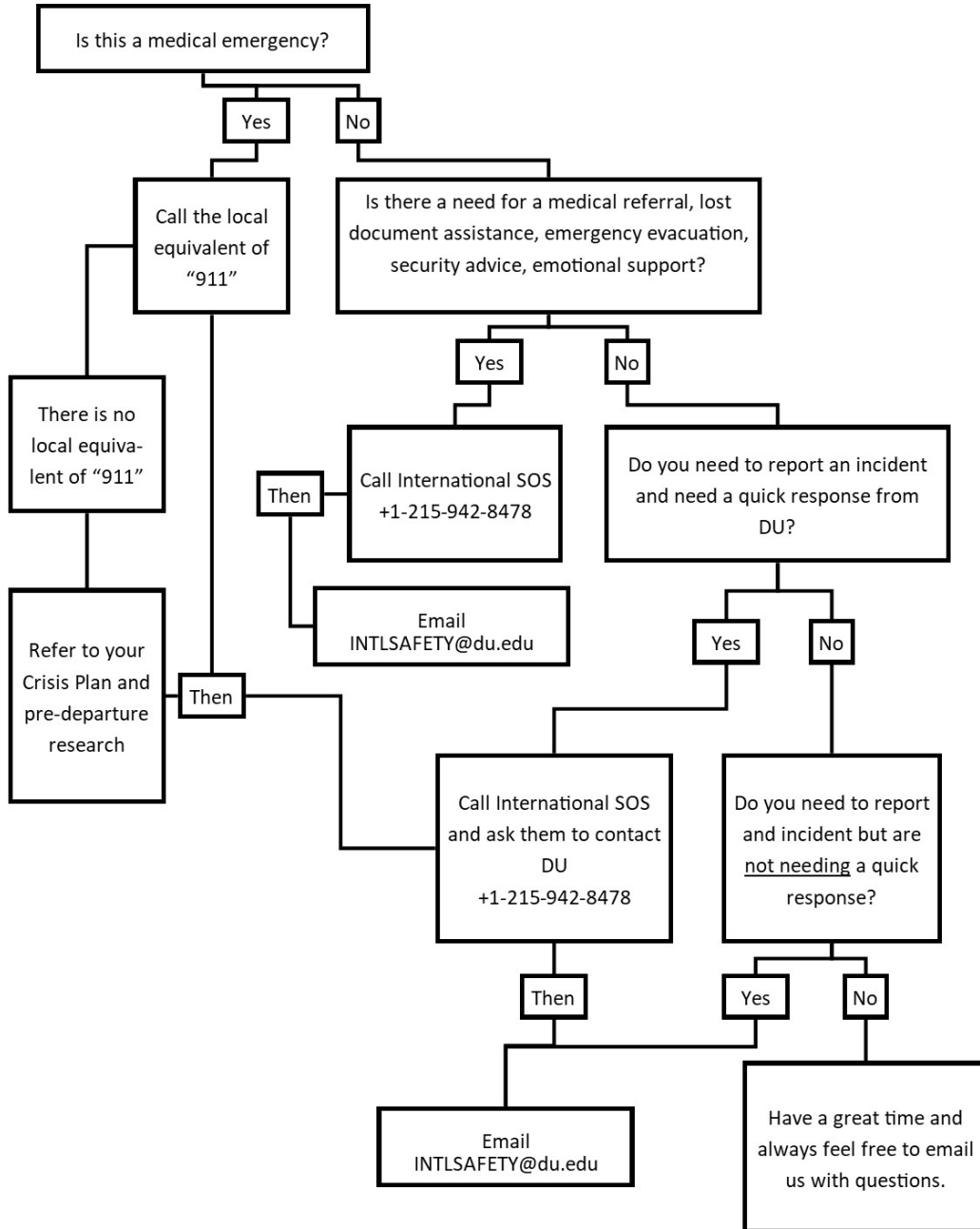
- Manage (as much as possible) the flow of information outside of your group.
- All information released to the press must be done via MarComm (Marketing and Communications.)
- If contacted by the press, refer them to the MarComm team or state, "We are not prepared to comment at this time".
- Expect parents to be distraught during an emergency, whether real or perceived.
 - In order to focus on the group's and the program's needs, you may refer a parent/loved one's questions to International Travel Health & Safety by forwarding email inquiries to intlsafety@du.edu

Sample conversation:

- *Media: “We have information that you are leading a program in Italy with a group of undergraduate DU students. Given the recent earthquake and the resulting high casualties, can you confirm that all students are safe and provide us a list of names?”*
- *PL: “I’m sorry, my attention is focused on the well-being of our students at this time. If you wish to speak with a university representative, please contact DU’s media relations team.*

Whom to Call When

Whom to call when



On-Site Orientation for Participants

Providing an orientation to participants shortly after arrival is just as important as the orientations held prior to departure and is required of all programs. For many travelers, the experience becomes “real” once they arrive in country and a reminder of cultural and logistical aspects of the program is key to a successful program. In some cases, an on-site orientation is largely arranged by regional partners associated with the program but regardless of if this is the case, the PL is an integral part of setting expectations and managing the group and therefore should play a lead role in any orientation.

A successful on-site orientation will, at minimum, include a thorough review of applicable pre-departure topics as well as the following:

- Tour of the general area
 - This may be a city tour or at minimum, the review of a map where participants can place themselves spatially in relation to key landmarks and important resources.
- Transportation options
 - Both permitted and forbidden.
 - Are taxis permitted? Is public transportation safe and reliable? What are expectations regarding renting vehicles?
- Location of hospitals, pharmacies, clinics, grocery stores, banks, police departments, Embassy/Consulate (as applicable)
 - Have participants locate these on a map.
- Emergency contact information & general communication plan
 - All participants should have the PL and ISOS’ phone numbers programmed in their phones or easily accessible.
 - If there is no phone service, do participants have access to a satellite phone? Is there a plan for regular check-ins?
- General emergency plan
 - Where should participants meet if separated? What are the expectations as they relate to checking in with the PL?
- Health & Safety
 - Are there areas or neighborhoods that should be avoided? Is it safe to drink the water? Does everyone know how to contact ISOS? Are participants aware of where to report crimes or where to seek help if they are a victim?
- Cultural norms
 - Is there specific attire that should be avoided? What behavior is expected in public? Are there differences in local laws that should be reiterated?
- Academic expectations (if applicable)
 - When are assignments due? When and where are classes held? How will participant academic performance be evaluated?
- Conduct expectations

- Are participants allowed to drink alcohol? What is considered grounds for dismissal from the program? Is there a curfew?

Participant Behavior and Expectations

The greatest challenges when leading a group off-campus are often not major emergencies, transportation disruptions, language barriers, or lost passports but are directly related to participant behavior. Setting expectations of conduct and discussing behavior both prior to departure and again on-site (with periodic reminders) is essential and proven to lead to a successful program.

Guidelines for Participant Behavior

DU students, who participate in off-campus activities are subject to the requirements of the behavior expectations set by the Program, the DU Honor Code, local, state, federal and applicable host country laws.

While academic requirements and standards for off-campus parallel those in Denver, standards of acceptable behavior often differ and can be more stringent. In addition, every program will have unique guidelines based on the location and cultural mores of the population.

Failure to adhere to the behavioral expectations of a program may result in the participant's dismissal from the program. **Whether or not their actions are covered by specific rules**, participants may also be dismissed from an off-campus activity if they have clearly demonstrated, as determined by the PL and in consultation with International Travel Health and Safety (who will engage the appropriate stakeholders), that they are not acting responsibly toward themselves or others.

Some offences may also subject a participant to formal DU disciplinary procedures and/or criminal charges, penalties, and sentences where the event occurred.

Re-Setting Expectations

The following is a short guide and talking points (in italics) to re-setting expectations of conduct and behavior that will apply to most programs. It is important to note that all expectations should be set early on and prior to departure. There should be no surprises. Re-setting can be understood as reiterating these expectations once in country.

- Reinforce that, whether credit bearing or not, this off-campus activity is not a vacation where personal interests rule the day. The activity may be off-campus but it is still associated with DU and is an academic experience at heart.
 - *“Let’s not forget that this is an academic experience, not a vacation. We have an itinerary and goals as a group of professionals and all our decisions and actions impact the group. If you want to do whatever you want, when you want and behave any way you like, you’re free to book a vacation after the program ends.”*
- Refrain from referring to the experience as a “trip” but rather use the word “program”.

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

- 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.
 - *“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 all Pioneers.”*
- 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.
 - *“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.”*
- 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”, is a great way of having the participants hold one another accountable for punctuality.
 - *“I’d like to review the group expectations and rules to which you all agreed to be held accountable. You listed 5 group rules, the repercussions for not following them, and signed at the bottom like an informal contract. Remember, these are your rules to ensure a successful program and guidelines that will facilitate reaching your goals for participation.”*
- Make sure you detail and reiterate the repercussions for not following the rules or misbehaving. Setting expectations is pointless unless there are consequences and these need to be as clear as the expectations themselves. Dismissing a participant from a program is always a last resort but sometimes necessary should the infraction be grave

enough to jeopardize the success of the program or participant safety.

- *“As a reminder, punctuality is very important during the tight schedule of this program. If you are late to any activity, you will receive a written warning. Should this happen again after the warning is issued, you will be dismissed from the program at your own expense and receive a grade of “F”. Is this clear?”*

Class Attendance

While Instructors are responsible for implementing an attendance policy and should notify participants of any special attendance requirements, regular attendance at all scheduled class meetings is generally expected.

Excursion Attendance

Every program is different in structure and logistics. When excursions are included within the program they are done so as an integral part of the off-campus experience. As such it is generally required that all participants take part in all excursions unless prior PL approval is granted. If a participant does not attend an excursion, whether approved or not, any cost associated with the excursion is not eligible for refund.

Early Program Departure

By agreeing to participate in an off-campus program, participants agree to attend the program until its conclusion unless dismissed by the program staff/PL. Participants generally may not depart the program until after the last scheduled day of the program itinerary.

Driving Vehicles

Students traveling internationally on DU travel are prohibited from driving any type of motor vehicle, motorcycle, moped, etc., without explicit permission from the PL **and** the ITC.

Alcohol Use

The university seeks to uphold federal, state, and local laws regarding the use of alcohol and controlled substances, and to foster a collegial environment through compliance with the Student Honor Code. Thereby, the general rule recognized by DU is that legal (in the off-campus location) and responsible drinking is allowable. However, a PL may impose stricter rules during the program for which they have oversight.

Misconduct

Off-campus activities often have limited adjudication resources on site, while communication between the Program and DU campus officials may be complicated or disrupted by time difference, availability of means of communication, etc. To ensure the least disruption to the Program and its participants, the circumstances surrounding violations will be investigated and reviewed in an orderly, but expedited manner:

- The participant will be given an opportunity to know the charges against him or her.

- The participant will be given an opportunity to be heard by a member of the program staff.
- The decision on whether to drop the charges, provide a written warning, or to impose a sanction will be rendered, in person (when possible) and in writing. The Program staff will make every effort to render the decision within 2 to 6 hours of the hearing.
- Sanctions for repeated violations and more serious infractions may include, but are not limited to loss of privileges, work required, probation, and/or dismissal from the program. **see below
- The participant will be given an opportunity to appeal the decision **only** where the Program staff has imposed a sanction of dismissal from the program. An appeal template will be provided. For serious, egregious, and admitted violations, the participant waives their right to on-site appeal. Such violations would include but are not limited to, sexual assault, violence, illegal behavior, or anything that puts the program and its participants in immediate danger.
- Appeals should be submitted in writing by email to the PL and the ITC at intlsafety@du.edu within 12 hours of the decision rendered.
- The ITC and the PL will make every attempt to issue its decision within 24 hours upon receiving the appeal.

At the discretion of the Program staff, the participant may be suspended from all program activities for the duration of the process from investigation to the appeal decision.

Any alleged violations of the Student Honor Code will be simultaneously reported to the Office of Student Rights and Responsibilities and will be adjudicated as described in the Student Honor Code.

Any violations of the state and federal law, or the law of the host countries will be subject to all and any actions by the appropriate law enforcement structures.

It is important that the PL communicate as much as possible with the appropriate personnel on the DU campus and document everything. The appropriate people will include at minimum, the International Travel Health & Safety Lead and the Director of the Unit sponsoring the program.

Dismissing a Participant from the Program

If dismissal from the program is deemed necessary by the PL for program success or participant safety, is recommended by other on-site staff, or is the required result of egregious acts, the process, whenever possible, should look much like the judicial actions for misconduct outlined above. Generally, a participant may be dismissed if they fail to meet the conditions of a prior Written Warning or commit a violation warranting immediate dismissal. Behaviors which may lead to dismissal include, but are not limited to academic misconduct, destruction of property,

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 (airport, train station, bus station, etc.) and ensure departure.

If the violation is of a criminal nature and a police report and/or charges filed, it is imperative that the PL work with the local authorities and the International Travel Health & Safety Lead before providing assistance to leave the country.

Written Warning

If after the hearing, a written warning is chosen as the best course of action the written warning should include the following:

- Date, time, and location the written warning was given to the participant.
- Detailed description of the violation and why it was considered inappropriate.
- Clearly stated expectations and consequences for repeat or additional violations and the duration for which they will remain in effect.
- Indication that this is the final warning, and any continuation of undesirable behavior will result in immediate dismissal with possible financial and academic penalties, including but not limited to loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at the cost of the dismissed, and a grade of "F" or "U" as applicable.
- A statement of acknowledgement signed by the participant in question.

Written warnings, whenever possible, should be signed by the participant and the on-site program staff/PL issuing the warning then communicated to the International Travel Health & Safety Lead.

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 10/01/2023.

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 written, and final warning.

Continuation of this behavior, or any other behavior in violation of the program expectations and/or the DU Student Honor Code will result in Mr. Doe's immediate dismissal from the program.

By signing below Mr. Doe acknowledges:

"I understand that due to my inappropriate behavior in violation of program expectations of which I was made aware, I am receiving this written and final warning. Continued violation of program expectations will result in my immediate dismissal from the program with possible financial and academic penalties, including but not limited to loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel cost incurred at my expense, and a grade of "F" in my associated courses. I also understand that any violations of the Student Honor Code will be simultaneously referred to the Office Student Rights and Responsibilities and will be adjudicated as described in the Student Honor Code."

Signed ___ John Doe ___ Signed ___ Dr. Michelle Stephenson ___

Dismissal Notice

If after a written warning has been given and the sanctions are not met or if the violation is so egregious to warrant immediate dismissal, a participant will be given a Dismissal Notice. This notice should include the following:

- Date, time, and location the Dismissal Notice was given to the participant.
- Detailed description of the violation and sanctions imposed/actions taken prior to dismissal.
- Indication that the participant is no longer a participant in the program, may not attend

any aspect of the program, associate with other program participants and/or program staff, and must leave the associated accommodation by a designated date and time.

- A statement of acknowledgement signed by the participant in question.

Dismissal notices, whenever possible, should be signed by the participant and the on-site program staff/PL issuing the notice then communicated to the International Travel Health & Safety Lead.

Sample Dismissal Notice

02/20/2023

18:00

Cusco, Peru

This dismissal notice is issued to Ms. Jane Doe as a result of a violent confrontation between her and a fellow participant.

Ms. Doe was witnessed by the Program Leader and 10 program participants as she threw a glass coffee mug in the direction of fellow participant, Ms. Janet Palmer, striking Ms. Palmer in the head. The incident occurred during a verbal argument about the responsibility for dirty dishes in the shared apartment.

Given the level of violence demonstrated by Ms. Doe, this dismissal is to take place immediately and without written warning.

Ms. Doe is from this date and time forward no longer a participant in the program, may not attend any aspect of the program, associate with other program participants and/or program staff, and must leave the associated accommodation by 02/21/2023 at 17:00.

By signing below Ms. Doe acknowledges:

"I understand that due to my inappropriate behavior in violation of program expectations of which I was made aware, I am no longer eligible to participate in this program. I understand that effective immediately my dismissal requires that I no longer partake in program activities, associate with program participants and/or program staff, and must leave the accommodation site by 02/21/2023 at 17:00. I understand that travel arrangements to leave the program site must be made immediately or may be made by DU University authorities and billed to my DU account, for which I am responsible to pay. I understand that my dismissal may include possible financial and academic penalties, including but not limited to loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel cost incurred at my expense, and a grade of "F" in my associated courses. I also understand that any alleged violations of the Student Honor Code will be simultaneously reported to the Office of Student Rights and Responsibilities. I have also been informed of my right to appeal this decision within 12 hours of the time on this notice and the process for doing so."

Signed _____ Jane Doe _____

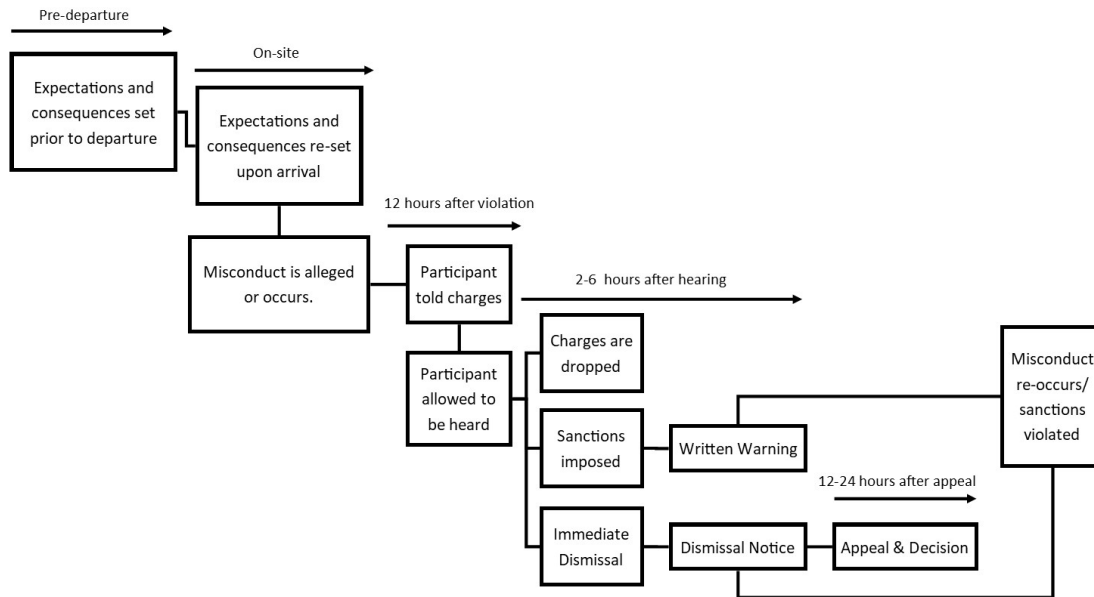
Signed _____ Dr. Michelle Stephenson _____

Updated 7/27/2022

17

Workflow-Judicial Actions for Misconduct

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:

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

Fundamental Principles for any Emergency/Crisis Procedure

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

In-Country, General Emergency/Crisis Response

- A. The PL is responsible for the following in-country emergency preparedness and response activities:
1. Coordination of all response activities abroad. The PL is expected to make (and communicate) the decisions considered necessary to ensure participant safety
 2. Monitor the local situation and identify potential threats to the program or group
 3. Ensure that the program's emergency phone numbers in-country are functional at all times, especially when the group is changing locations
 4. Document (and communicate) signs of participant crises (such as specific inappropriate behavior, or illness)
 5. In case of a crisis, quickly assess the situation and take any immediate actions needed to keep participants safe (such as, evacuate the building or set up an alternate meeting location)
 6. Document any actions taken in response to a crisis or emergency by calling ISOS, emailing intlsafety@du.edu, or filing and [international incident report](#).
- B. During an emergency or in response to contact from the PL, the International Travel Health & Safety Lead and other supporting units will take the following actions:
1. Ensure that there is an active communication line with the PL
 2. Document the details of the crisis/emergency situation including the following:
 - a. In case of crisis, who is involved and what is the severity of the situation?
 - b. What are the actions recommended by the PL (e.g., need assistance with insurance, local support, embassy or consulate information, transportation or communication support; need staff support in-country)
 - c. Local authorities or hospital involved in the crisis (e.g., police, emergency room, local doctor, hospital)
 - d. Get information from local, credible sources about the location of problems, the social atmosphere (e.g., will the participants be safe without an escort; is there anti-American sentiment on the street?)
 3. Share information – The International Travel Health & Safety Lead will share with the PL abroad the information that is available in the US (such as through Risk Analysis, news, internet and governmental sources) and should gather information that is available to the PL. DU must be aware of the type

and tone of the information that is showing on US TV and online in order to deal with any reaction from parents.

4. Ensure that the PL has access to the participant emergency contact information (may use online, e-mail, or a phone that is provided for this purpose.)
5. Document all decisions and actions taken regarding a crisis or emergency at DU.

Working With Participants in Distress/Mental Health Cases

Trends in collegiate mental health show stark increase in reported, severe psychological problems among students. Adding the stresses of an off-campus experience and distance from support/accountability networks often incites new or exacerbates underlying conditions.

It is not uncommon for PLs to find themselves working with participants exhibiting signs of depression, anxiety, suicidal thoughts, increased alcohol use, self-destructive behaviors, and more.

As someone with a unique relationship with program participants, it is important for an on-site PL to be on the lookout for signs of emotional distress. Such distress may manifest itself as a marked change in self-care/grooming, withdrawal from social contact, tearfulness, hyperactivity, talking about death or suicide.

While an PL is not expected to be a psychologist, therapist, or counselor, program participants may expect them to be an authority figure and trusted resource. For this reason, it is important to be prepared to engage with participants who either seek out a trusting relationship or exhibit changes in behavior. It is equally important to prepare for such engagement by reviewing any self-disclosed medical history collected prior to departure.

If this situation arises the following tips can help guide a response:

- Do not promise confidentiality. Depending on what is disclosed you may be required by law to report the conversation, including participant names, to DU. The International Health & Safety Lead can assist in determining what must be reported.
- Meet with the participant one-on-one in a public, yet private enough space to have a conversation. i.e., hotel lobby, public park.
- Let the participant know you have noticed something and are concerned.
- Ask open ended questions and avoid “why?” questions.
- Be patient. Allow for silences.
- Summarize and make sure the participant feels understood.
- Suggest and encourage available resources. ISOS offers [5 free virtual mental health sessions/incident/year](#) should the traveler desire such.

Conversation Starters for Students in Distress

- *“I’ve noticed you have seemed down lately. I’m worried about you and want to help.”*
- *“I’ve noticed that since Monday you have been avoiding Juan. I’m concerned and want to help.”*
- *“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

Canceling 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:

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

14 day's sojourn (personal travel) when it is connected to the DU-related travel.

Using the insurance

If you are encountering a medical emergency call the local equivalent of "911". If there is no local equivalent, refer to one's pre-departure research where local hospitals or emergency services were identified.

If not a medical emergency, any traveler can call ISOS at **+1-215-942-8478** when:

- You require a referral to a hospital or doctor.
- You are hospitalized and need to coordinate insurance benefits to pay the bill or need a guarantee of payment.
- The state of affairs in your location is devolving and you require security or political evacuation.

When you call the number above, please be prepared with the following information:

- Name of caller, phone #, Fax #, relationship to traveler if not oneself
- Traveler's name, age, sex and International SOS membership ID: 11BSCA827881
- College or department
- 87#
- A description of the traveler's condition/need
- Name, location, and telephone number of hospital (if applicable)
- Name and telephone number of the treating doctor (if applicable)

*Note, if seeking evacuation, it is important to call International SOS before making any travel arrangements. Only arrangements made by International SOS and authorized by DU are covered under the insurance benefits.

Incident specific scenarios

Arrest

Definition:

Participant has been legally incarcerated by local authorities.

Examples:

Drug or alcohol misuse, sexual misconduct, theft

Information to Gather:

- Describe nature of incident leading to participant's legal incarceration.
- Has the participant been detained or arrested?

- 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?)
- What rights have been granted?
- Has the U.S. Embassy /consulate been notified?
- Has the participant been given legal representation? If so, name and phone number.
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media)?
- Is the participant asking for assistance in contacting family?

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. This will notify ITHS
- c) Collect written reports from witnesses (other participants) when appropriate
- d) Visit participant if possible and appropriate
- e) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC
- c) Contact appropriate additional DU staff
- d) Verify the participant has contacted the appropriate Embassy and is obtaining legal representation
- e) Assist the participant in contacting the appropriate Embassy if necessary
- f) Refer any media inquiries to MarComm

Follow-up:

- Complete incident report
- Evaluate whether participant should be referred to the Office of Student Rights and Responsibilities
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor ISOS case notes

Know:

- One of the most essential tasks of the Department of State and the U.S. embassies and consulates abroad is to provide assistance to U.S. citizens incarcerated abroad. Consular Services, upon notification of arrest can visit the prisoner, provide a list of attorneys, provide information on judicial procedures, notify family, etc.

Civil Unrest/ Terrorism

Definition:

Public disturbance that is caused by a group of people which impacts the ability to maintain the safety of program participants.

Examples:

Rioting, Political demonstrations that turn violent, Hate crime

Information to Gather:

- What is the nature of the unrest?
- How widespread is the unrest?
- Is there a target of the unrest?
- Where is each program participant currently located?
- Is the location of the program participants safe? Long term or short term?
- What advice have local authorities given for response/ precaution?
- Has the U.S. embassy been notified? When? Who was the contact person there?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact all participants to determine their needs and whereabouts
- c) Contact ISOS to open a case and get advice. Depending on the severity, this will notify ITHS
- d) Monitor the U.S. Embassy and State Department websites for current information

- 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 services if needed
- i) 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:

- Registering with the U.S. Dept of State through the STEP program provides the nearest U.S. Embassy the information they need to send alerts and warnings directly to you as well as assist in evacuation if necessary.
- DU provides for Emergency Evacuation due to political instability that is a threat to the health and safety of its travelers.

Death

Definition:

The end of life for a person.

Examples:

The permanent absence of heartbeat and spontaneous breathing

Information to Gather:

- What are the known details surrounding the death?
- Where are the remains being kept? Hospital? Other facility?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- What is the country's death protocol?
- Does the family want the remains returned to the U.S.?
- Are counseling services available on-site?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) If death occurs outside of a hospital, contact local authorities to report it
- c) Contact ISOS to open a case and get advice. This will notify ITHS
- d) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- e) Make counseling services available to program participants
- f) PL should not contact the family of the deceased

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC
- c) Contact appropriate additional DU staff
- d) Ensure that counseling services are available to program participants
- e) Refer any media inquiries to MarComm

Follow-up:

- Complete incident report
- Make sure a repatriation claim is initiated with insurance company
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor ISOS case notes

Loss/ Theft of Credit Card

Definition:

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

Examples:

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

Information to Gather:

- Has the participant notified the bank and or police?
- What was the bank/police's advice?
- Has a police report been filed? What is the case number? Who was the contact?
- What access to other sources of money does the participant have? Additional cards, cash, family?
- 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 offices
- c) Recommend the participant call their bank and family for assistance. ISOS can offer a cash advance, but this should be a last resort as the bill will come to DU who will have to coordinate collection later

Follow-up:

- Complete incident report

Know:

- Any loans given by the PL, fellow participants or 3rd party are not guaranteed and unlikely to be reimbursed by DU.

Loss/ Theft of Passport

Definition:

Participant's passport has been lost or stolen.

Examples:

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

Information to Gather:

- Has the participant notified the police?
- What was the police's advice?
- Has a police report been filed? What is the case number? Who was the contact?
- Where/ when did this happen?
- When will the passport be needed next for travel or as part of the program itinerary?
- Has the embassy been notified?
- Does the participant have a copy and passport photos for replacement?
- Is there time to have renewal before next flight? If not, what are the options for lodging and booking new travel?

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 passport was left behind, call last location and see if it has been found
- d) Call local police and file a police report
- e) If assistance is needed, ISOS can provide information about the replacement process
- f) Call nearest embassy/ consulate to make appointment for replacement
- g) Keep in mind that participant may have to enter Embassy without the PL. Ensure the participant has all documentation necessary prior to appointment

- 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) Familiarize yourself with replacement process on the website of the nearest Embassy
- d) Email the participant a copy of their passport on file if needed and available
- e) Assist with any necessary travel adjustments when possible

Follow-up:

- Complete incident report

Know:

- In most cases you will need to get a passport photo prior to arrival at the Embassy or Consulate. You will also likely need an appointment. While an Embassy or Consulate can often arrange same day, emergency replacement this is often not the case outside normal business hours of Mon-Fri 8-5.

Mental Health

Definition:

Any mental state which prevents the person from normally continuing the activities the person was capable of performing before the onset of symptoms.

Examples:

Depression, extreme homesickness, suicidal thoughts

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the person a danger to themselves or those around them?
- What symptoms have been noticed?
- 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?

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. ISOS can provide 5 free virtual sessions of "emotional support" and help identify resources abroad. Stu-

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 DU (intlsafety@du.edu) and make an initial report and form a communication plan
- d) If necessary, insist person remain isolated while situation is resolved
- e) 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

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact appropriate additional DU staff
- c) Speak with the misbehaving person and detail the repercussions of their actions
- d) Take action as necessary to remove participant from program

Follow-up:

- Complete incident report
- Report any contact the person continues to have after being dismissed from program
- Coordinate with the Office of Student Rights and Responsibilities for appropriate sanctions
- Coordinate with academic unit to resolve any academic credit issues

Know:

- DU largely relies on the opinion of the PL when deciding to remove a participant from a program. If appropriate, DU can arrange transportation to the airport, purchase a return flight and place the charges on the person's DU account. In many cases, this will be presented as an option along with said person paying a change fee to leave the country immediately. DOCUMENTATION OF ALL EVENTS AND MITIGATING CONVERSATIONS IS EXTREMELY IMPORTANT.

Natural Disaster

Definition:

A natural event that causes heavy damage and/or loss of life.

Examples:

Earthquake, Hurricane, Flood, Volcanic eruption

Information to Gather:

- What is the nature of the disaster?
- How widespread is the damage?
- Is there a likelihood of a continuing safety risk?
- Where is each program participant currently located?
- Is the location of the program participants safe? Long term or short term?
- What advice have local authorities given for response/ precaution?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- What are available travel options?
- What is the availability of resources? Food, water, shelter, medical sup-

plies/ attention?

- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact all participants to determine their needs and whereabouts
- c) If directly impacted and in need of assistance, contact ISOS to open a case and get advice. Depending on the severity of the case, this will notify ITHS
- d) Monitor the U.S. Embassy and State Department websites for current information and sign up for ISOS alerts if you have not done so
- e) Gather group in one location if safe to do so
- f) Identify a source of resources. Food, water, shelter, medical facilities
- g) 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
- 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 services if needed
- i) Refer any media inquiries to MarComm

Follow-up:

- Complete incident report
- Coordinate with the Office Enterprise Risk Management regarding any needed evacuation
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor any ISOS case notes

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?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Ensure ill person is receiving appropriate care
- c) Contact ISOS to open a case and get advice. This will notify ITHS
- d) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- e) 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) Convene the ITC
- 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:

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

Serious Injury

Definition:

Any injury, other than a fatal injury, which prevents the injured person from walking or normally continuing the activities the person was capable of performing before the injury occurred.

Examples:

Severe lacerations, broken or distorted limbs, skull, chest, or abdominal injuries, unconsciousness

Information to Gather:

- What are known details of incident?
- Who was involved?
- How did the injury occur?
- Are rescue operations needed?
- Has the injured person sought medical assistance? Where, when?
- Is the injured person confined to the hospital? Hotel? Other facility?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- Does injured person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Ensure injured person is receiving appropriate care
- c) Contact ISOS to open a case and get advice. This will notify ITHS
- d) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- e) 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) 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:

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

Sexual Assault

Definition:

Sexual contact or behavior that occurs without the explicit consent of the victim.

Examples:

Rape, inappropriate touching

Information to Gather:

- What are known details of incident?
- Who was involved?
- Where is the accused?
- Is the person allegedly responsible a program participant, faculty, staff, local, etc.?
- Has victim sought medical assistance? Where, when?
- Has incident been reported to local law enforcement? What agency, case number, contact person?
- Does the victim want to seek medical assistance?
- Does the victim want to report to local law enforcement?
- Are there witnesses?
- Is counseling available? In English? Where?
- Does victim want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?
- What are the country's laws regarding the report of a sexual assault? Will victim and accused be detained? (Department of State can assist with this)

- What is the local cultural outlook on sexual assault? Does the culture support a woman's right to file a police report?

Action Steps:

On-site:

- Ensure victim is safe and separated from accused
- Begin an event log: gather background information and obtain as many details as possible
- Contact DU (intlsafety@du.edu) and make an initial report and form a communication plan, if the victim wants to file a report
- Do not promise to be a confidential resource. DU employees MUST report the incident, including names of victims to the Title IX coordinator
- Tell the victim that it is not his/her/hier fault
- Do not force victim to seek medical attention or to file a report
- If victim desires counseling, contact ISOS (+1-215-942-8478) for local facility or virtual counseling
- Assist in contacting family if desired
- Gather information regarding possible implications of reporting assault to law enforcement (i.e.: passport taken)
- The Department of State can be called at +1-202-501-4444 (from overseas) to determine appropriate next steps based on country.
- Get victim medical treatment if victim desires to do so
- Report assault to law enforcement if victim desires to do so

DU:

- Begin an event log: gather background information and obtain as many details as possible
- Convene the ITC (as applicable)
- Contact Title IX coordinator and report. Names of victim and accused, if known, are required
- File Clery report as required (depends on location of incident)
- Contact appropriate additional DU staff
- Contact the appropriate Embassy for advice on country specific laws. Alternatively, the Dept. of State can be called at 1-888-407-4747 from the US.
- Take action as necessary to remove victim and/or accused from program
- Refer any media inquiries to MarComm

Follow-up:

- Complete incident report
- Refer victim for additional counseling

- 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?
- 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:

- f) Begin an event log: gather background information and obtain as many details as possible
- g) Ensure ill person is receiving appropriate care
- h) Contact ISOS to open a case and get advice. This will notify ITHS
- i) If the person does not need urgent care, isolate or quarantine them per ISOS advice and government requirements
- j) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- k) 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:

- f) Begin an event log: gather background information and obtain as many details as possible

- g) Convene the ITC (as appropriate)
- h) Contact appropriate additional DU staff
- i) Take action as necessary to remove participant from program and or make arrangements for medical evacuation or family visit
 - j) 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

Unexplained Absence of Participant

Definition:

Participant has not arrived at pre-determined meeting location and has been unable to be contacted for an inordinate amount of time.

Examples:

No return from night out, did not disembark booked flight

Information to Gather:

- When and where was the missing person last seen?
- Was the missing person seen with someone else?
- Who was the missing person's last contact?
- How was the person traveling? Plane, train, foot?
- How long has the person been missing?
- What was the missing person wearing when last seen?
- How familiar is the missing person with the location/ resources available?
- Who might the missing person contact?
- When/ where would the missing person be expected next?
- Are there search/ rescue services available locally?
- Is the participant on any medications or have a significant medical history?
- Photograph, description, passport number.
- If contacted, where should the missing person go to reunite?

Action Steps:

On-site:

- 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) Remain at expected meeting point or proceed to next as appropriate
- f) Determine location of all other program participants and organize as a group in one place
- g) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- h) Contact local police, if determined necessary
- i) Contact the U.S. Embassy, if determined necessary

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) Verify travel plans where appropriate
- e) Attempt to make contact with missing person
- f) Contact participant's emergency contact for information, if determined necessary

Follow-up:

- Complete incident report

Know:

- If you are concerned about a U.S. citizen who is traveling abroad, you can call the State Department at +1-888-407-4747. The Embassies and Consulates abroad can use the information gathered to check with local authorities to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate. If necessary, they may personally search hotels, airports, hospitals or even prisons. Unless given express permission by the traveler, they cannot share the location of the traveler.

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 \(ISOS\)](#), as soon as possible if treatment is sought to avoid having to pay out-of-pocket and seek reimbursement.

Insurance benefits related to COVID

- Testing: Once abroad, symptomatic testing, tests prescribed by a doctor, or asymptomatic testing due to a close contact reporting positive are all covered directly (if ISOS is notified in time to coordinate benefits), if not covered by the local health authority.
- Treatment: All healthcare expenses associated with a COVID diagnosis are covered, if not covered by the local health authority.
- Evacuation: COVID-related evacuations are covered but must be deemed “medically necessary” by the treating authority (not one’s personal physician back home).
- Trip interruption: If a trip is interrupted (e.g., a traveler must remain behind due to illness or injury) there are limited reimbursable benefits to cover transportation expenses by the most direct route to catch up with the trip.

The travel medical insurance does not cover the costs for

- Asymptomatic quarantine or quarantine for mild illness during a trip
- Testing required for travel

Evaluate the destination-specific Entry / Exit requirements & Consular Support:

1. Is the destination open to non-resident/non-citizen travelers?
 - a. [International SOS](#) or the [Department of State](#) country pages can help deter-

- 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 acceptable in locations requiring proof of vaccine (electronic, paper, copy, etc.)?
 - a. [International SOS](#) or the [Department of State](#) country pages can help determine this.
 3. Can the group get there / get back without engaging in an onerous, burdensome, or expensive visa application process?
 - a. [International SOS](#) or the [Department of State](#) country pages can help determine this.
 4. Do travelers need to download and engage with an airline or host government app to share vaccination status, test results or other pre-departure requirements to gain entry to the country and/or other facilities, such as museums, grocery stores, restaurants, etc.?
 - a. Travelers should connect with their airline or their host country's embassy to determine this.
 5. What are the current airline and destination pre-departure COVID-testing requirements, including the type of test and timing of test, regardless of vaccination status?
 - a. Travelers should connect with their airline or their host country's embassy to determine this. The [Department of State](#) country pages are also a good resource.
 6. What requirements are necessary to [re-enter the U.S](#)? Identify the [testing resources](#) available to comply with airline or U.S. entry requirements, and note the cost for such tests.
 7. What is the operational status of the nearest U.S. embassy or consulate in all countries under consideration?
 - a. The [Department of State](#) country pages are also a good resource.

Conduct a COVID Risk Assessment:

1. What is the current CDC COVID-19 level for your trip destination?
 - a. <https://wwwnc.cdc.gov/travel/noticescovid19>
2. What is the vaccination rate of the destination? If under 30%, what is the projection for the travel time frame proposed?
 - a. Use [Reuter's COVID Vaccination Tracker](#) for the best data.
3. What are the COVID-risk mitigation measures in place at the proposed destination(s)? Are these more or less strict than DU / Colorado? How will the group maintain compliance?
 - a. [International SOS](#) or the [Department of State](#) country pages can help determine this.

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 support the traveler? Who will cover the cost of the support stay? How will they continue with their other, unrelated coursework back here on

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-

- financial officers to ensure funds are available for such events.
3. Will you consider asking travelers to purchase refundable airfare or cancellation for any reason (CFAR) insurance?
 4. We recommend instructing travelers to book airfare directly with the airline, as doing so often allows for the most flexibility. CFAR insurance can be costly and may not be an option for all travelers. If travelers decide to purchase supplemental insurance, they should read the policy closely and pay attention to exclusions.

Group Travel Planning Tips

Pre-departure planning

- If traveling to a lower-resourced country, investigate the operational status of healthcare using the [IHME COVID19 projections](#), especially the “hospital resource use” data. If concerned that a traveler will divert limited resources away from local residents or if inadequate health resources may impact your travelers, contact ITHS to assist with further research using a variety of resources or contact ISOS directly.
- Clearly and transparently set COVID expectations and limitations in advance through orientations and presentations (sharing protocol can help travelers feel more comfortable, knowing their classmates are being held to certain expectations).
- Consider scheduling the return at least a few days in advance of classes starting on campus to accommodate any short-term delays associated with testing.

Proof of vaccination, passports & visas

- If the destination(s) requires proof of vaccine, provide travelers with a list of approved types, so they can confirm entry eligibility – you cannot ask for this information.
- While U.S. passport holders don’t typically need visas for short-term trips, other nationalities may need one, and processing times may be longer than in the past

Financial Planning

- Discuss with the Dean of the sponsoring unit their support for the program and commitment to financial assistance for unexpected and uninsured expenses (e.g., the cost of a PL remaining behind with an ill student). There is no central funding support for such things.
- Create a small “emergency fund” to support students who may experience financial

hardship during unexpected, even short-term, quarantine to cover food, toiletries, etc.

Insurance

- Explore the value/feasibility of asking travelers to purchase (or provide) a Cancel for Any Reason (CFAR) policy.
- If students are traveling independently before or after the group trip, the travel medical insurance includes 14 days of sojourn travel. If traveling for longer, they should explore the limits of their domestic insurance plans while abroad or purchase a supplemental plan.

Support for COVID-positive travelers

- Use the U.S. DOS website [COVID-19 Country-Specific information](#) to find local testing resources or contact ISOS for assistance.
- Work with partners on-site to obtain or encourage travelers to bring at-home tests to accommodate symptomatic travelers when testing sites are closed or appointments unavailable.
- Consider working with a third-party provider or partner with staff living permanently in the host destination to help stay abreast of local conditions and give support to students who test positive and need to quarantine beyond the end of the program.
- Ask the PL or local contact to identify the food delivery apps (that accept foreign credit cards), laundry facilities, and testing facilities/processes in advance so that if a traveler tests positive, the information is already known.
- Consider assigning and training a peer leader from among the students to assist if a PL becomes ill.
- Assign someone to serve as the support contact for an individual(s) who test positive in case of mental health/isolation concerns.

Unvaccinated Travelers

In alignment with university policy, all members of the DU community (students, faculty, and staff) are expected to follow [University guidance](#) on vaccinations and boosters, which are required for all community members with limited exceptions, prior to commencing any DU-related travel.

The CDC strongly recommends postponing international travel until fully vaccinated. Travel will increase one's exposure to the COVID-19 and may result in severe illness, resulting in separa-

tion from the group and a delayed return to the U.S (or one's country of residence). Furthermore, an increasing number of countries may not admit travelers without proof of an approved COVID-19 vaccination. It is up to the traveler to determine whether they can access their planned destination. Furthermore, vendors and activity venues may have their own requirements, which may be stricter than DU and the local destination. Students granted vaccine exceptions by the university may not be able to participate fully in all activities. DU students, faculty, and staff cannot ask prospective or confirmed travelers about their vaccination status.

Countries permitting entrance by unvaccinated travelers will likely require pre-and post-negative COVID tests, quarantine upon arrival for up to 21 days, mask-wearing, social distancing, and periodic testing while abroad, all of which can interfere with one's ability to engage in group activities.

Schools, units, or departments where international group travel is an integral part of the curriculum should consider offering U.S.-based alternatives to those unable to travel abroad. If unvaccinated community members do participate, such travelers should plan carefully in order to adhere to numerous requirements and expectations, including additional costs. Furthermore, DU may require such individuals to undergo testing during and after the trip or restrict access to campus.

Travel Registry Risk Management Plan

As mentioned earlier, if the trip moves forward, Program Leaders may be required to contact intlsafety@du.edu in order to consult with International Travel Health and Safety (ITHS) on a number of topics found here to move forward with the registration process.