

Clarion University

Handbook for Faculty/Staff Conducting Study Abroad or Service-Learning Abroad

(11.2.2016)

**CLARION
UNIVERSITY**

COURAGEOUS. *confident.* CLARION.

Many of our students have never travelled abroad, and the opportunity you are creating will be their first chance to experience the world and broaden their horizons. What a privilege it is to provide that transformative experience for them. Thank you.

Leading a student program abroad can be an extremely rewarding experience for any faculty or staff member. When taking a group of students abroad, you can connect course content with the real world, transform students' world views, create motivation for additional study and learning, and help students see issues from different perspectives. As the program leader leading a study or service abroad experience, you also accept a considerable responsibility. While traveling, you will fill many roles including teacher, leader, tour guide, counselor, financial advisor, nurse, and resource person. You will need to trouble shoot, be flexible, exercise sound judgment, work with participants for extended periods of time, be available to participants 24/7 in case of an emergency, and remain level headed in emergency situations. To keep participants as safe as possible, you need to mitigate risks ahead of time and plan for the worst case scenario.

This handbook provides guidance in developing your study abroad or service-learning abroad program, policies and guidelines for study or service-learning abroad, working with International Programs, and important issues when working with students abroad.

Faculty, Staff, and/or Program Leaders accept the responsibility of understanding the content of this handbook and abiding by its policies and processes. Faculty, Staff, and/or Program Leaders who do not adhere to the policies contained in this handbook may not mention Clarion University in any of their promotional materials, and they and their students will not be accorded any Clarion University services, rights, or protections. Failure to abide by any of the policies contained in this handbook may result in cancellation of the program, ineligibility to lead future study or service-learning abroad programs, and/or additional disciplinary measures dependent on the nature and severity of the offense.

Clarion University Policies for Faculty/Staff Led Study or Service-Learning Abroad

1. Study or service-learning abroad, either individual students or faculty/staff led, will not be permitted to countries/sites with U.S. Department of State travel warnings or CDC travel warnings.
2. Study or service-learning abroad is for academic purposes; therefore, each faculty or staff led study or service-learning abroad must be associated with a credit bearing course.
3. All Clarion University rules for conduct are in effect when traveling abroad, including rules governing alcohol consumption. In social events where alcohol may be served, only those students of legal age in Pennsylvania shall be permitted to consume alcohol.
4. Faculty/staff leading study or service-learning abroad must use a qualified excursion travel company that provides liability insurance coverage for all transportation, housing, excursion venues, program elements, as well as certification and qualification of translators and excursion leaders. The company must be able to provide services in case of disaster and services in case of program leader incapacitation.
5. Faculty/staff led study or service-learning abroad shall maintain a maximum ratio of 1 faculty/staff member to every 15 students. Faculty/staff must provide a plan in case of program leader incapacitation.
6. Spouses, partners, and dependents of faculty/staff may travel with the study or service-learning abroad group with permission of International Programs. No University resources are to be used on the behalf of the spouse, partner, or dependents, and the University should not incur any financial expense in connection with them. Spouses, partners, and dependents are required to adhere to all University rules of conduct. The first priority for the University faculty, staff, and program leader are the program participants. Under no circumstances should the University faculty, staff, and program leader allow their responsibility to any participants with whom they are traveling to be compromised by the fact that a spouse, partner and/or dependents is traveling with them. Minor children accompanying the University faculty, staff, and program leader must be adequately supervised at all times by a reasonable adult other than the University faculty, staff, program leader, or participant.
7. If a study or service-learning abroad program participant or leader violates the law while traveling abroad, the University will not provide legal assistance.
8. Faculty/staff leading study or service-learning abroad groups may not transport participants while abroad.
9. Students participating in study or service-learning abroad groups shall not be required to rent a vehicle and transport other participants, program leaders, faculty, or staff.
10. Clarion University is not responsible to pay for the medical costs of any program participants, including faculty, staff, and program leaders, while abroad.

Study or Service-Learning Abroad Proposal

Planning a study or service-learning abroad program takes time. In order to create an effective and strong program, it is best to give yourself at least 18 months to plan. International Programs can assist you, your Department Chair, and your Dean in the development of your program, so plan to meet with us early in the early stages of planning. International Programs can help with: developing plans and budgets for the program; developing a recruitment plan for the program; the process for visas and insurance; other immigration regulations; pre-departure orientation and re-entry planning; and enrollment for the International Student identity card (ISIC).

You should develop a proposal for the study or service-learning abroad. The proposal should be shared with and approved by your Department Chair and Dean.

Components of Study or Service-Learning Abroad Proposal

Course and student learning outcomes

Location and Itinerary

Budget

Advertising and recruitment

Course and student learning outcomes

- Many students travel abroad as part of a course in their major, but some travel abroad as part of a service-learning experience and can be enrolled in GS 262 Introduction to Service-Learning. Clarion policy is that study abroad or service-learning abroad should be connected to a course.
- If students are studying or completing service-learning abroad, what are the student learning outcomes for the course? What do you want students to learn? To experience? How can an international location facilitate that knowledge or learning or application of that knowledge? What do you plan to teach students while abroad?
- Remember that all Clarion University policies and procedures for courses and students and faculty remain in effect while abroad.

Location

- While you can choose a location based on your own personal interest, it is important to remember that study or service-learning abroad is an academic experience, and academics shall take precedence over social and personal interests.
- Select a safe location that meets the academic needs of the students in the course or the objectives of the service-learning. If the location has even the smallest suspicion of political unrest, unsanitary conditions, or any other reasons that would impact the safety of students while there, choose another destination. Clarion University will not sanction travel to areas for which the U.S. Department of State has issued travel warnings. Clarion University will not sanction travel to areas for which the CDC has issued warnings. Avoiding these areas reduces risk to students and reduces program leader and University liability.
- It is helpful, but not absolutely necessary, to already have contacts within the country.

- Don't forget about marketing; the location should be an appealing destination to generate student interest.

Planning travel and itinerary

- Clarion policy requires you to use a travel agency that specializes in study abroad or service-learning abroad with university students.
- You will need to work with the travel agency to develop a well thought out and carefully planned itinerary. Daily itineraries should include housing, meals, maps, travel routes and modes of transportation, and phone numbers of contacts at site.
- The itinerary should advance the student learning outcomes of the course or the objectives for the service-learning abroad. Sometimes it can be educational to incorporate excursions or cross-cultural activities. Remember, however, that study or service-learning abroad is an academic experience, and academics shall take precedence over social and personal interests.
- The trip needs to be long enough to meet the students' learning needs and the outcomes of the course. Keep in mind, however, that the longer the trip, the more expensive it will be and the more difficult it may be for students to afford it.
- Avoid planning or promoting risky activities. Eliminate any locations known to be dangerous. Activities such as cliff diving, extreme skiing or helicopter skiing, mountain climbing, scuba diving, white water rafting, zip lining, bungee jumping, spelunking or caving, hang gliding, rock climbing, horse or motorcycle racing, etc. expose program participants to a high risk of injury or possibly even death. Clarion does not condone such activities and strongly discourages anyone from engaging in them while participating in a Clarion-administered program abroad. Injuries incurred while participating in these activities will not be covered by insurance.
 - Participants can make an independent decision to do what they want during their free time, but actively discourage unsafe activities. If there are locations/activities you don't recommend for participants, say so and say it in writing if necessary.
 - During any kind of independent activity, participants will be responsible for their own safety and cannot hold Clarion University or program leaders liable for any injury or loss of property.
- Transportation in-country
 - Clarion policy is that faculty/staff cannot rent cars and transport participants, staff, and other faculty as part of the trip. Participants cannot rent cars and be required to transport other participants as part of the trip.

Why use a travel agency that specializes in study or service-learning abroad?

These specialized travel agencies have robust risk management plans. The travel agencies provide special insurance coverage including trip cancellation insurance and trip interruption insurance. They can re-ticket large groups of people should the need arise. They can make travel arrangements in an emergency while abroad. They have vetted their staff and translators. They are familiar with the country and can identify safe venues and housing. Their transportation plans for in-country travel usually involve safe, reputable, and adequately insured transporters. If the program leader becomes incapacitated, then the travel agency can intervene and ensure the welfare of the students.

Budget

- Many of our students want to travel, do service-learning, or study abroad, and the cost of the program is often the key deciding factor for most of them. The cost must consider all aspects of the program, including transportation, housing, transportation in-country, admission fees (if any), and meals. While there are scholarships available for study and travel abroad from both the State System and the International Advisory Council, these usually do not cover all of the expenses.
- The program should break even with participant costs covering all participant expenses.

Advertisement and Recruitment

- Identify the groups of students you will be targeting to recruit for your program. Will this be open to all students or are you focusing only on students in a particular major? Can the program have an interdisciplinary component to it? Knowing the answers to these will make recruitment easier.
- There are several ways to get the word out: email, flyers, information sessions, talking about the program in your current courses, and working with International Programs.

Traveling with Spouses, Partners, and/or Dependents

- University faculty and staff may wish to have their spouse, partner, or dependent(s) accompany them on their international travel.
- The first priority for the University faculty, staff, and program leader are the program participants. Under no circumstances should you allow your responsibility to the participants to be compromised by the fact that a spouse, partner and/or dependent is traveling with you.
- No University resources are to be used on the behalf of the spouse, partner, or dependents. You assume full legal and financial responsibility for costs associated with such individuals, and the University should not incur any financial expense in connection with them.
- If your spouse, partner, or dependents travel with you, you must inform the International Office.
- If your spouse, partner, or dependents travel with you, they must:
 - adhere to all rules for program participants.
 - show proof of insurance, STEP enrollment, up-to-date passport and visa.
 - sign, or have their legal guardian sign, the waiver indemnity form in Appendix A.
- Minor children accompanying you must be adequately supervised at all times by a reasonable adult other than yourself or other program leader. At no time should a program participant be asked to supervise a minor child. The presence of minor children or other family members should not disrupt or alter the program in any way.

Requirements for Program Participation

In order to participate in the study abroad or service-learning abroad program, certain documents are required of all travelers, with some differences between those required for program leaders and students. These are discussed in more detail.

Program Leaders Requirements	Students/Participants Requirements
Study or service-learning abroad proposal University travel approval form including export control Signed Program Leader Acknowledgment and Release Enrollment in STEP program Proof of medical immunizations, if required Up-to-date passport Emergency contact information ITIC enrollment or proof of repatriation insurance and emergency medical evacuation insurance	Study abroad application 2.5 GPA Signed waiver indemnity form Enrollment in STEP program Proof of medical immunizations, if required Up-to-date passport Emergency contact information ISIC enrollment or proof of repatriation insurance and emergency medical evacuation insurance

- Programs leaders must:
 - Sign Program Leader Acknowledgment and Release (see Appendix B).
 - Submit University travel approval form including export control
- Each traveler, including students, faculty, staff, spouses, partners, and dependents' legal guardian, must sign the waiver indemnity form in Appendix A
- Each traveler must show proof of:
 - Enrollment in U.S. Department of State's Smart Traveler Enrollment Program (STEP)
 - Registers the travel with the nearest U.S. Embassy or Consulate allowing them to:
 - send important information about safety conditions in the destination country.
 - contact you in an emergency, whether natural disaster, civil unrest, or family emergency.
 - Completed and up-to-date medical immunizations as required for country
 - Up-to-date passport
 - Emergency medical contacts and information including home health insurance company
 - International Student Identity Card (ISIC) or International Teacher Identity Card (ITIC) — global ID cards available from <https://www.myisic.com/>.
 - All ISIC or ITIC cards issued in the U.S. include some limited insurance for traveling abroad including trip delay insurance, emergency accident and emergency medical sickness insurance, emergency medical evacuation insurance, repatriation of remains insurance, and accidental death insurance. All participants are responsible for paying for and obtaining this coverage.
 - Insurance upgrades are available through ISIC and ITIC.

- Repatriation insurance (sometimes called Return or Repatriation of Remains). Costs for preparing and returning a body to the U.S. may be high and must be paid by the family. Repatriation insurance is designed to cover the costs associated with returning the participant's body to the U.S.A. This is generally covered by enrolling in ISIC/ITIC.
- Emergency medical evacuation insurance. This is generally covered by enrolling in ISIC/ITIC.

Program Leader Duties prior to Departure

- Develop roster of all participants, emergency contact information, and medical history forms. Include both paper and electronic copies (some areas have limited cell phone coverage).
- Make a list of all participants' ISIC card numbers.
- Make a list of passport numbers, expiration dates, and date and place of issuance for each participant.
 - Before leaving, make a copy of the identification page of each participant's passport. Share with International Programs. Take the copies with you on your trip.
 - If possible, travel with several passport size photos. It can be hard to get replacement photos on short notice if your passport is lost or stolen.
- Develop a list of which, if any, students are not U.S. citizens and their home embassy or consulate's contact information. This is important since the U.S. Department of State does not provide services to non-citizens in times of emergency or crisis.
- Develop emergency contact list (Appendix C) and share with all participants.
 - You may want to create wallet-sized cards for your participants with emergency contact information, or ask participants to create their own during in-country program orientation.
- Locate and familiarize yourself with the phone numbers of the American Citizen Services section of the U.S. Embassy or Consulate in-country. While the general U.S. State Department emergency number for emergencies is 1 202-501-4444, it is helpful to have the direct number of the U.S. Embassy in-country. To find the number, go to <https://travel.state.gov/content/passports/en/emergencies.html> and type in the country's name.
 - Obtain information from local U.S. Embassy or Consulate regarding potential threats to the health and safety of participants.
 - Print out the Country Information Sheet produced by the U.S. Department of State
 - Review the What the State Department Can and Can't Do in a Crisis website <https://travel.state.gov/content/passports/en/emergencies/crisis-support.html>
- Ask the travel agency for the phone numbers and location of local law enforcement in-country.
- Create a medical emergency plan. The travel agency should be able to assist you with this.
 - Locate the office of both a general practitioner and a reputable hospital or clinic for emergency situations in-country.
 - Do these operate 24/7 or during limited hours?
 - What are their standards of care?
 - If the country is not English-speaking, locate at least one, if not two, English-speaking physicians.

- See the U.S. Embassies and Consulates websites to access information on finding a hospital or doctor in a specific country. Once on the website, look for the lists under the U.S. Citizens Services.
 - Determine the country's equivalent of 911
 - Locate an ambulance or emergency transport service. Is it reliable? Private or public?
 - Where is the nearest pharmacy? What's available over the counter?
- Review the CDC Traveler's Health web page for information about infectious diseases in country, symptoms, and how to deal with symptoms. Find out if water is generally safe to drink in different regions in the countries to which you will be traveling. CDC phone number **1-877-FYI-TRIP (1-877-394-8747)**.
- Review the country-specific city-specific, Crime and Safety Reports produced by the Overseas Security Advisory Council (OSAC) at <https://www.osac.gov/pages/ContentReports.aspx?cid=2>
- Develop contingency plan for loss or incapacitation of program leader. Ask another staff member to step in. If no staff member is available, then ensure that the travel agency can cover this.
- Make a pre-arranged emergency evacuation plan-- Entry, exit points, and group assembly points. The travel agency can help you with this.
- Develop 2 communication plans—one for International Programs and one for program participants
 - International Programs staff should know how to reach you at all times during your travel
 - Establish and agree upon a regular check-in time and schedule for communication with International Programs staff
 - Participants in the program should know how to reach you at all times, 24 hours a day, during the program
 - Establish and agree upon a regular check-in schedule (including time and frequency) for communication with participants
 - Determine how communications should take place, kind of information needed, and the relative urgency of the message.
 - Research backup means of communication for areas in which cell service is unavailable.
 - Remember that toll free numbers generally do not work from overseas. Call providers (credit card companies, phone card companies, etc.) before departure and get local and/or international numbers to use in an emergency.
- Distribute electronic and paper copies of the itinerary to International Programs and to all participants and their families.

Program Leaders Checklist Prior to Departure

	Submit International Travel Approval form
	Sign Program Leader Acknowledgment and Release (see Appendix A)
	Develop daily itineraries and file with International Programs
	Develop roster of all participants, emergency contact information, and ISIC numbers and file with International Programs
	Make a list of passport numbers, expiration dates, and date location of issuance for each participant and file with International Programs
	Develop a list of which, if any, students are not U.S. citizens and their home embassy or consulate's contact information.
	Develop emergency contact list (Appendix C) and share with all participants
	Locate and familiarize yourself with the phone numbers of American Citizen Services section of the U.S. Embassy or Consulate in-country
	Obtain information from local U.S. Embassy or Consulate regarding potential health threats, existence of local medical facilities, local resources
	Familiarize yourself with the phone numbers and location of local law enforcement in-country
	Work with travel agency to develop an emergency medical plan including location and phone numbers of health facilities in-country.
	Review the CDC Traveler's Health web page for information about infectious diseases in country, symptoms, and how to deal with symptoms. Find out if water is generally safe to drink
	Develop communication plan for International Programs
	Develop communication plan for participants
	Review Crisis Management section of this handbook
	Work with travel agency and other staff to develop contingency plan for loss or incapacitation of program leader.
	Work with travel agency to develop a pre-arranged emergency evacuation plan-- Entry, exit points, and group assembly points.
	Set date and time for International Programs to conduct pre-departure orientation
	Conduct pre-departure orientation specific to the course and country

Pre-Departure Orientations

Many of our students have not travelled abroad. They don't know the rules for travel; they don't know what to expect; they are unfamiliar with international cell phones and monetary exchanges; they may not know the language of the country or the culture of the country. Together we can prepare students for their travel. International Programs will provide a general pre-departure orientation for all participants including students, staff, faculty, and other travelers. Faculty and staff leading a study or service-learning abroad program should follow this general pre-departure orientation with a more specific orientation related to the country and the course. Another orientation should be provided once in-country.

The International Programs pre-departure orientation will include:

- Participant rules of conduct
 - All Clarion University rules for conduct are in effect when traveling abroad, including rules governing alcohol consumption.
 - Do not buy or furnish alcoholic beverages to fellow participants who are younger than age 21.
 - Do not drink to intoxication, even when of legal age. Excessive use of alcohol is associated with an increased risk of becoming the victim of a crime or accident. Medical insurance through ISIC will not cover injuries incurred while under the influence of drugs or alcohol. Participants are responsible for their own safety if they choose to consume alcohol abroad, regardless of whether alcohol was obtained legally or illegally. Intoxicated participants are responsible for their behavior and any misconduct associated with it.
 - Do not take any illegal drugs. Do not buy illegal drugs. Do not travel with illegal drugs, and do not have illegal drugs in your possession at any time. Every country's drug laws differ and the laws may differ from those in the U.S.A. In many cases, drug laws are extremely severe, regardless of whether the drug is for personal use or for sale to others. Bail is not granted for drug-trafficking cases in many countries. Pretrial detention without bail is common.
 - The University cannot provide legal assistance abroad.
 - There is likely to be little that we can do to assist if participants are arrested.
 - U.S. standards of due process do NOT apply in overseas legal proceedings.
 - If arrested, their emergency contact person may be contacted.
 - Pre-trial detention, often in solitary confinement, can last for months.
 - Prison conditions may be deplorable.
 - Many countries do not provide a jury trial, and in many cases you need not even be present at your own trial.

Alcohol Use

*In social events where alcohol may be served, only those students of **legal age in Pennsylvania** shall be permitted to consume alcohol.*

- This is an academic experience, and academics shall take precedence over social and personal interests.
- Participants represent Clarion University and are cultural ambassadors of the U.S.A.
- Participants are guests in the country; keep a low profile; control volume in public; be respectful of places they visit.

Clarion University

Study or Service-Learning Abroad Participant Rules of Conduct

- You represent Clarion University and are cultural ambassadors of the U.S.A.
- All Clarion University rules for conduct are in effect when traveling abroad, including rules governing alcohol consumption.
 - In social events where alcohol may be served, only those students of **legal age in Pennsylvania** shall be permitted to consume alcohol.
 - Do not buy or furnish alcoholic beverages to fellow participants who are younger than age 21.
 - Do not drink to intoxication, even when of legal age. You are responsible for your own behavior and misconduct associated with alcohol use. You are responsible for your own safety if you choose to consume alcohol abroad, regardless of whether alcohol was obtained legally or illegally. Excessive use of alcohol is associated with an increased risk of becoming the victim of a crime or accident. Medical insurance through ISIC will not cover injuries incurred while under the influence of drugs or alcohol.
 - Do not take any illegal drugs. Do not buy illegal drugs. Do not travel with illegal drugs, and do not have illegal drugs in your possession at any time. A country's drug laws may differ from those in the U.S.A. In many cases, drug laws are extremely severe, regardless of whether the drug is for personal use or for sale to others. U.S. standards of due process do NOT apply in overseas legal proceedings. Bail is not granted for drug-trafficking cases in many countries, and pretrial detention without bail is common.
 - The University cannot provide legal assistance abroad.
 - If arrested, your emergency contact person may be contacted.
 - Violation of Clarion University conduct rules can result in immediate expulsion from the program without the possibility of a refund.
- You are expected to obey the country's laws, which may include dress standards, photography restrictions, telecommunication restrictions, curfews, etc.
- You are guests in the country; keep a low profile; control volume in public; be respectful of places you visit
- Do NOT participate in political demonstrations or take sides in a Civil War or coup.
 - If you see a situation developing, remove yourself from the situation as soon as possible.
 - You do not have the same freedom of speech as you have in the U.S.A. No tweets, facebook posts, instagrams, yik yaks, snapchats, etc. which may be viewed as taking a stance or side

- Participants are expected to obey country's laws, which may include dress standards, photography restrictions, telecommunication restrictions, curfews, etc.
 - In some countries, one can be arrested for speaking negatively about the government and its leaders. It may be illegal to take photographs of train stations, government buildings, religious symbols, or military installations.
 - Consensual same-sex sexual activity remains illegal in about 70 countries in the world. Penalties in these countries vary from a minimum penalty to long-term imprisonment or even a death sentence.
- Do NOT participate in political demonstrations or take sides in a Civil War or coup.
 - No tweets, facebook posts, instagrams, yik yaks, snapchats, etc. which may be viewed as taking a stance or side
 - The right to free speech as we Americans know it does not exist in other countries. Participating in political demonstrations or posting on facebook your opinion about such events could put all program participants at risk. The Clarion Student Handbook prohibits students from "...recklessly creating a risk..."
 - If you see a situation developing, resist the temptation to satisfy your curiosity and investigate what is happening. Walk the other way. Remove yourself from the situation as soon as possible. (*LaRoche College Study Abroad +Study USA Handbook, 2015*)
- Medical
 - Pack small first aid kit—bandages, aspirin in original package,
 - Pack extra eyeglasses or contact lenses. Take sufficient quantities of contact lens solution since it may not be readily available.

Traveling with Prescription Medication

- *Keep all medications in their original containers. These should be clearly labeled.*
- *Carry a letter written on letterhead from your physician describing the medical condition and the prescription medications, including the generic name of prescribed drugs.*
- *Some U.S. prescription medications are considered to be illegal narcotics in foreign countries and may subject you to arrest. Check with the foreign embassy of the country you are visiting or transiting in route to make sure your medications are legal.*

- Disease Prevention
 - Review the CDC Traveler's Health web page relevant to the country
- General safety
 - Review the Country Information Sheet produced by the U.S. Department of State.
 - Review the country-specific city-specific, Crime and Safety Reports produced by the Overseas Security Advisory Council (OSAC)
 - It is illegal to drive without a valid license and insurance in most countries.
 - In some regions, Americans are perceived as wealthy and are targeted for pick pocketing and other crimes. Avoid wearing American team sports shirts or baseball caps that might indicate you are an American.

- Be especially alert in crowds. The most common sites for pick pockets and purse, bag, laptop, or cell phone snatching are central train stations, crowded shopping areas, and places heavily frequented by tourists such as on public buses, trams, and subways.
- Stay awake on the bus, train, tram, or metro, especially if you have a backpack, computer, handbag, or luggage.
- Do not flash money or documents in public places. Keep small bills in your pocket and use them whenever possible to pay for things. Be discrete in displaying your passport
- Wrap rubber bands around your wallet to make it more difficult for a pickpocket to remove.

Buddy System

Do not travel alone. Do not walk alone at night. Do not leave a participant behind alone. Do not take a taxi alone and especially not at night. The buddy system applies to both men and women and can help prevent or reduce a wide variety of risks – pickpocketing, physical assault, kidnapping, accidents, sexual assault, etc.

- Don't carry money or identification in a handbag. Handbags are easy for thieves to grab and run away with. If possible, don't carry a handbag at all.
- Men from some countries tend to mistake the friendliness of Americans for romantic interest.
- Are the taxis safe? In some places, women do not ride in taxis by themselves. In some cities, taxis have become so dangerous that people use a taxi calling service to get the names of reputable companies and order cabs from them. Reputable taxis have a meter and a

radio and are identified with a number or other information.

- Financial
 - Money for emergencies
 - International telephone numbers for credit cards, debit cards, and ATM cards.
 - Write down the account numbers and pack them separate from the originals.
 - Determine multiple methods of accessing funds (ATM, credit card, wire transfer, traveler's checks, etc.)
- Packing
 - TSA rules
 - Don't carry valuables.
 - Don't wear expensive clothing or jewelry.
 - Dress conservatively and pack appropriately.
- Food and Water Safety
 - If you are visiting a developing country, you are at greater risk for water or food borne illnesses than those who travel to such developed countries Canada, Australia, New Zealand, Japan, South Korea, and Western Europe.
 - Waterborne disease is a risk in countries that have poor hygiene and inadequate sanitation. In many parts of the world, illness can be caused by drinking tap water, having ice in beverages, or brushing teeth with tap water. Drinking bottled water is highly recommended in much of the world. Make sure water bottles are sealed when you buy them. Dishonest vendors in some countries may sell tap water in bottles that are “sealed” with a drop of glue to mimic the factory seal.

- According to CDC, travelers' diarrhea is the most predictable travel-related illness affecting 30% to 70% of travelers, depending on the destination. In some countries, poor hygiene practice in local restaurants and inadequate food preparation practices can result in food-related illnesses. Food related illness may also result from eating raw vegetables which have been fertilized with human waste or washed with unclean water.
 - Fruits and vegetables that can be peeled are usually safe once peeled.
 - Avoid salads or uncooked vegetables at most restaurants.
 - Avoid unpasteurized milk and milk products.
 - Avoid raw meats. High heat kills the germs that cause travelers' diarrhea, so food that is cooked thoroughly is usually safe as long as it is served steaming hot.
 - Use common sense in choosing what to eat, especially when buying food or drinks from street vendors. Many locals may have no trouble with food from street vendors because they have developed immunities over time.

Ethical Photography

While in country, ask permission before taking someone's photo. Avoid taking photos that misrepresent, stereotype, disrespect, or dehumanize the people of the country. Respect the "no photography" rules at historic and religious sites, government buildings, museums, etc.

(VCU Education Abroad News, 2012)

Faculty/Staff Led Pre-Departure Orientation

Faculty and staff should follow the International Programs pre-departure orientation with a session specific to the program, the course, and the country to which you will be traveling. To help participants understand that this is an academic experience, set the tone at your pre-departure orientation. Require students to attend and count that attendance as part of the course.

Specific information in faculty/staff pre-departure orientation should include:

- Academics
 - Course requirements, syllabus, assignments, due dates
 - Student learning outcomes
 - Pre-travel reading, assignments, and activities
 - Assignments and activities to be conducted while abroad
 - Post-travel assignments and activities
- Cultural adjustment
 - Participants are expected to obey the country's laws. Explain these to participants especially those about dress standards, photography restrictions, telecommunication restrictions, curfews, speech restrictions, etc.
 - Inform participants of cultural specific issues, norms, expectations, customs, means of interpersonal interaction.
 - Dress. Tell participants which forms of dress are culturally appropriate in-country. Be explicit, e.g., no bare arms or legs, etc.
 - Inform participants about cultural customs and social cues around dating, gender relations, and consensual same-sex sexual activity.
 - Need to respect the other culture; listen and observe
 - Be non-judgmental and avoid stereotypes. Some activities to facilitate these can be found at the University of Kentucky Education Abroad Faculty Toolkit.
<http://www.uky.edu/toolkit/the-tools>
 - Discuss with participants how their identity as an American may influence how they will be treated in- country.
 - Basic communication skills. Assume that nobody speaks English. Distribute language sheet in Appendix D. Investigate translator apps for phone but know that this service may not be available in every country or venue.
- Disease prevention
 - Have participants review the CDC Traveler's Health web page relevant to diseases in the country (e.g., malaria, Zika), safe food, water precautions
 - Recommend appropriate clothing, mosquito repellent, mosquito nets, sunscreen, etc.
 - Tell participants what food and beverages are safe to eat and which should be avoided.
- General safety
 - Review the Country Information Sheet produced by the U.S. Department of State.
 - Review the country-specific city-specific, Crime and Safety Reports produced by the Overseas Security Advisory Council (OSAC)

- Provide participants in writing, if possible, with site specific information about potential health and safety dangers.
 - If you are in an area in which Americans are viewed negatively or as prime targets for crime, tell participants to dress and behave like a local as much as possible.
- Individual autonomy vs. authority
 - In a crisis or emergency, there is no time to negotiate procedures or participant rights. Participants must quickly heed all your directions. Therefore, help participants understand the reality of "autonomy vs. authority" during an emergency or crisis so they will be prepared to follow your directions. (*Simmons College Emergency Action for Travel Courses*).
 - In matters relating to personal safety, the authority of the governing body (e.g., Clarion University, U.S. Department of State, Embassy, national policy) will supersede the individual wishes of participants.
- Packing
 - What clothing is necessary for venues, e.g., close toed shoes for factory tour, comfortable shoes for walking, head covering for tour of church or mosque
- Review Faculty, Staff, Program Leader Conduct with other program leaders, faculty, and staff
- Review again participant rules of conduct with everyone. If desired, have students sign personal conduct agreements (see Appendix E).

Faculty and Staff Behavior during Study or Service-Learning Abroad

Just as students must abide by Clarion conduct rules while on the program, all program staff must adhere to Clarion policies. Avoid any behavior that could be interpreted as inappropriate.

Do NOT:

- Purchase alcohol for underage program participants.
- Knowingly misuse state property or funds.
- Willfully violate known or written work rules.
- Jeopardize the safety of persons or property.
- Have inappropriate relations with students.
- Be under the influence of alcohol or illegal drugs.
 - In many locations, alcohol is consumed in a more social manner than in the U.S. As a Clarion employee, you will be held accountable for your actions and the consequences thereof. The consumption of alcohol and/or the results of such consumption should never compromise personal responsibility or accountability.
 - You need to be able to respond appropriately during an emergency. Keep alcohol consumption to a minimum even during free time so that judgment is never compromised or impaired.

General Safety Tips when Traveling

- Be aware of your surroundings at all times.
- Have a cell phone on you at all times, keep it charged, and keep important phone numbers saved in your phone.
- Buddy system. Do not travel alone. Do not walk alone at night. Do not leave a participant behind alone. Do not take a taxi alone and especially not at night. The buddy system applies to both men and women.
- You are responsible for your own personal property. Safeguard your things from damage or theft by locking your room, and securing your money, travelers checks, jewelry, passport, and other possessions.
- Don't carry valuables; don't wear expensive clothing or jewelry.
- Be alert in crowds. Stay awake on the bus, train, tram, or metro, especially if you have a backpack, handbag, computer, or luggage.
- Do not flash money or documents in public places. Keep small bills in your pocket and use them whenever possible to pay for things. Be discrete in displaying your passport
- Wrap rubber bands around your wallet to make it more difficult for a pickpocket to remove.
- Don't carry money or identification in a handbag; if possible, don't carry a handbag at all.
- Stay in well-lit areas, and don't use short cuts or narrow alleys.
- Lock all doors and windows.
- Do not divulge personal information to strangers. Be cautious about inviting casual acquaintances into your room; instead, meet that person in a public place.
- If anyone grabs you, make a scene— yell, fight, and try to get away.
- Be extremely cautious when walking, especially in countries that drive on the other side of the road. Vehicular traffic does not necessarily respect the pedestrian as it does here in the U.S.
- Do not hitchhike.
- Be aware of offers for free drinks; they may be spiked.
- Do not impair your senses with excessive alcohol. Public drunkenness is illegal in many areas. If you choose to drink, designate someone in your group to be a designated non-drinker.
- Do not take any illegal drugs. Do not travel with illegal drugs, and do not have illegal drugs in your possession at any time.
- Do NOT participate in political demonstrations particularly those directed toward the United States.
- Do not confront individuals who may be aggressive in their behavior towards you or Americans.
- Avoid touching animals, especially monkeys, dogs, and cats, to reduce the risk of bites and such serious diseases such as rabies and plague.
- Wash your hands frequently with soap and water or use an alcohol-based gel.
- Use condoms or abstain from sexual activity to reduce risk of HIV or Zika infection.
- Avoid receiving tattoos, body piercings, or injections so as to prevent infections such as HIV and hepatitis B.
- Wear seat belts in cars; wear helmets when biking.
- Do not engage in black market activities.

Program Leaders Should Carry the Following at All Times

- Rosters of all participants, phone numbers, emergency contact information, ISIC card numbers, and medical history forms
- List of passport numbers, expiration dates, date and place of issuance of passport for each participant
- Daily itineraries including housing, meals, maps, travel routes and modes of transportation, and phone numbers of contacts at site
- Phone number and e-mail address of travel agency contact
- Name and phone number and e-mail address of closest consulate and/or embassy
- List of which, if any, students are not U.S. citizens and their home embassy or consulate's contact information.
- Emergency response contact details for: local ambulance services/hospital/doctor; local police; International Programs staff; U.S. Embassy or consulate
- If not fluent in the language of the country, communication sheets of native words to know/use in case of emergency

Include both paper and electronic copies; some areas have limited cell phone coverage.

Carry these in a place that preserves privacy but is still accessible.

In-Country

- Email or call International Programs to let us know you arrived safely.
- On site safety. Quickly assess the program logistics for safety.
 - Are there smoke detectors? Fire escapes? Fire evacuation routes in hotel? If not, then plan routes
 - Door locks and deadbolts?
 - Locks on windows, especially first floor windows or rooms with balconies?
 - If participants will walk from their accommodations to the other program venues, are approaches well lit? Safe?
 - Particular neighborhoods or questionable parts of the city to avoid, especially at night.
 - Designate a check in spot if evacuated
- In country-orientation
 - The program leader should conduct an in-country orientation for all participants including students, staff, faculty, and other travelers as soon as possible after arriving in country. The purposes of the in-country orientation are to facilitate adjustment, to remind participants of rules, and to reduce risks. While the specifics of the in-country orientation will vary based on the country, information should generally include the information in the box below.

In-Country Orientation

To be conducted by Program Leader soon after arriving in-country. Topics to include:

- Cultural adjustment
 - Remind participants about cultural customs. Remind participants about social cues around dating and gender relations.
 - Distribute communication sheets of native words to know/use in case of emergency
- Review country's laws with participants, especially those related to alcohol, drug use, and driving
- Review all rules of conduct and behavior with participants and staff
- Review regular check-in schedule (including time and frequency) for communication with participants including how communication should take place, kind of information needed, and the relative urgency of the message.
- Review again how to stay safe and how to prevent crime, assault, credit card and ATM theft, pick pockets.
- Review again food and water safety for the country.
 - Tell participants which food and beverages are safe to eat
 - Tell participants which food and beverages should be avoided
- Review specific assignments or activities to be completed while in-country
- Review where participants should gather if there is an emergency and how they should get to that central gathering spot.
- Review autonomy vs. authority in emergency or crisis situations

Emergency and Crisis Management

Most likely your time abroad with students will be pleasant and enjoyable, and you will face only minor challenges and annoyances such as misplaced cell phones, participants who have slept in, or minor injuries that require Band-Aids.

Be Prepared

You must prepare ahead of time for emergency situations. Emergencies abroad are more problematic because of distance factors, cultural unfamiliarity, and language barriers. Emergencies abroad become even more complicated when dealing with a group.

Before you depart, you should contact the travel agency and plan and prepare for all possible emergencies ranging from accidents and injuries to natural disasters, civil unrest, riots, and military coups. While these are extremely rare, you need to be prepared for them to ensure the safety of the program participants.

In an emergency, participants will look to you for guidance and direction. While every person responds to and deals with crises uniquely, there is no replacement for maintaining a level head, staying calm, and using common sense judgment.

In an emergency, you will need to do whatever is necessary and possible to help protect the safety of program participants—from obtaining immediate medical attention to embassy intervention. This responsibility may, at times, appear to conflict with the values or respect for the participant's individual autonomy and independence. In matters relating to personal safety, the authority of the governing body (e.g., Clarion University, U.S. Department of State, Embassy, national policy) will supersede the individual wishes of participants.

What to do

The following section provides a general overview of what program leaders should do in specific situations. This section of the Handbook is divided into two areas: minor incidents such as missed flights or lost passports and major incidents such as a medical emergency or disaster.

Minor incidents

- *Departure delays*
- *Missed flight*
- *Minimal property damage*
- *Lost passport*

Major incidents

- *Foreign law violations*
- *Medical emergency*
- *Missing participant*
- *Death of participant*
- *Natural or man-made disaster*

Minor incidents

Minor incidents are minor enough to be handled in-country by the program leader. These include minor illnesses or injuries such as colds or skinned knees, minor property damage, departure delay or cancellation, missed flights, or lost passports. This section outlines what to do in these situations.

Departure and return delays and cancellations

- Program leader is responsible for working with the travel agency for local coordination and trouble shooting.
- Contact the travel agency for re-booking, especially if the entire group needs re-booked. Negotiate the earliest flight. If a cancellation will result in an overnight stay, negotiate hotel coverage.
- If at all possible, keep the group together. If more than one flight is required to accommodate the group, plan for how, where, and when the groups will re-join. Communicate this to all participants.
- Have participants contact their families once new plans are in place.
- Always communicate with Clarion. Inform International Programs regarding the situation and participant safety and whereabouts.

Missed flight, train, bus, metro, in country

- Program leader is responsible is responsible for working with the travel agency for local coordination and trouble shooting.
- Contact the travel agency for help to find another train, bus, metro. Negotiate the earliest flight, train, bus, metro
- Plan for how, where, and when the participant will re-join the group. Meet the participant at the designated spot.
- Always communicate with Clarion. After the situation is resolved, inform International Programs regarding participant safety and whereabouts.

Minimal property damage

- Program leader is responsible for local coordination and trouble shooting
- Assess the situation.
 - Assess damage.
 - Determine who, when, what, where, how, and if possible, why
- Take photos of damage.
- Discuss damage with travel agency and with business/establishment where damage occurred.
- Participant is responsible for damage and is required to pay for any and all damage to hotel rooms, buses, etc.
- Address incident with participant. Be sure s/he understands financial and legal obligations. Define consequences. Consequences are at your discretion and can range from giving verbal or written warnings, to changing rooms, imposing a curfew, or banning the participant from an activity.
- Always communicate with Clarion. Inform International Programs regarding the situation and resolution. International Programs will inform Judicial Affairs about the situation.
- Keep a log of the situation.

Passport—lost or stolen

- Must replace the passport **before** returning to the United States.
- Contact the local police if the passport was stolen. A police report is not mandatory but can help confirm the circumstances of the loss or theft.
- Call 1 202-501-4444 or contact the nearest U.S. embassy or consulate for assistance. Ask to speak to the Consular Section to report the lost or stolen passport.
 - In most cases, except for serious emergencies, a replacement passport will not be issued until the next business day.
 - Most U.S. embassies and consulates cannot issue passports on weekends or holidays when the embassy/consulate is closed.
- If scheduled to leave the country soon, provide the consular staff with the details of your travel.
- In most cases, you will need to get a passport photo prior to arrival at the consulate. The consulate or travel agency can provide information about where to obtain a photo for the replacement passport.
- Will be asked to complete an application for a new passport (DS-11)
<http://www.state.gov/documents/organization/212239.pdf>
- Will be asked to complete form (DS-64) verifying that the passport was lost or stolen
<http://www.state.gov/documents/organization/212245.pdf>
- The normal passport fees are collected from applicants for replacement passports. Applicants unable to pay the fee will be asked to provide names of persons they feel would be able to assist them financially if there is sufficient time.

The program leader is responsible for local coordination and trouble shooting during emergencies and unplanned incidents.

Major Incidents

Major incidents include participant death, disappearance, arrest/detention, or serious medical crisis as well as such natural disasters as hurricanes and earthquakes and such man-made disasters as terrorism, political coups, or government collapse.

Arrested, Questioned by Authorities, or Imprisoned Participant--Foreign Law Violations

- The U.S. Department of State reports that the most common crimes committed by students while studying or traveling abroad are theft, assault, and possession of drugs.
- Program leader is responsible for local coordination and trouble shooting
- Quickly assess the situation by obtaining as many details as possible (i.e., determine who, what, when, where, how, and why).
 - What are the charges?
 - Time and place of arrest?
 - Has the participant been detained? Where is the participant now?
 - How can the participant be contacted?
 - Were there witnesses?
 - What are the names, addresses, and phone numbers of the arresting authorities?
- For U.S. citizens, contact the U.S. Embassy immediately. Ask the Consular Officer for the names of lawyers who can give the participant the legal help s/he requires and provide this information to the participant. The Consular Officer will work to ensure that the participant's human rights are not being violated. The Consular Officer will also notify the imprisoned participant's family and/or friends, if authorized to do so by the imprisoned participant.
- Visit the imprisoned participant as soon as possible. Explain the legal procedures of the host country. Tell the participant not to admit to wrongdoing. Tell the participant not to sign anything. In some countries, you may have to bring basic necessities, including food, to the imprisoned participant.
- Maintain close contact with the U.S. Embassy Officer assigned to the participant.
- Provide daily updates to Clarion International Programs.
- If you are contacted by the media, do not give the name of the program participant or speak on behalf of the University. Instead ask media to contact University Marketing and Communications at 1. 814.393.2659 or by cell phone at 1.814.227.8196.
- Keep a log of the situation and add to it as the case develops.

Ask other participants to not send texts, e-mails, update facebook, or make phone calls to friends or family until the affected participant's emergency contacts have been contacted.

Medical emergency or infectious disease outbreak amongst program participants

- Program leader is responsible for local coordination and trouble shooting
- Assess the situation.
 - How serious is the emergency? Is this a routine emergency or major emergency? If you are not sure, call or e-mail the Clarion Center for Wellness at 1.814.393.2121. Know that they are available only during regular business hours.
 - Do you need to administer any first aid immediately?
 - How severe are the symptoms? Is hospitalization required?
 - If infectious disease:
 - Is one participant involved or are multiple participants involved?
 - How likely is it that other participants will be infected? How does the disease spread?
 - Determine effect on daily activities: Can the group continue with the planned activities? Do the planned activities need to be set aside for a day? Longer?
 - Call or e-mail the Clarion Center for Wellness at 1.814.393.2121 for advice. Know that they are available only during regular business hours. Be prepared to tell them the number of students, the symptoms, and the duration of the symptoms.
- Administer any first aid to the extent possible or necessary.
- If necessary, work with the travel agency to get the participant to the appropriate care facility, either by calling the country's equivalent to 911 (if it has one), calling an ambulance, or arranging for transportation (such as a taxi).
 - Contact emergency providers listed
- Remain with participant at hospital or clinic until s/he is treated or admitted. Never leave a sick or injured participant on his/her own.
- Arrange for other program leader to stay with remaining participants. If there is no other program leader, then all participants should accompany the program leader to the hospital/clinic.
- Continue to monitor the situation by maintaining contact with the attending physician.
 - Does the physician speak English? Is a translator required?
 - What is the diagnosis?
 - What is the prognosis?
 - What is the prescribed treatment?
 - Is a medical evacuation desirable or viable?
- If possible, arrange for the participant to contact his/her family.
- Inform participants of the situation. Reassure them. Provide information. Quell rumors. Ask them not to send texts, e-mails, update facebook, or make phone calls to friends or family until the affected person's emergency contacts have been notified.
- Immediately report medical emergency or sickness to Clarion International Programs. If available, provide information about diagnosis, prognosis, treatment, need for medical evacuation. Continue to provide daily updates to Clarion International Programs.
- Payment for medical treatment
 - Contact the student's insurance company and ISIC.

- If there are medical expenses to be paid, can the student cover them? Although medical insurance coverage is provided by ISIC, it reimburses participants for expenses and does not pay directly.
 - If the participant is an American citizen, contact the nearest U.S. Embassy or Consulate. If you are unable to contact the embassy or consulate, you can contact the American Citizen Services office at the Department of State at 202-647-5225 (24 hours).
- Record--maintain a daily log and updates
- Emergency Medical Evacuation
 - provides transportation services in case the participant needs to be evacuated for a medical emergency. The participant is usually evacuated to the nearest qualified medical facility; this may not be in the U.S.A. The method of evacuation will depend on the nature of the medical emergency and the participant's location. Some emergency medical evacuation plans will cover the participant's return home once medically stabilized.
 - If participant is evacuated, inventory and take photos of participant personal effects left in country and make arrangements with the travel agency for the effects to be shipped home.

Basic steps to take during any unplanned incident or emergency

1. *Assessment—what is the situation? How serious is it?*
2. *Ensure health and safety of participants*
3. *Communication—about the situation to local authorities, Clarion International programs, and others*
4. *Documentation—keep records and logs about what happened and what you and participants did*

Victim of crime, non-sexual assault, theft

- Program leader is responsible for local coordination and trouble shooting.
- Assess the situation.
 - Are participants still in danger?
 - Are participants injured and in need of medical care?
 - Talk to the person who reported the crime and gain as many facts as possible.
 - Identify the key persons involved.
 - Is the perpetrator known? Is it another participant? A local?
 - Where is the victim? Perpetrator?
- Remove participants from danger (if applicable).
- Attend to the medical needs of the participants (if applicable).
- If the perpetrator is another program participant,
 - Contact International Programs. International Programs will contact Student Affairs.
 - Ask the victim if s/he wants local police involvement
- If the perpetrator is unknown, immediately report criminal act to local law enforcement authorities.
- Ensure that the physical and emotional needs of the victim(s) are being attended to.
- Always communicate with Clarion International Programs.
- Request a police report
- Assist participant with finding additional money or getting a new passport, if necessary.
- Keep a log of all information you gain. Record all steps taken in response to the incident.

Sexual Assault

- Program leader is responsible for local coordination and trouble shooting
- Assess the situation:
 - Is participant still in danger?
 - Is participant injured and in need of medical care? Emergency care needed?
 - Identify the key persons involved.
 - Talk to the person who reported the assault and gain as many facts as possible.
 - Determine participant's wishes about involving others (local police, emergency contacts)
- If emergency medical care is needed, get the participant to the appropriate care facility, either by calling the country's equivalent to 911 (if it has one) or arranging for transportation (such as a taxi).
 - Work with travel agency to contact emergency providers listed
 - Stay in contact with physicians
- If the participant's injuries need attention but it is not an emergency situation, contact the U.S. Embassy or Consulate for a referral to a hospital/clinic that will be sensitive to an American's needs in a sexual assault case.
- If participant declines assistance, assist him/her in getting to safe place. Give him/her names and phone numbers of local authorities and authorities in Clarion so participant can contact them if assistance is sought later.
- Respect the participant's confidentiality: Do not inform other participants about the incident. Inform the participant's emergency contacts only with the participant's permission.

- Assist participant in learning about the country's laws and procedures for dealing with sexual assault
- Inform Clarion International Programs regarding the situation and participant safety and whereabouts. Clarion International Programs will inform the University Title IX coordinator.

Missing program participant

- Program leader is responsible for local coordination and trouble shooting
- Quickly assess the urgency of the situation by obtaining as many details as possible (i.e., determine who, what, when, where, how, and why).
 - Attempt to contact participant
 - How serious is the situation? How long has the participant been gone? Try to determine when and where the participant was last seen.
 - Talk with the participant's roommate and friends. Find out if s/he left information with anyone as to where s/he might be. Is the participant spending the night with a local? Is the participant in the hospital? Has the participant been kidnapped? Ask friends and roommates to contact you immediately if the participant returns.
 - Check the participant's residence or room and look for information that may indicate where the participant is.
 - Gather information on any unusual behavior the participant may have exhibited
- Work with travel agency to notify the local police authorities. Ask them to check hospital and city records for possible police information. Find out how long a person must be missing before a report can be filed and what the procedure is in country for filling out a missing persons report
 - File the missing persons report when the required amount of time has elapsed
- Inform Clarion International Programs about the situation. International Programs will call Student Affairs and the University Police.
- Notify U.S. Embassy or Consulate if the participant is an American citizen. If you are unable to contact the embassy or consulate, you can contact the American Citizen Services office at the Department of State at 202-647-5225 (24 hours).
- Inform other participants of the situation. Reassure them. Provide information. Quell rumors. Ask them not to send texts, e-mails, update facebook, or make phone calls to friends or family until the affected person's emergency contacts have been contacted.
- Begin keeping a log of the situation and add to it as the case develops.
- Once the participant has been located, inform Clarion International Programs.

Death of program participant

- Program leader is responsible for local coordination and trouble shooting.
- Assess the situation
 - Verify the identity of the participant.
 - Gather as much information about the circumstances surrounding the death. Record all information that you gain.
- Wait for legal authorization (usually the local authorities) before moving the body.
- Arrange for photographs before the body is moved.
- Immediately report death to Clarion International Programs. International Programs will contact Clarion Public Safety who will notify next of kin.
- Inform the other participants. Ask them not to send texts, e-mails, update facebook, or make phone calls to friends or family until the affected participant's emergency contacts have been contacted.
- Notify U.S. Embassy or Consulate, if the participant is an American citizen. If you are unable to contact the embassy or consulate, you can contact the American Citizen Services office at the Department of State at 202-647-5225 (24 hours).
 - According to the U.S. Department of State: "When an American dies abroad, a consular officer notifies the American family and informs them about options and costs for disposition of remains.... Often, laws and procedures make returning a body to the U.S. for burial a lengthy process. A consul prepares a Report of Death based on the local death certificate; this is forwarded to the next of kin for use in estate and insurance matters."
- Call or e-mail Clarion's Center for Wellness to ensure that program participants have access to grief counseling and support.
- If you are contacted by the media, do not give the name of the program participant or speak on behalf of the University. Instead ask media to contact University Marketing and Communications at 1.814.393.2659 or by cell phone at 1.814.227.8196
- Inventory and take photos of participant personal effects left in country and make arrangements with the travel agency to ship home the personal effects.

Disasters—man-made and natural

- Program leader is responsible for local coordination and trouble shooting.
- Work with the travel agent to assess the situation. Determine seriousness of situation
- If a participant has been injured, attend to his or her injuries. Administer any first aid to the extent possible or necessary.
- Contact the U.S. Embassy or other official government agency and ask for advice and assistance. If the U.S. Embassy is closed, determine the location from which the embassy is operating. Check with them daily throughout the crisis. Make sure the U.S. Embassy has your contact numbers.
- Inform participants of the situation in a non-dramatic manner. Reassure them. Provide information. Quell rumors.
 - Caution all participants about speculating on the situation. Advise them to call home to reassure friends and family. They should communicate with their family or friends in the U.S. in a way that will not induce panic. Some may choose to wait until clear information is available before contacting.
- Inform Clarion International Programs regarding the situation and participant safety and whereabouts.
- Provide relief and support to participants as situation develops
- Record--maintain a daily log and updates as the crisis develops.
- Program should not be suspended and participants should not be evacuated until you have confirmed plans with International Programs.
- If program is suspended:
 - Contact travel agency for help to make arrangements for transportation to airport/bus station/railroad.
 - Should the group remain together or should it be split into smaller groups?
 - Is the evacuation plan safe?
 - Prepare participants for departure
 - Is counseling necessary before participants return to the U.S.? After?

How serious is the situation?

- *Are all participants accounted for? Are all participants safe? Do any need medical attention?*
- *Is the group in eminent or persistent danger? How close is the danger to participants?*
- *What steps have been taken? How effective are those measures?*
- *How safe do you feel? How safe do participants feel?*
- *Real or perceived threat? Sometimes perceived threats are just as upsetting to participants as real threats.*
- *Are there military personnel or emergency personnel on site?*
- *Have authorities instituted a local curfew?*
- *If terrorism, should you eliminate outward signs of being American? To reduce threat, should participants be dispersed in small groups?*
- *Are accommodations safe?*
- *What is the availability of shelter, food, water, medical supplies?*

- Shelter-in-place
 - Sometimes evacuation is not feasible and travelers will be asked to “shelter-in place.” The travel agency should have a contingency plan for this.
 - Work with travel agency to make arrangements for additional hotel rooms, food, and water.
 - Determine supplies you may need and try to obtain them: flashlight, batteries, portable battery operated radio, ziplocking bags for documents, first aid kit, essential medications.
- If the U.S. Department of State issues an evacuation order, immediately begin to work with the travel agency and Department of State to evacuate the participants, staff, and faculty.
 - Evacuation costs are ultimately the traveler’s responsibility; the U.S. Department of State is not responsible
 - Note: the U.S. Department of State is not responsible for evacuating non-U.S. citizens or permanent residents of the U.S. Participants, staff, and faculty who are not U.S. citizens may need to have a different evacuation plan.
 - Program leaders should work with the travel agency to insure that participants and staff are transported to the planned evacuation site.
 - What the State Department Can and Can’t Do in a Crisis website
<https://travel.state.gov/content/passports/en/emergencies/crisis-support.html>
 - What to bring, what to leave behind
 - Inform participants to take only what is absolutely necessary, e.g., passport, ID, documents, tickets, medication, phones, essential hygiene products, 1 or 2 changes of clothes.
 - Inventory and take photos of participant personal effects left in country. Make arrangements with the travel agency to ship home the personal effects.
- Alternative forms of communication in the event of a disaster
 - U.S. Department of State website <https://tfa.state.gov/ccd/>
 - U.S. Department of State will use local television and radio to broadcast emergency information and may also use a system of pre-designated U.S. citizen "wardens" to pass on information to other U.S. citizens in your area.
 - Social media

Returning Home

- Before departing the country, help participants say good-bye to their hosts in a culturally sensitive way.
- Before departing, remind participants of all rules for immigration and customs.
- When the group arrives back in Clarion, inform Clarion International Programs about your safe arrival.
- **Shred all passport information and ISIC information.**
- The program leader should conduct a return home meeting for all participants including students, staff, faculty, and other travelers as soon as possible after arriving in the U.S.A. The purposes of this meeting are to debrief and facilitate adjustment and to remind participants of assignments and follow-up activities.
 - Participants may have learned many things about themselves, the U.S.A., and the world. These new understandings may conflict with their previously held beliefs and attitudes, and the return home meeting can help participants deal with this dissonance.
 - Help the participants reflect on any changes to their beliefs, attitudes, and world view as a result of their study or service-learning abroad experience.
 - Help participants reflect on their new knowledge and skills.
 - Discuss what's next in terms of assignments and follow-up activities
 - Discuss how to stay in contact with each other and with contacts abroad. Know that some participants will wish to do so and some will not.
 - Ask participants to complete the International Programs Study or Service-Learning Abroad Re-entry questionnaire (Appendix F)

Possible Reflection Questions for Return Home Meeting

- To help the participants reflect on any changes to their beliefs, attitudes, and world view as a result of their study or service-learning abroad experience, ask:
 - How have you changed?
 - What kinds of perceptions or generalizations did you have about the country before traveling there? What do you think now?
 - Were there any experiences that were surprising?
 - Has your perception of the U.S.A. changed? If so, how?
 - How did this experience help you to become a better global citizen? Better U.S. citizen?
 - What was the greatest challenge of being abroad?
 - If you could tell others three things about the study or service-learning abroad, what would they be?
 - How are you similar to the people you met abroad? Different?
- To help participants reflect on their new knowledge and skills, ask:
 - What lessons did you learn while abroad?
 - What can you now do that you could not do before?
 - What did you learn about [insert a student learning outcome]?
 - What evidence did you see that illustrated [insert a concept from the course]?
 - How does this experience relate to [insert a topic from the course or course readings]?
 - Describe a problem you had when abroad and how you solved it.
 - How are the businesses (or schools, hospitals, medical services) similar to those in the U.S.A.? Different?
 - How would evaluate the businesses (or schools, hospitals, medical services) we saw while abroad?

Appendix A

WAIVER, RELEASE AND INDEMNIFICATION AGREEMENT

Please read the waiver very carefully before you sign it, since it does limit your rights. Contact your attorney if you have any questions.

I understand that Clarion University of Pennsylvania (herein referred to as CU) is one of fourteen universities in the Pennsylvania State System of Higher Education. I understand and agree that my application is subject to acceptance or rejection by CU, at the sole discretion of CU. I further understand that my participation in the program is totally voluntary and in consideration of being permitted to participate in the program, I hereby agree that CU has the right to provide information to my parents or guardian or the appropriate university officials as deemed necessary. Such information may be other than directory.

I understand that the University reserves the right to make changes to the Program itinerary at any time and for any reason, with or without notice, and the University shall not be liable for any loss whatsoever to participants by reason of any such cancellation or change. The University is not responsible for penalties assessed by air carriers that may result due to operational and/or itinerary changes, regardless of whether the participant or the University makes a flight arrangement. Any additional expense resulting from the above will be paid by the participant. The University reserves the right to substitute hotels or accommodations or housing of a similar category at any time. Specific room and housing assignments are within the sole discretion of the University.

I understand and acknowledge that the University assumes no responsibility or liability, in whole or in part, for any delays, delayed or changed departure or arrival times, fare changes, dishonors of hotel, airline or vehicle rental reservations, missed carrier connections, sickness, disease, injuries (including death), losses, damages, weather, strikes, acts of God, circumstances beyond the control of the University, force majeure, war, quarantine, civil unrest, public health risks, criminal activity, terrorism, expense, accident, injuries or damage to property, bankruptcies of airline or other service providers, inconveniences, cessation of operations, mechanical defects, failure or negligence of any nature howsoever caused in connection with any accommodations, restaurant, transportation, or other service or for any substitution of hotels or of common carrier beyond the University's control, with or without notice, or for any additional expenses occasioned by any of the foregoing. If due to weather, flight schedules or other uncontrollable factors I am required to spend additional nights, the University will not be responsible for my hotels, transfers, meal costs or other expenses. My baggage and personal property is transported at my risk entirely and that baggage insurance is strongly recommended.

The University reserves the right to accept or retain me in the Program at any time should my actions or general behavior impede the operation of the Program or the rights or welfare of any person. Similarly, if my conduct violates any policy or procedure of the University, I understand that I may be required to leave the Program in the sole discretion of the University's agents and representatives, and may be referred to the appropriate University officials for further disciplinary or other action. In such an event, no refund will be made for any unused portion of the Program. The right is reserved by the University in its sole discretion, to cancel the Program or any aspect thereof prior to departure; and, in the University's sole discretion, to cancel the Program or any aspect thereof after departure, requiring that all participants return to the United States, if the University determines or believes that any person is or will be in danger if the program or any aspect thereof is continued.

I will not hold the airlines involved responsible for any acts or omissions or events during the time I am not aboard. The passenger's contact ticket in use when issued shall constitute the sole contact between the airlines and me. The services of any IATA or ATC carrier or other regularly scheduled or charter carrier may be used in connection with the program.

If, in the opinion of CU or anyone acting on its behalf, I appear to need medical and/or surgical care, I hereby give permission for such care and agree to pay all costs involved -- either directly to the suppliers of such care or to CU if it has paid such charges on my behalf.

I realize that, if I am disabled and require any form of assistance, I must be accompanied by a helper who is capable of and totally responsible for providing such assistance. I understand that, due to space limitations, wheelchairs and walkers cannot be carried on motorcoaches or subway trains and that there may be a lack of other programmatic and/or architectural accommodations.

While CU is not obligated to do so, if CU does advance any money to me or does pay for any goods and/or services on my behalf, I will repay CU within three weeks of the conclusion of the program.

I understand and agree that prices quoted for land arrangements in the program information are for the year dated below, and that CU may raise the price at any time prior to departure, to the extent currency exchange rates go against the dollar and/or tariff increases are imposed upon CU. In such a case, the increase will be paid to CU by me prior to departure. I understand and agree that all itineraries, accommodations, and other details are subject to change without notice at the sole discretion of CU.

I attest that my travel will not involve collaboration, contacts, or business transactions, excluding normal travel requirements with foreign persons or entities. I will not take any item or software incorporating University-developed, non-commercial strong encryption source code outside the borders of the United States unless I have received written approval from CU's Export Control officer.

I attest that I, the participant, am at least 18 years of age; or if not, this waiver is being signed and dated by my parent or legal guardian on my behalf. CU will take whatever reasonable precautions CU deems necessary, but unless you are willing to assume all of the above risks, you should not apply for the program.

I agree that this Waiver, Release and Indemnification Agreement is to be construed under the laws of the State of Pennsylvania, U.S.A.; and applies to CU, the State System for Higher Education, and the Commonwealth of Pennsylvania. If any portion hereof is held invalid, the balance hereof shall, notwithstanding, continue in full legal force and effect.

In signing this document I hereby acknowledge that I have read this entire document, that I understand its terms, that by signing it I am giving up substantial legal rights I might otherwise have, and that I have signed it knowingly and voluntarily.

Student Signature_____
Parent/guardian signature_____

Date_____
Date_____

Appendix B

Program Leader Acknowledgment and Release

Name: _____ Email Address: _____

Date of Birth (mm/dd/yyyy): _____

Emergency Contact Name: _____ Phone Number: _____

I have been approved to lead the _____ program offered through Clarion University during the approximate dates of: _____ through _____. I understand this travel is subject to the Clarion University Policy.

In consideration of the opportunity to lead this international activity:

I understand that I am enrolled in medical benefits coverage through my employment at the University. I have reviewed and understand my employee benefits and their applicability to international travel. I have enrolled in mandatory international travel, health and security insurance coverage required for faculty/staff leading participants overseas. I further understand that I am responsible for the cost of any additional insurance that I may elect to purchase, as well as the costs of health care not covered by my insurance.

I certify that I can meet the essential job functions required of a Program Leader. If in the course of my participation in this international activity, Clarion University should determine in good faith that the health, safety or welfare of myself or others, or the integrity of the activity, is jeopardized by my health condition, I agree to withdraw from the activity and understand that a decision to remain against the University's advice is at my own risk.

I am responsible for informing an official representative of Clarion University of my plans to travel. As a safety precaution, I agree not to travel with participants to countries that are currently under a U.S. State Department travel warning or CDC warning, or currently not recognized by the U.S. government (e.g., North Korea). Accordingly, I have read and understood the U.S. Department of State travel warning for my location(s).

I understand that there are unavoidable risks in participating in international travel. I acknowledge that I may access website information for U.S. Consular Information, as well as the Centers for Disease Control and Prevention information and other resources available to me, on travel to, in, and around, my program site country; that I am aware of and understand the risks and dangers to my own health and personal safety posed by the use of public transportation to and from and in my site country, by domestic or international terrorism, and by civil unrest, political instability, crime, violence, disease and public health conditions in my site country. The site country and other countries I will travel to may have health and safety standards substantially below those enjoyed in the U.S., and I recognize that I may be subjected to potential risks, illnesses, injuries and even death. I will take every precaution to safeguard my health and safety as well as that of the participants I'm traveling with. I hereby assume, knowingly and voluntarily, each of these risks and all of the other risks that could arise out of or occur during my travel to, from, in, or around my site country.

I understand that political, social, and/or public health circumstances can change quickly in a country and that it may be necessary for the University, International Office or other entities to suspend my trip abroad for health, safety, or other reasons at any time. While the University will make good faith efforts to mitigate expenses in such circumstances, I understand I may remain responsible for certain expenses.

I understand that Clarion University does not represent or act as an agent for, and cannot control the acts or omissions of, any host family, employer, transportation carrier, hotel, tour organizer or other provider of food, goods or services involved in the education abroad opportunity.

In the event of independent travel or optional activities or sojourns that I may undertake during my international travel experience, I, individually, and on behalf of my heirs, successors, assigns, and personal representatives, release Clarion University, its staff, agents, and representatives, from any and all liability whatsoever for damages, losses, or injuries (including death) that I may sustain to my person or property, arising out of, resulting from, or occurring during such international travel experience or any travel incident thereto, except where such damage, loss or injury is the result of the intentional or reckless conduct of Clarion University, its staff, agents, or representatives.

I authorize the University and its agents to secure medical treatment on my behalf in the event of a health emergency, and I accept financial responsibility for such medical treatment. I also authorize the University and its agents to release medical information obtained from me to my program, insurance company or a care provider in the event of a health emergency or as needed to provide reasonable accommodations. I further authorize the University's insurance partners, or duly authorized subcontractors to release to the University's Director of International Programs, or his/her designee, medical or health information of any nature whatsoever, including medical records or information for mental/nervous disorders, HIV/AIDS or any other physical or psychological condition. I understand that I may revoke this authorization in writing with the University.

If my spouse, partner or dependent(s) travel with me, I agree that the acknowledgement of risks, authorizations and releases contained herein shall also apply to such individuals. I further understand that I must inform the International Office. I further understand that should my spouse, partner and/or dependents come with me, no University resources are to be used on their behalf and I agree that I will not cause the University to incur any financial expense in connection with them. I will assume full legal and financial responsibility for costs associated with such individuals. I agree that any such individuals traveling with me will be enrolled in insurance or its equivalent at my or their own expense for the duration of the trip.

When traveling with University participants, I understand that I am responsible for the participants and I agree to make decisions in line with University policy. I further understand that my primary responsibility is for the participants, even if I have an accompanying spouse, partner, or dependent(s) and that under no circumstances shall I allow my responsibility to any participants with whom I am traveling to be compromised by the fact that my spouse, partner and/or dependents may be traveling with me. I further understand that minor children accompanying me must be adequately supervised at all times by a reasonable adult other than myself. The presence of minor children or other family members should not disrupt or alter the program in any way.

I attest that my travel will not involve collaboration, contacts, or business transactions, excluding normal travel requirements with foreign persons or entities. I will not take any item or software incorporating University-developed, non-commercial strong encryption source code outside the borders of the United States unless I have received written approval from CU's Export Control officer.

I certify that I am age 18 or older and have carefully read this document and accept each of the above responsibilities and voluntarily sign the authorization for medical treatment.

I understand and agree that no oral or written representations can or will alter the contents of this document. I agree that this agreement shall be governed by the laws of the Commonwealth of Pennsylvania (excluding its conflict of laws principles), which shall be the forum for any lawsuits filed under or incident to this agreement or the international education program.

Signed By: _____

Name:

Date: ____

Appendix C

Emergency Contact List

Contact person	Office Number	After Hours Number	e-mail
Program leader			
Program leader			
Travel agency			
Clarion International Programs	1.814.393.1934		
Clarion emergency contact			
911 equivalent for country			
Local Police (in country)			
U. S. Embassy (U. S.Embassy.gov) American Citizen Services Section		1 202-501-4444 emergency number for all embassies	
Airline			
Additional airline			
Hospital or local medical treatment			
Ambulance service			
Emergency evacuation number			

Appendix D

Communication sheet of words/phrases to know

(adapted from *International Programs Participant Handbook Worldwide*)

Airport
ATM
Bank
Consulate
Doctor
Embassy
Emergency Room
Fire
Food
Hospital
Hotel
Internet
Lawyer
Market
Metro or Metro station
Money
Pharmacy or Medicine
Police Station
Restaurant
Store
Thief
Train station
Translator
Water

Arrest

- I am an United States citizen.
- Please call the United States Embassy/Consulate immediately.
- I have a right to call the United States Embassy/Consulate

Food and water

- Where can I get something to eat?
- I am allergic to ...
- Is this safe drinking water?
- I can't/don't eat meat/pork, etc.

General Information

- My name is ...
- Please speak slowly.
- Where is the nearest (bathroom, telephone, bank, internet café, ...)?
- Where can I find information about ...?
- Can you show me on this map?
- Can you contact this person for me?
- I don't understand.
- Can you give me directions to ...?
- Can you write this down for me?

Help

- This is an emergency.

- I need help.
- Where is the police station?
- Where can I get help?
- Please help me!
- Stop! Thief!

Medical

- My blood type is ...
- Please take me to the hospital/doctor.
- I'm allergic to penicillin/aspirin,etc.
- I'm not feeling well.
- How do I get to the (doctor, hospital)?
- I am diabetic, etc

Money

- Do you take travelers' checks?
- Do you take credit cards?
- Where can I exchange money?
- Where is the closest ATM?
- I need a cash advance from my credit card.
- What is the exchange rate for (dollars) to (local currency)?
- How much does this cost?

Transportation

- How long is the trip?
- How much is the ticket?
- Can you take me to a (bus, taxi, train, metro)?
- Please take me to the airport.
- Does this bus/metro stop at...?
- Where can I get a (bus, taxi, train, metro)?
- Where can I rent a car?
- What is the fare?

Appendix E

Personal Conduct Agreement (adapted from Trejos, 2016)

I, _____, will follow the guidelines below. I understand that if I do not follow the guidelines, I am responsible for the consequences and I risk being sent home before the program is completed.

1. I agree to follow the directions and decisions of the group leader(s) without argument.
2. I will exercise tolerance, civility, and respect at all times. I will make group members feel safe and included by treating them with respect and compassion.
3. I will give absolute attention when speakers and others are addressing me.
4. I will be cooperative and attentive, and I will help my peers do the same.
5. I will be mindful of hotel neighbors. I will speak quietly whenever in the hallways and any time after 10:00PM.
6. I will not act inappropriately in public or engage in any behavior that will reflect poorly on me, the program, the program leaders, my fellow students, Clarion University, and/or the USA.
7. I understand that a curfew may be imposed on me individually or on the entire group if I act inappropriately or if I demonstrate poor judgment.
8. I understand that I must be punctual and meet all scheduled times for departures.
9. I agree to never travel alone, go out alone with a stranger or seemingly harmless person, or share my hotel or travel plans with anyone not associated with the group or program. I agree to never allow strangers in my hotel room at any time.
10. I promise to intervene when I think members of the group are in situations that might lead to sexual assault.
11. I will take care of myself and do everything possible to stay healthy.
12. I will not carry or use any controlled substances.

signature

date

Appendix F
International Programs
Clarion University
814-393-2340

Study or Service-Learning Abroad Re-entry Student Survey

Female: _____ Male: _____

Ethnic background (OPTIONAL): _____

Class standing: Freshman _____ Sophomore _____ Junior _____ Senior _____

Dates of International experience: _____

Host Institution (if applicable): _____

Name of Program/Experience: _____

Major: _____

Clarion University Program leader (if applicable): _____

Housing arrangement while abroad: _____ hotel _____ college dormitory _____ host family

_____ other (please specify) _____

General Questions

I first learned about study or service-learning abroad at Clarion University from:

____ Transitions Fair ____ Student ____ Faculty ____ International Programs

____ Meeting on International Experiences ____ Other (please specify) _____

My main purpose of studying or service-learning abroad was (mark all that apply):

____ To improve language proficiency

____ To meet an international aspect of my curriculum

____ To increase my multi-cultural awareness

____ Other (please specify) _____

Evaluate the pre-departure experience (at Clarion University)

1= poor 2= fair 3=good 4 = very
good 5 = excellent

1.	Informational meetings on the different international alternatives	1	2	3	4	5
2.	Informational materials	1	2	3	4	5
3.	Expedited application	1	2	3	4	5
4.	Pre-departure orientation	1	2	3	4	5
5.	Academic advising	1	2	3	4	5

How would you improve the pre-departure orientation?

Evaluate the experience abroad

1= poor 2= fair 3=good 4 = very good 5 = excellent

1. Arrival	1	2	3	4	5
2. Orientation program in country	1	2	3	4	5
3. Housing	1	2	3	4	5
4. Food/meal benefits	1	2	3	4	5
5. Quality of instruction in country	1	2	3	4	5
6. Transportation	1	2	3	4	5
7. Cost	1	2	3	4	5
8. Overall study abroad experience	1	2	3	4	5

Would you recommend this study or service-leaning abroad experience? Yes____ No____ Why?

What did you like the most about your international experience? Explain.

What did you like the least about your international experience? Explain.

How would you improve the whole international experience you had?

If you studied abroad to improve your foreign language proficiency, how do you feel your proficiency was improved?

Peer-to-peer feedback

What tips/recommendations do you have for other students participating in the study or service-learning abroad program?

What do you think other students should do to prepare for the study or service-learning abroad experience?

Indicate if you would like to share your international experience with students who plan to study or conduct service abroad by:
(check all that apply)

- providing your e-mail address so students can e-mail you. Email address_____
- providing your telephone number so students can call you.
- participating in a video clip
- sharing pictures and video clips of your host country
- allowing us to quote some of your comments above
- providing copies of course syllabi/programs from the academic program in the host country