Dear Faculty/Staff Leader,

Thank you for your willingness to lead Drexel students on an international experience or study abroad program. The knowledge and personal growth that students gain from international activities makes this a very worthwhile endeavor that cannot occur without the dedication and motivation of faculty and staff leaders like you. The safety and security of our community is a top priority for the University, and this also applies to our activities abroad. While we hope that nothing will happen to you or the students during your time overseas, we know that sometimes emergencies can occur. This guide has been designed to give you information on your responsibilities as an International Program Leader as well as to provide guidance on how to manage various incidents you may encounter while travelling abroad.

While you are overseas, OIP regularly monitors the news for any incidents in your area that may impact your travels and will share that information with you as relevant. Issues that you would not view as an emergency at home, may seem more daunting in another country. Staying calm and rational is essential in emergency situations. Please remember, you are not alone in an emergency! The Director of International Health, Safety and Security and the OIP team are here to support you. While we cannot anticipate every challenge you may have, we have excellent resources through our networks and On Call International, our emergency assistance provider.

OIP is also available to assist you with many aspects of the planning process so please reach out to us as needed. For more information and resources on how to prepare for your time abroad, visit the OIP International Travel Resources page. Please carefully review this guide and reach out to your OIP contact with any questions or concerns that you may have.

Best wishes for a stimulating, enriching and safe experience,

Marcia W. Henisz
Director of International Health, Safety and Security
Office of International Programs
Responsibilities for Faculty & Staff
International Program Leaders

Pre-departure:

1) Working with OIP, provide a pre-departure orientation for students.

2) Review background health information for students to ensure that you are aware of relevant issues or other student constraints that may impact the experience. OIP may provide this information to you and can partner with you to address any challenges.

3) Ensure that students have critical information for arrival as well as establishing a mode of communication for the time abroad.

4) Establish clear student behavior standards (including but not limited to: attendance and participation, attire, alcohol consumption, group interactions, etc.) and begin to foster positive group dynamic.
5) If working with a Student Life organization:
- Contact the Director of Campus Engagement in Student Life for general guidance on working with student organizations.
- Meet with student leader(s) 2-3 times prior to leaving to build relationships with them, talk through logistics and understand how you can support them while on the trip.
- Optional: attend group pre-trip meetings to get to know the group and be part of pre-trip education.

6) When possible, arrange for financial payments as needed prior to departure.

7) Identify a potential replacement faculty/staff program leader in case of an unexpected situation where you may not be able to fulfill your role as program leader.

8) If there is only one faculty/staff program leader, identify who locally (in host country) will assist in the event of an emergency and ensure that this person is aware of this potential responsibility and is prepared to meet it.

9) Review carefully the Incident Response section of this guide and ensure that you have all needed emergency phone numbers.

10) Arrange for use of your cell phone abroad, keeping in mind that you will need to have 24/7 network access even if wifi is not available.

11) Familiarize yourself with Drexel’s Title IX and Clery reporting responsibilities.

12) Consider the needs of diverse students on your program such as LGBTQ students, students with disabilities and create space for students to communicate needs and concerns. OIP can assist with this as needed.
On-Site:

1) Provide on-site orientation including: establishing a meeting point in case of emergencies; ensuring that students have emergency phone numbers and that communications within the group function; reminding students of behavior standards including Drexel Student Conduct policies. Enforce behavior standards during all program activities.

2) Manage and facilitate day to day activities for the group according to the program itinerary and in conjunction with local provider as relevant.

3) Serve as the keeper of confidential documents (participant passport copies, medical information waivers, etc.)

4) Foster community-building that focuses on inclusivity, responsibility, reflection and open communication.

If working with a Student Life organization that has a designated student leader, assist the leader as needed in facilitating nightly debrief, reflection and educational activities and in maintaining positive group dynamics and managing conflict.

5) Handle all finances and payments as needed by programs including potentially handling financial emergencies. Retain receipts for all on-site program expenses.

6) Be present and fully capable during all program activities and available 24/7 to all students from the official start to the official end of the program. You should have a locally-working cell phone with you throughout the trip. Some program leaders may arrive the day before a program begins to handle arrival details on site.

7) Serve as first point of contact for any student or program issues and communicate issues to the appropriate contact at OIP.

Issues that program leaders may encounter include: student conduct/behavior issues, theft, student illness or injury, mental health issues, assault, sexual harassment or assault, lost passport, natural disaster, political situation, terrorist attack.
Post-Return:

1) Follow up with OIP about any incidents that may have occurred on site including the completion of an incident report if not already completed.

2) Complete all teaching and grading responsibilities as relevant for the program.

3) Reconcile budget and Travel Expense Report, within 1 month of return.

4) Provide feedback to OIP on experience.

5) Consider a debriefing get together with participants.

6) Consider sharing your knowledge with your department/program/college.

By signing below, I acknowledge that I understand the Responsibilities for Faculty/Staff Program Leaders and agree to fulfill these responsibilities while leading a Drexel-affiliated international program. I have consulted with the Office of International Programs about any questions or concerns that I may have regarding my responsibilities.

________________________________ _______________________________ _______________
Signature      Printed Name    Date

8) Complete incident report as relevant. Suggested course of action for various incidents is included in the Faculty/Staff-Led Incident Response document provided to all faculty/staff leaders and included with this guidance.
Student Behavior Standards for International Programs:

Establishing student behavior standards for your program that are clearly explained to students prior to departure will help you to set appropriate expectations and to avoid confusion about what may or may not be appropriate while representing Drexel University. Overall, Drexel students represent themselves very well while they are abroad, but a few simple rules should help everyone to benefit academically and personally from the program.

All students should be aware that they are:
1) Subject to the Drexel University Code of Conduct at all times when they are travelling abroad on a Drexel-affiliated program
2) Subject to local laws and regulations in the host country even if they may not be aware of these laws or the laws are different from those in the United States.
3) At risk of being dismissed from the program for violation of behavioral and attendance expectations.
At a minimum, we recommend the following three rules for any program:

1) Students should be punctual, prepared and actively engaged in all required program activities.
2) Students should be respectful of other participants, faculty and locals throughout the experience.
3) If in a country where students will be of legal drinking age, there should be guidelines for alcohol consumption on any program activity, generally limiting all participants, including trip leaders to one drink.

In some countries of high risk, it may be appropriate to eliminate alcohol use all together. In addition, alcohol consumption outside of program activities should never impede a student’s ability to adhere to rules 1, 2.

Additional rules may be added as needed though we encourage you to keep your rules short, sweet, reasonable and easy to remember!
Establishing an Emergency Local Contact

If you will be travelling without another faculty/staff program leader, you will need to identify a local contact that could assist you in the event of an emergency with the group. There are emergency situations where a program leader may need to stay or arrange for someone to stay with a student while the program itinerary continues - sometimes to another city.

If you are working with a program provider, there should be a designated local contact on the ground who can play this emergency support role for you. If you are working with a university partner, your contact may also be able to be this support person for you.

If you do not have any personal contacts in country that would be able to assist you in an emergency situation, please discuss this with OIP who may be able to identify a local contact for you.

In extreme cases, Drexel may decide to send a faculty or staff member over to assist...
in the situation, but even in the best scenarios, this could take 24-48 hours depending upon the program location and duration of flight and will greatly disrupt your program and itinerary, especially if you are travelling to multiple locations.

Faculty are encouraged to identify a replacement from their department who could fill in, if needed.

Examples of how a Local Contact might need to support:

- If qualified and capable of doing it, taking over your role in the program itinerary so you can be with the affected student/s.
- Taking student to local hospital and remaining with him/her during care
- Taking student to police station/embassy or other location in case of crime, assault.
- Assisting student with an immediate return to the US.

While it is unlikely that you will have an emergency situation where you might need to focus time and energy on one or two students, there should be a plan in place for this kind of coverage that will also hopefully allow the learning and experiences of your program to continue.
Emergency Contact Information

For any emergency situation, use the On Call International Assistance Line 24/7: 001–603–952-2038. On Call accepts collect calls from anywhere in the world. If you contact On Call they will update Drexel about your situation.

The Drexel International Emergency line is also available to you, 24/7, at: 001–267-571-5911. This line is maintained by Drexel staff members who have been trained to assist you as needed.

In this next section you will find guidance for many of the issues that you could face while abroad with students.

Medical and Psychological Emergency

• Contact On Call International: 001–603–952-2038.
• If it is a dire medical emergency, call the local emergency number. Confirm the country’s emergency number prior to arrival. 911 is specific to the U.S.
• Contact the Drexel International Emergency line at 001-267-571-5911 or the Study Abroad Office 001-215-571-3558 during regular US business hours.
• If appropriate, assist the traveler in contacting his/her health insurance provider to file a claim and follow up as needed. The Drexel Counseling Center is available to students while abroad and when they return: http://www.drexel.edu/studentlife/support_health_services/support_health_services_cc_ucmc/

US Business hours phone: 001-215-895-1415  After hours (EST) 001-215-416-3337

Sexual Assault
• Contact On Call International: 001-603-952-2038.
• Call the embassy and request assistance. On Call International may contact them as well.
• Contact Drexel International Emergency line: 001–267-571-5911. On Call may have already contacted Drexel.
• With guidance from the embassy, report the incident to the local police and get a copy of the police report. Please note that in some countries, the protocols followed by local police for a sexual assault can be vastly different from what one would experience in the US so it is critical to seek guidance from the embassy first.
• See a doctor for examination and preventative care. On Call can provide a referral for this if needed. Drexel Counseling Center can also provide a list of medications that can prevent STD transmission, pregnancy etc.
• Report incident to Drexel’s Title IX coordinator at titleix@drexel.edu. Study Abroad may have already contacted the Title IX coordinator. As a representative of Drexel, you are required to report any sexual assault, even if you are asked to keep it confidential.
• Seek counseling services as needed. On Call can provide a referral for this as needed or students can contact the Drexel Counseling Center.
• The Drexel Counseling Center is available to students while abroad and when they return: http://www.drexel.edu/studentlife/support_health_services/support_health_services_cc_ucmc/ Business hours phone: 001-215-895-1415  Afterhours (EST) 001-215-416-3337

Legal Emergency
Travelers are subject to the laws of the host country which are different from those in the United States. For example, the penalties for drug use and/or possession can be far more severe overseas.
• Contact the embassy to report the issue and request assistance. Please keep in mind that the embassy can only provide a wellness check and will not be able to request preferential treatment or an immediate dropping of the charges.
• Contact On Call International. 001-603-952-2038.
• Ask the traveler to alert their emergency contact in the US.
• Contact the Drexel International Emergency line: 001-267-571-5911.

Theft
• Report the theft to the local police and get a copy of the police report.
• Contact On Call International if assistance is needed. 001-603-952-2038.
• Call credit card companies and the embassy if a passport was stolen.
• Contact the Drexel International Emergency line: 001–267-571-5911.
• Contact your insurance if you have coverage protection on your items.

Natural Disaster/Political Events/Terrorism
• If event is still ongoing or evolving, shelter in place and/or follow the instructions of local authorities.
• Complete a wellness check for all participants and report on the status of travelers to the Drexel International Emergency line: 001-267-571-5911 or by email to mwh23@drexel.edu.
• If anyone is injured or needs immediate assistance, contact On Call International at: 001-603-952-2038.
• Instruct all of your travelers to check in with their families or others who may be concerned about their well being.
• Pay attention to local news and authorities and await for instructions from Drexel, On Call International and/or the US State Department on how to proceed.

Incident Reporting
For any incident during your time abroad, you will need to complete an Incident Response form and submit it to Study Abroad. Study Abroad will provide you with the form to complete. A copy of this form is included in this handbook. This is critical as all incidents must be reported to Public Safety and Risk Management.
Contact People
Please feel free to contact Study Abroad or OIP staff for any questions, concerns that you may have prior to departure.

- Marcia Henisz, Director of International Health, Safety and Security, 215-571-3762, mwh23@drexel.edu
- Ahaji Schreffler, Associate Director, Study Abroad, 215-895-1704 ahaji@drexel.edu
- Daniela Ascarelli, Director, Study Abroad and Assistant Vice Provost, 215-895-6280, ascareld@drexel.edu
- Drexel International Emergency line: 001-267-571-5911
- On Call International: 001-603-952-2038
Drexel University Office of International Programs
101 N. 33rd Street, Suite 201
Philadelphia, PA 19104

Drexel University International Program Incident Report Form

Today’s date: __________________________

Date of incident: _______________ Time incident occurred: __________ Place incident occurred: __________________________

Name(s) of student(s) involved: __________________________________________

Please check the appropriate box to indicate the nature of the incident:

☐ Alcohol/Drugs ☐ Theft ☐ Assault of Student
☐ Injury/Illness ☐ Arrest of Student
☐ Other, please specify:

Please describe the incident. Be as specific as possible, including all details. Use additional sheets if necessary.

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

____________________________________________________________________________________________________________

Name(s) & phone number of witnesses: __________________________________________

Sanctions, if appropriate, placed upon student: __________________________________________

☐ Verbal Warning (Describe) __________________________________________

☐ Written Warning (Attach Copy) __________________________________________

☐ Referred to Student Life, which includes student conduct (Attach Copy) __________________________________________

☐ Local Police Report Filed (Attach Copy) Case # if known __________________________________________

MEDICAL EMERGENCY ONLY:

Was first aid administered? (Check One) YES ☐ NO ☐ By whom? __________________________________________

Describe what was done: __________________________________________

Was student taken to the hospital? (Check One) YES ☐ NO ☐

Report filed by:

Program: __________________________________________

Country: __________________________________________

Signature of Reporting Person __________________________ Date __________________________

Please email to study abroad office within 48 hours of incident: fax: +1 215-895-6184

Email: Studyabroad@drexel.edu

For office use only: Copies forwarded to: ______ Risk Management ______ OIP _______ Clery Report

7/14/2014
Welcome to On Call International! This plan provides the services and benefits you need to prepare for your destination as well as to help you with any problems you encounter while you are traveling or on assignment.

Before you depart...
- Contact On Call with any pre-travel health or security questions
- Closely review your full plan description, you can learn more about how to utilize your plan by visiting: https://mysearchlightportal.com  // Searchlight Group ID: 100022COPD14
- Save On Call Contact information in your mobile phone or print and carry your Plan ID card

While abroad...
- You can contact the On Call International Global Response Center from anywhere in the world to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small.

PLAN ID CARD:

If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:
- Call collect from anywhere in the world: +1 603-945-0103
- Call toll free from US or Canada: 1-855-258-0555

Global Assistance Services must be paid and arranged by On Call; no claims for reimbursement of transportation will be considered.

See your Plan Description for full terms and Conditions of the services and benefits offered in your plan.

On Call International
1 Maison Faraday, 1st Floor, New York, NY 10079, USA
A member of the Global Medical Response Group of Companies

Helpful Information
- If you are utilizing a mobile phone and have any issues making an international call, you can EMAIL the Global Response Center as an alternative to request assistance, or a return call.
- Contact On Call for payment and arrangement of all Services; services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
- On Call is not a first responder; if you are in a true emergency and need help getting to a medical facility, dial the country’s equivalent to 9-1-1 to get local response.

This is a brief summary of coverage for insured participants covered under Policy Number G700147. This is not a contract of insurance. Coverage is governed by an Insurance policy issued to Drexel University. The policy is underwritten by International Insurance Co. of Hannover Ltd. Complete information on the insurance is contained in the Certificate of Insurance on file with Drexel University. If there is a difference between this program description and the certificate wording, the certificate controls.
How can On Call International help?
Contact the Global Response Center if you experience a medical, personal, travel or safety problem or crisis. Your institution has partnered with On Call to provide access to immediate support should you experience any challenges when you are traveling. On Call provides you with a resource experienced in navigating through any crisis and making sure you can continue your trip, or get home safely. On Call assists during critical emergencies such as illness or injury that may require an evacuation or during a political or natural disaster event that may threaten your safety. On Call also assists with smaller problems you may not realize you have a resource for. Review a summary of services on the following pages.

If you are, or will be, hospitalized following an accident or illness that occurs while traveling, contact the On Call Global Response Center as soon as possible. On Call will facilitate payment of your medical expenses if authorized by your primary health insurer or your institution. In the event the medical facility you are in is not adequate to treat you, On Call will pay and arrange for your medically supervised evacuation to the closest appropriate facility.

If you need an outpatient or physician appointment for an accident or illness, you can contact the On Call Global Response Center for a referral and to make an appointment.

In the event of a political or natural disaster event which threatens your safety, contact On Call immediately. You will be connected to a security professional who will provide immediate advice to maintain safety and then assess your situation to determine appropriate next steps.

These are your Services and Benefits. Full terms, conditions and exclusions to coverage apply; review the full plan description carefully.

<table>
<thead>
<tr>
<th>Global Assistance Services - Benefit Table</th>
<th>Limits Per Insured Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Evacuation and Repatriation</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Medically Advisable Repatriation</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Repatriation of Remains or Burial</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Visit of a Family Member or Friend</td>
<td>Up to $12,500 when hospitalized for 24 hours or more, hotel max of $200 per day for up to (7) days</td>
</tr>
<tr>
<td>Return of Dependent Children</td>
<td>$2,500</td>
</tr>
<tr>
<td>Bereavement Reunion</td>
<td>$2,500</td>
</tr>
<tr>
<td>Emergency Return Home</td>
<td>$2,500</td>
</tr>
<tr>
<td>Return of Traveling Companion</td>
<td>$2,500</td>
</tr>
<tr>
<td>Chaperone Replacement</td>
<td>$2,500</td>
</tr>
<tr>
<td>Return of Personal Belongings</td>
<td>$2,500</td>
</tr>
<tr>
<td>Political Evacuation and onward travel from Safe Haven</td>
<td>$5,000</td>
</tr>
<tr>
<td>Natural Disaster Evacuation and onward travel</td>
<td>$5,000</td>
</tr>
<tr>
<td>Accidental Death or Dismemberment</td>
<td>$10,000 (students only)</td>
</tr>
</tbody>
</table>

You also have access to the following assistance services. There are no monetary benefits associated with these services:

**Medical Assistance**
- Pre-Trip Planning
- Medical, Dental and Pharmacy Referrals
- Medical Monitoring
- 24 Hour Nurse Help Line
- Dispatch of Medicine
- Coordination of Benefits

**Travel & Security Assistance**
- Pre-Trip Information & Active Travel Advice
- Translator and Interpreter Assistance
- Emergency Travel Funds Assistance
- Legal Consultation and Referral
- Lost/Stolen Document Replacement
- Emergency Message Forwarding
Download guide for KeynectUp card – iPhone

**Prep:** make sure you save contacts to **iCloud**
Go to: Settings -> Contacts -> Default Account = iCloud; NOT Exchange

1. Start a text to phone number **444-999**
2. For the message, type **DrexelU**
(no spaces – don’t let autocorrect interfere)
3. Tap the link that is texted to you
4. Fill out required info in your internet browser

5. Click “Download card,” then “Open in Contacts”
6. Make sure you hit “Save” on the top right once the contact card appears
7. You can now search for the contact card on your phone

Can’t find the contact? Make sure you followed through with the “Prep” step up top.
Download guide for KeynectUp card – Android

1. Start a text to phone number **444-999**
2. For the message, type DrexelU (no spaces – don’t let autocorrect interfere)
3. Tap the link that is texted to you
4. Fill out required info in your internet browser
5. Click “download card”

6. Once downloaded, open the file by clicking “Open” or by sliding down from the top of the screen
7. Store the card on the “Phone” option
8. You can now search for the contact card on your phone