



UNIVERSITY *of*
DENVER

Program Leader Short-Term Program Guide

University of Denver

Program Leader short-term program guide

INTRODUCTION	2
REQUIREMENTS	2
GUIDELINES	2
TOP 5 THINGS TO KNOW AS AN PROGRAM LEADER FOR DURING THE PROGRAM	2
SUPPORT NETWORK	3
INTERNATIONAL SOS (ISOS) 24/7 ASSISTANCE HTTPS://WWW.DU.EDU/RISK/INTERNATIONAL-SOS	3
INTERNATIONAL TRAVEL HEALTH AND SAFETY	4
INTERNATIONAL TRAVEL COMMITTEE (ITC)	4
U.S. STATE DEPARTMENT.....	4
STEP (SMART TRAVELER ENROLLMENT PROGRAM)	4
TRAVEL MEDICAL INSURANCE	4
YOUR COLLEAGUES, PEERS, AND FAMILY.....	4
ACTIVITY LEADER RESPONSIBILITIES DURING THE PROGRAM	5
REPORTING CRIMES AND INCIDENTS.....	5
FERPA	5
GENERAL ADVICE	6
SAMPLE CONVERSATION:.....	6
COMMUNICATING WITH FAMILY OR THE MEDIA	6
SAMPLE CONVERSATION:.....	6
WHOM TO CALL WHEN	7
ON-SITE ORIENTATION FOR PARTICIPANTS	8
STUDENT BEHAVIOR AND EXPECTATIONS	8
GUIDELINES FOR STUDENT BEHAVIOR	9
MISCONDUCT	9
WRITTEN WARNING	10
SAMPLE WRITTEN WARNING:.....	11
PROGRAM PROBATION	12
SAMPLE NOTIFICATION OF PROGRAM PROBATION:.....	12
REMOVING A STUDENT FROM THE PROGRAM	13
REMOVAL NOTICE	13
SAMPLE NOTIFICATION OF REMOVAL: NON-IMMEDIATE.....	14
PROGRAM STAFF	14
SAMPLE REMOVAL NOTICE - IMMEDIATE.....	14
WORKFLOW-JUDICIAL ACTIONS FOR MISCONDUCT	16
DEFINITIONS.....	17
OFF-CAMPUS EMERGENCIES/CRISIS	17
FUNDAMENTAL PRINCIPLES FOR ANY EMERGENCY/CRISIS PROCEDURE	17
IN-COUNTRY, GENERAL EMERGENCY/CRISIS RESPONSE.....	18
WORKING WITH PARTICIPANTS IN DISTRESS/MENTAL HEALTH CASES	18
CONVERSATION STARTERS FOR STUDENTS IN DISTRESS	19

CANCELLING A PROGRAM	19
INSURANCE COVERAGE	20
USING THE INSURANCE	20
INCIDENT SPECIFIC SCENARIOS.....	20
ARREST	20
CIVIL UNREST/ TERRORISM	22
DEATH.....	23
LOSS/ THEFT OF CREDIT CARD	24
LOSS/ THEFT OF PASSPORT	25
MENTAL HEALTH	26
MISCONDUCT	27
NATURAL DISASTER	28
SERIOUS ILLNESS	29
SERIOUS INJURY	30
SEXUAL ASSAULT	31
SUSPECTED CASE OF COVID-19.....	33
UNEXPLAINED ABSENCE OF PARTICIPANT.....	34

Introduction

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

Requirements

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

Guidelines

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

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

- International SOS (+1-215-942-8478 or via mobile app) and the DU [International Travel Health & Safety](#)

(ITHS) team (intlsafety@du.edu) are your main contacts for emergency assistance throughout your program.

- You are required to hold an on-site orientation after arrival.
- You must report all incidents and crimes involving program participants to the appropriate DU office and you should not promise to be a confidential resource (you may have to provide victim and perpetrator names). This can be done via ISOS (as appropriate) or here: <https://www.du.edu/risk/report-incident> or via email to intlsafety@du.edu
- You are considered on-call 24/7 during the program unless there is another designated “on duty”, responsible party.
- Minor illness, participant misconduct and mental health issues are generally the most prevalent situations which PLs must be prepared to deal with.

Support Network

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

In case of a life or limb threatening emergency, you should contact the emergency numbers of your specific country and then contact DU as soon as possible. If there is no emergency number for the program location, refer to the research done prior to leaving for resources. For a list of country specific emergency numbers: https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf

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

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

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

ISOS can:

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

When calling ISOS, be prepared to provide:

- Your name.
- Your 87#.
- Brief description of the situation you are calling about.
- University department with which you are affiliated.
- Your location.
- Best contact information for the next 12 hours.

- A time and method of contact for DU to respond (if applicable).
- What actions you wish to be taken.

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

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

International Travel Health and Safety

DU has employed a full-time International Travel Health & Safety professional who works closely with offices and stakeholders across campus, nationally, and the world to mitigate risk and respond when incidents do occur. This employee is responsible for maintaining emergency response guidelines, monitoring world events, providing training and information, and coordinating the DU response and assistance in the event of a crisis or emergency abroad.

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

International Travel Committee (ITC)

The ITC is a committee of key DU administrators across campus. The committee's two primary functions are to respond to international emergency situations and consider requests for exceptions to the International Travel Policy. Should an emergency extend beyond the scope of any one support mechanism, the ITC can be convened to provide additional, more comprehensive resources.

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

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

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

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

Travel Medical Insurance

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

Your colleagues, peers, and family.

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

Activity Leader Responsibilities During the Program

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

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

Reporting Crimes and Incidents

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

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

FERPA

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

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

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

General Advice

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

Sample conversation:

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

Communicating with family or the media

The following are some important reminders about public information:

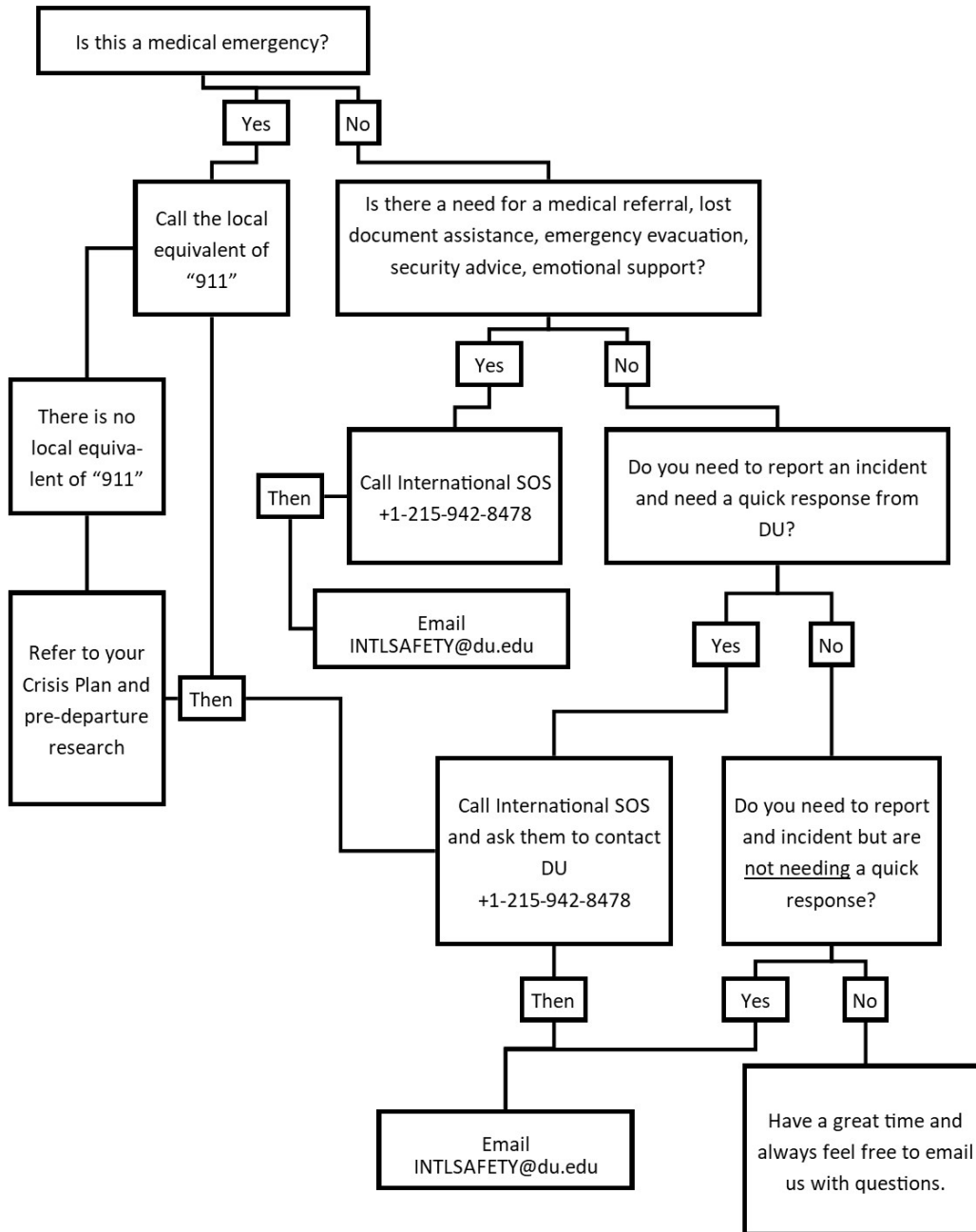
- Manage (as much as possible) the flow of information outside of your group.
- All information released to the press must be done via MarComm (Marketing and Communications.)
- If contacted by the press, refer them to the MarComm team or state, "We are not prepared to comment at this time".
- Expect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

Sample conversation:

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

Whom to Call When

Whom to call when



On-Site Orientation for Participants

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

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

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

Student Behavior and Expectations

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

Guidelines for Student Behavior

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

While academic requirements and standards are the same both on and off campus, standards of acceptable behavior may differ depending on the location of the program. In addition, every program will have unique guidelines based on the location and cultural norms of the population.

Failure to adhere to the behavioral expectations of a program may result in the student's removal from an event or activity and/or removal from the program. Whether or not their actions are covered by specific rules, students may also be removed and/or dismissed from an off-campus activity if they have clearly demonstrated, as determined by the Program Leader (PL) and in consultation with International Travel Health and Safety (who will engage the appropriate stakeholders, for example, Dean of Students Office, Student Rights & Responsibilities, Equal Opportunity & Title IX), that they are not acting with respect, integrity, and/or responsibly toward themselves or others.

Some behaviors may also subject a student to a referral to DU's Student Rights & Responsibilities (SRR) process for review to determine if any University Policies or DU Honor Code Community Standards may have been violated. If in the determination of the SRR Office, any may have been implicated, SRR will initiate the appropriate conduct procedures.

Some behaviors may result in local law enforcement pursuing criminal charges. In cases of criminal or civil charges, the University may proceed with the SRR process as the University deems appropriate, regardless of any pending criminal charges or civil proceedings relating to the alleged violation(s). The University may or may not defer or postpone the SRR process based on concurrent criminal or civil proceedings. The University may still proceed with the SRR process even after the removal or reduction in criminal charges or civil proceedings related to the alleged violations. The University may continue with the SRR process even if the Student withdraws from the University or completes all University work toward a degree.

Misconduct

Off-campus activities often have limited adjudication resources on site, while communication between the Program and DU campus officials may be complicated or disrupted by a time difference, availability of means of communication, etc. If the violation is of a criminal nature and a police report and/or charges are filed, it is imperative that the PL work with the local authorities and the International Travel Health & Safety Lead before providing assistance to leave the country.

If the Program Lead receives information that may implicate the University's Discrimination and Harassment Policy, the PL must inform EOIX by submitting a report through the online [reporting form](#) or by emailing Titleix@du.edu. EOIX will work directly with the Program Lead for support and response

To support the least disruption to the Program and its students, the circumstances surrounding violations will be investigated and reviewed in an orderly, but expedited manner:

- The student will be given an opportunity to know the allegations against them
- The student will be given an opportunity to share their perspective with a member of the program staff or in cases where the program staff are not able to be a neutral party (e.g., they are a harmed party to the incident(s)), the student will be given the opportunity to share their perspective with a designee from the sponsoring unit, the International Travel Health and Safety lead, a staff member from SRR as appropriate.
- After the student has had the opportunity to review the allegations and share their perspective with a member of the program staff (or alternative as described above), the program staff member will deter-

mine if the student is responsible or not responsible by a preponderance of the evidence for the violation. The program staff member will make the decision in a timely manner.

- a) Not responsible: If the program staff member, determines that the student is not responsible for violation of the Programs expectations, the incident will be considered closed and no action will be taken.
 - b) Responsible: If the program staff member determines that the student is responsible for violation of the Program's expectations, the program staff member may
 - a) Assign a written warning and any appropriate educational Outcome in writing. An educational Outcome may be an impact on grade, an additional assignment, a warning of removal, etc.
- If a student is reported for repeated alleged violations or more serious behavioral violations, the program staff may assign higher-level Outcomes including, but not limited to loss of privileges within the program, additional educational Outcomes, program probation, and/or removal from the program. **see below
 - If a program staff member finds a student responsible, the program staff member will complete the International Incident Report or notify the International Travel Health and Safety Lead for assistance in doing so.
 - The student will be given an opportunity to appeal the decision only where the Program staff has imposed an Outcome of removal from the program.
 - a) An appeal template can be provided for the student to complete.
 - b) Appeals should be submitted in writing by email to the Program Leaders and the International Travel Committee at intlsafety@du.edu or other designated appellate within 12 hours of receipt of decision.
 - c) Upon receipt of the appeal, the Program Leaders and International Travel Committee will engage the appropriate appellate
 - In some incidents the safety of the program, other students, and/or the community may necessitate removal from the program and there will be no avenue for appeal. These violations would include but are not limited to sexual assault, violence, and significant violation of the law.
 - The appellate will issue their decision in a timely manner, usually within 24 hours.

At the discretion of the Program staff, the student may be suspended from all program activities for the duration of the process including through the appeal decision.

Any alleged violations of the DU Honor Code or University Policies will be referred to the Office of Student Rights and Responsibilities.

Any alleged violations of the state and federal law, or the law of the host countries will be subject to all and any actions by the appropriate law enforcement structures. Per the DU Honor Code, students are expected to follow all local laws, regulations, and/or ordinances. Therefore, these alleged violations should be reported to SRR.

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

Written Warning

If, after the student has had the opportunity to review the allegations and share their perspective with a member of the program staff, a written warning is chosen as the best course of action the written warning should be sent to the student's DU email address (whenever possible) and include the following:

- Date, time, and location the written warning was given to the student.
- Detailed description of the violation and why it did not meet the expectations for the program.
- Clearly stated expectations and the duration for which they will remain in effect and potential future consequences for repeat or additional violations.
- Indication that this is the final warning, and any further violations of program expectations most likely will result in immediate removal from the program with possible financial and academic penalties, including but not limited to loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of “F” or “U” as applicable.
- A Delivery receipt confirmation and a read receipt confirmation and CC to the International Travel Health and Safety Lead.

Sample Written Warning:

01/01/2023
10:00 AM
Florence, Italy

On 01/01/2023 at 11:00 am, I met with John Doe to discuss alleged violations of program expectations including excessive drinking to the point of intoxication, missing curfew, and missing class during the 2023 Medieval Art in Florence Program. The events in question took place on 10/01/2023.

Specifically, John Doe’s roommates reported John Doe arriving home at 1:45 am on Monday, 01/01/2023. Curfew for the program is Midnight. Additionally, John Doe’s roommates reported that John Doe was in an intoxicated state as they observed John Doe slurring words, blood shot eyes, stumbling, and a strong smell of alcohol coming from John Doe. At 8:00 am that morning, John Doe was expected to be present in class but was not. John Doe’s roommates reported the incident from earlier in the morning to Dr. Stephenson, Program Staff. Dr. Stephenson asked John Doe why John Doe had missed the class and if the incident as reported by John Doe’s roommates was accurate. John Doe admitted that John Doe had gone drinking, returned after curfew, and missed class due to being “hungover”.

John Doe and I met to discuss the allegations. John Doe shared their perspective regarding the incident. John Doe accepted responsibility for the violations and expressed remorse.

After careful consideration of the information available, it is more likely than not that John Doe did violate program expectations. These program expectations were provided to all students, including John Doe prior to departure and upon arrival. As a result, this notice serves as a final written warning. (If assigning other educational learning pieces here is an example) John Doe will not be granted participation points for the missed class and will need to complete a summary of the topic discussed in class. This summary must be 1000 words. This will be due to Dr. Stephenson by noon on 01/04/2023 via one drive.

Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

Continuation of this behavior or any other behavior in violation of the program expectations will result in further, escalated program status including probation and or removal from the program. Please note, if a Student is removed from the program, there are possible financial and academic penalties, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of “F” or “U” as applicable.

As this is a written warning, it is considered final and there is no route for appeal.

Sincerely,

Dr. Williams

Program Staff

Program Probation

If, after the student has had the opportunity to review the allegations and share their perspective with a member of the program staff, a status of program probation is chosen as the best course of action the program probation notification should be sent to the student's DU email address (whenever possible) and include the following:

- Date, time, and location the program probation was given to the student.
- Detailed description of the violation and why it did not meet the expectations for the program.
- Clearly stated expectations and the duration for which they will remain in effect and potential future consequences for repeat or additional violations, including the violation of the expectations of probation.
- Indication that, while on program probation, further violations of program expectations more than likely will result in immediate removal from the program with possible financial and academic penalties, including but not limited to loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of "F" or "U" as applicable.
- A Delivery receipt confirmation and a read receipt confirmation and CC to the International Travel Health and Safety Lead.

Sample Notification of Program Probation:

01/10/2023

10:00 AM

Florence, Italy

On 01/10/2023 at 11:00 am, I met with John Doe to discuss alleged violations of program expectations regarding missing curfew during the 2023 Medieval Art in Florence Program. The events in question took place on 01/10/2023.

Specifically, John Doe's roommates reported John Doe arriving home at 1:45 am on Monday, 01/10/2023. Curfew for the program is Midnight. At 8:00 am that morning, John Doe was expected to be present in class but was not. John Doe's roommates reported the incident from earlier in the morning to Dr. Stephenson, Program Staff. Dr. Stephenson asked John Doe why John Doe had missed the class and if the incident as reported by John Doe's roommates was accurate. John Doe admitted that John Doe had returned after curfew and missed class due to being "tired".

John Doe and I met to discuss the allegations. John Doe shared their perspective regarding the incident. John Doe accepted responsibility for the violations and expressed remorse.

After careful consideration of the information available, it is more likely than not that John Doe did violate program expectations. These program expectations were provided to all students, including John Doe prior to departure and upon arrival. John Doe received a written warning on 01/01/2023 for violating program expectations, including missing curfew and class.

As a result, this notice serves as notification that John Doe is being placed on Program Probation for the remainder of the program. (If assigning other educational learning pieces here is an example) John Doe will not be granted participation points for the missed class and will need to complete a summary of the topic discussed in class. This summary must be 1000 words. This will be due to Dr. Stephenson by noon on 01/04/2023 via one drive. John Doe's curfew for the remainder of the program will be 10 pm unless prior permission is granted by the Program Staff.

Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

Continuation of this behavior, or any other behavior in violation of the program expectations will result in John Doe's immediate removal from the program. Please note, if a Student is removed from the program, there are possible financial and academic penalties, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of "F" or "U" as applicable.

As this is a status of Program Probation, it is considered final and there is no route for appeal.

Sincerely,

Dr. Williams

Program Staff

Removing a Student from the Program

A student may be removed from the program if they fail to meet the conditions of a prior Written Warning, Program Probation, or commit a violation warranting immediate removal as outlined above. Behaviors that may lead to immediate removal include, but are not limited to sexual assault, violence, and significant violation of the law. A PL is often in the best position to make the decision to impose an Outcome of immediate removal from the program but is encouraged to consult with the International Travel Health & Safety Lead whenever possible. The International Travel Health & Safety Lead will likewise consult with other appropriate stakeholders (e.g., Associate Dean or designee of sponsoring unit, Student Rights and Responsibilities, Dean of Students Office). For non-immediate decisions to remove a student from the program, the appellate's determination will be considered final.

Removal from the program is to be considered an interim measure to respond to an urgent situation or repeated behavioral violations. Removal from the program through this process does not necessarily impact their student status at DU. Student Status will be determined through completion of the SRR process. Removal from the program when possible and appropriate, should come after at least one written warning has been given and the student has been provided in writing that removal from the program is a possibility.

When a student is removed from a program, please consider the following:

- PLs and the International Travel Health & Safety Lead will work jointly to make or support the student in making travel arrangements for the removed student. Financial charges for this travel should never be incurred personally by the PL or other University Staff.
- Whenever possible, the PL or other responsible program staff should escort the removed student to their point of departure (airport, train station, bus station, etc.) and confirm boarding.

Removal Notice

If after a written warning/and or status of Program Probation has been assigned and the Outcomes are not met, if there is repeated or escalated behavior that does not meet program expectations, or if the violation is so egregious to warrant immediate removal, a student will be given a Removal Notice sent to the student's DU email address (whenever possible) and include the following:

- Date, time, and location the Removal Notice was given to the student.
- Detailed description of the violation and sanctions imposed/actions taken prior to removal.
- Indication that the student is no longer a student in the program, may not attend any aspect of the program, associate with other program students and/or program staff, and must leave the associated accommodation by a designated date and time.
- A Delivery receipt confirmation and a read receipt confirmation and CC to the International Travel Health and Safety Lead.

Sample Notification of Removal: Non-Immediate

01/10/2023
10:00 AM
Florence, Italy

On 01/17/2023 at 11:00 am, I met with John Doe to discuss alleged violations of program expectations regarding excessive drinking, missing curfew, and missing class during the 2023 Medieval Art in Florence Program. The events in question took place on 01/17/2023.

Specifically, John Doe's roommates reported John Doe arriving home at 1:45 am on Monday, 01/17/2023. Curfew for John Doe is 10 PM. At 8:00 am that morning, John Doe was expected to be present in class but was not. John Doe's roommates reported the incident from earlier in the morning to Dr. Stephenson, Program Staff. Dr. Stephenson asked John Doe why John Doe had missed the class and if the incident as reported by John Doe's roommates was accurate. John Doe admitted that John Doe had returned after curfew and missed class due to being "hungover".

John Doe and I met to discuss the allegations. John Doe shared their perspective regarding the incident. John Doe accepted responsibility for the violations and expressed remorse.

After careful consideration of the information available, it is more likely than not that John Doe did violate program expectations. These program expectations were provided to all students, including John Doe prior to departure and upon arrival. John Doe received a written warning on 01/01/2023 for violating program expectations, including excessive drinking, missing curfew and class and was placed on Program Probation for missing curfew and class.

As a result, John Doe is being removed from the program effective immediately, pending appeal. As John Doe will no longer be a student in the program, John Doe may not participate in any aspect of the program, is restricted to their assigned living quarters, may not associate with other program students and/or program staff except as needed to depart the program, and must leave the associated accommodation by 01/18/2023 at 17:00.

Dr. Stephenson will assist John Doe with travel plans to return to the United States. As John Doe is being removed from the program, there are possible financial and academic penalties which are the responsibility of John Doe, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of "F" or "U" as applicable. Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

To appeal this decision, please complete (FORM) and send via email to PLemail@du.edu and intlsafety@du.edu within 12 hours of this notification, specifically midnight, January 18, 2023.

Sincerely,

Dr. Williams

Program Staff

Sample Removal Notice - Immediate

02/20/2023
18:00
Cusco, Peru

On February 20, 2023 at 18:00, Jane Doe and Janet Palmer had been involved in a verbal argument regarding dirty dishes in their shared apartment which escalated to physical violence. The Program Leader and 10 Program Students reported they saw Jane Doe throw a glass coffee mug in the direction of a fellow program student, Janet

Updated 3/23/2023

14

Palmer, striking Janet Palmer in the head. Janet Palmer required immediate medical attention.

Given the level of violence demonstrated by Jane Doe resulting in injury requiring medical attention, Immediate Removal from the Program is being issued to Jane Doe. As this decision is made for the immediate health and safety of the program and its students; this decision is considered final and there is no route for appeal.

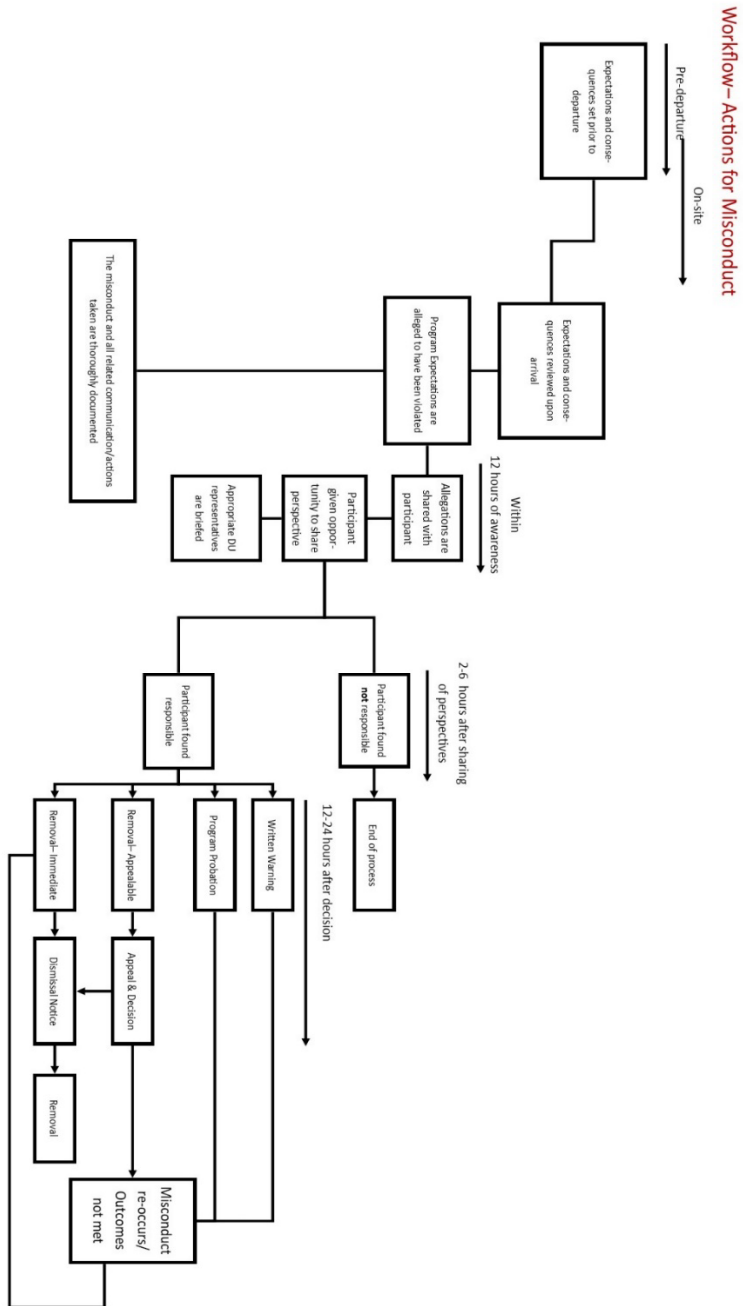
As Jane Doe will no longer be a student in the program, Jane Doe may not participate in any aspect of the program, is restricted to their assigned living quarters, may not have any contact with Janet Palmer, and must leave the associated accommodation immediately.

Dr. Stephenson will assist Jane Doe with finding a new temporary accommodation at the students expense while travel arrangements are pending and coordinating travel plans to return to the United States. As Jane Doe is being removed from the program, there are possible financial and academic penalties which are the responsibility of Jane Doe, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of "F" or "U" as applicable. Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

Sincerely,

Program Leader

Workflow-Judicial Actions for Misconduct



Definitions

Educational Outcome: An impact on grade, an additional assignment, loss of privileges within a program, program probation, a warning of removal, etc.

Excessive Drinking: When someone drinks alcohol to the point of impairment to perform simple tasks, or assignments, becomes a threat to themselves, others, or the program's objectives.

Program Probation: When a student is disallowed from an aspect of a program such as attending scheduled meetings or events.

Program Staff: The faculty or staff member employed by DU and designated in the International Group Program Proposal as being responsible for leading DU students or other program participants abroad and functioning in a teaching or supporting role.

Student: An undergraduate, graduate, or professional student enrolled at DU who has committed to participate in an approved education abroad experience organized through DU.

Off-Campus Emergencies/Crisis

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

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

Fundamental Principles for any Emergency/Crisis Procedure

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

In-Country, General Emergency/Crisis Response

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

Working With Participants in Distress/Mental Health Cases

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

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

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

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

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

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

Conversation Starters for Students in Distress

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

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

Cancelling a Program

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

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

- Death of a program participant
- Kidnapping of program participant

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

Insurance coverage

As a registered traveler on [DU-related international travel](#) you are fully covered—at no cost to you—under an accident, sickness, and emergency care insurance plan that works in tandem with our 24/7 travel assistance. In most cases, there is no longer a need to purchase a supplemental plan or verify coverage with your domestic insurance provider. This plan includes 14 day’s sojourn (personal travel) when it is connected to the DU-related travel.

Using the insurance

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

If not a medical emergency, any traveler can call ISOS at [+1-215-942-8478](#) when:

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

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

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

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

Incident specific scenarios

Arrest

Definition:

Participant has been legally incarcerated by local authorities.

Examples:

Drug or alcohol misuse, sexual misconduct, theft

Information to Gather:

- Describe nature of incident leading to participant's legal incarceration.
- Has the participant been detained or arrested?
- What agency has made the arrest? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses? (What are their names and contact info?)
- What rights have been granted?
- Has the U.S. Embassy /consulate been notified?
- Has the participant been given legal representation? If so, name and phone number.
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media)?
- Is the participant asking for assistance in contacting family?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact ISOS to open a case and get advice. This will notify ITHS
- c) Collect written reports from witnesses (other participants) when appropriate
- d) Visit participant if possible and appropriate
- e) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized

DU:

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

Follow-up:

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

Know:

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

Civil Unrest/ Terrorism

Definition:

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

Examples:

Rioting, Political demonstrations that turn violent, Hate crime

Information to Gather:

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

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact all participants to determine their needs and whereabouts
- c) Contact ISOS to open a case and get advice. Depending on the severity, this will notify ITHS
- d) Monitor the U.S. Embassy and State Department websites for current information
- e) Gather group in one location if safe to do so
- f) Identify participant responsibilities and provide them with specific emergency evacuation plans

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC (as applicable)
- c) Contact appropriate additional DU staff
- d) Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites
- e) Contact the "Emergency Evacuation" provider (ISOS) to establish action plan should one be needed
- f) Provide program participants with specific emergency evacuation plans
- g) Coordinate in-country transport of participants if needed

- h) Arrange alternative lodging and/ or support services if needed
- i) Refer any media inquiries to MarComm

Follow-up:

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

Know:

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

Death

Definition:

The end of life for a person.

Examples:

The permanent absence of heartbeat and spontaneous breathing

Information to Gather:

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

Action Steps:

On-site:

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

DU:

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

Follow-up:

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

Loss/ Theft of Credit Card

Definition:

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

Examples:

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

Information to Gather:

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

Action Steps:

On-site:

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

DU:

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

- c) Recommend the participant call their bank and family for assistance. ISOS can offer a cash advance, but this should be a last resort as the bill will come to DU who will have to coordinate collection later

Follow-up:

- o Complete incident report

Know:

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

Loss/ Theft of Passport

Definition:

Participant's passport has been lost or stolen.

Examples:

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

Information to Gather:

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

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Contact ISOS to open a case and get advice. Depending on the severity of the case, this will notify ITHS
- c) If passport was left behind, call last location and see if it has been found
- d) Call local police and file a police report
- e) If assistance is needed, ISOS can provide information about the replacement process
- f) Call nearest embassy/ consulate to make appointment for replacement
- g) Keep in mind that participant may have to enter Embassy without the PL. Ensure the participant has all documentation necessary prior to appointment
- h) If travel adjustments must be made, work closely with appropriate personnel at DU

DU:

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

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

Follow-up:

- o Complete incident report

Know:

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

Mental Health

Definition:

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

Examples:

Depression, extreme homesickness, suicidal thoughts

Information to Gather:

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

Action Steps:

On-site:

- a) Assist in contacting the travel assistance company, ISOS (+1-215-942-8478) or local emergency responders as needed
- b) Begin an event log: gather background information and obtain as many details as possible
- c) Ensure person is receiving appropriate care
- d) Contact ISOS to open a case and get advice. This will notify ITHS
- e) Offer yourself as a caring person until professional assistance has been obtained
- f) Being respectful of the person's privacy, ensure other program participants are aware that you are working on an issue and know what they should be doing while the situation is stabilized

- g) If relevant, help patient to gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. ISOS will often coordinate with the insurance company and these documents may not be necessary, but it's not a bad idea to get them.

DU:

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

Follow-up:

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

Know:

- o DU's counseling services is very limited in what it can provide over the phone to participants while abroad. ISOS can provide 5 free virtual sessions of "emotional support" and help identify resources abroad. Students may also download the MYSSP app which is another form of virtual counseling supported by DU.

Misconduct

Definition:

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

Examples:

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

Information to Gather:

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

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Discuss behavior with person and inform them that a violation of the established program expectations is grounds for immediate removal from the program
- c) Contact DU (intlsafety@du.edu) and make an initial report and form a communication plan
- d) If necessary, insist person remain isolated while situation is resolved
- e) Ensure other program participants are aware that you are working on an issue and know what they should be doing while the situation is stabilized

DU:

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

Follow-up:

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

Know:

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

Natural Disaster

Definition:

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

Examples:

Earthquake, Hurricane, Flood, Volcanic eruption

Information to Gather:

- What is the nature of the disaster?
- How widespread is the damage?
- Is there a likelihood of a continuing safety risk?
- Where is each program participant currently located?
- Is the location of the program participants safe? Long term or short term?
- What advice have local authorities given for response/ precaution?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- What are available travel options?
- What is the availability of resources? Food, water, shelter, medical supplies/ attention?
- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:

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

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC
- c) Contact appropriate additional DU staff
- d) Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites
- e) Contact the "Emergency Evacuation" provider (ISOS) to establish action plan should one be needed
- f) Provide program participants with specific emergency evacuation plans
- g) Coordinate in-country transport of participants if needed
- h) Arrange alternative lodging and/ or support services if needed
- i) Refer any media inquiries to MarComm

Follow-up:

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

Serious Illness

Definition:

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

Examples:

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

Information to Gather:

- o What are known details of incident?
- o Who was involved?

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

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Ensure ill person is receiving appropriate care
- c) Contact ISOS to open a case and get advice. This will notify ITHS
- d) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- e) Help patient to gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. ISOS will often coordinate with the insurance company and these documents may not be necessary, but it's not a bad idea to get them.

DU:

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

Follow-up:

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

Serious Injury

Definition:

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

Examples:

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

Information to Gather:

- What are known details of incident?
- Who was involved?
- How did the injury occur?

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

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Ensure injured person is receiving appropriate care
- c) Contact ISOS to open a case and get advice. This will notify ITHS
- d) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- e) Help patient to gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. ISOS will often coordinate with the insurance company and these documents may not be necessary, but it's not a bad idea to get them.

DU:

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

Follow-up:

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

Sexual Assault

Definition:

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

Examples:

Rape, inappropriate touching

Information to Gather:

- What are known details of incident?
- Who was involved?
- Where is the accused?
- Is the person allegedly responsible a program participant, faculty, staff, local, etc.?

- Has victim sought medical assistance? Where, when?
- Has incident been reported to local law enforcement? What agency, case number, contact person?
- Does the victim want to seek medical assistance?
- Does the victim want to report to local law enforcement?
- Are there witnesses?
- Is counseling available? In English? Where?
- Does victim want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?
- What are the country's laws regarding the report of a sexual assault? Will victim and accused be detained? (Department of State can assist with this)
- What is the local cultural outlook on sexual assault? Does the culture support a woman's right to file a police report?

Action Steps:

On-site:

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

DU:

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

Follow-up:

- Complete incident report
- Refer victim for additional counseling
- Coordinate with academic unit to resolve any academic credit issues

Suspected case of COVID-19

Definition:

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

Examples:

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

Information to Gather:

- Who was involved?
- How did the illness occur?
- What symptoms is the ill person exhibiting?
- Has the ill person tested positive for COVID-19?
- Does the ill person require emergency medical evacuation?
- Has the ill person sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?
- Is the ill person confined to the hospital? Hotel? Other facility?
- Does ill person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- f) Begin an event log: gather background information and obtain as many details as possible
- g) Ensure ill person is receiving appropriate care
- h) Contact ISOS to open a case and get advice. This will notify ITHS
- i) If the person does not need urgent care, isolate or quarantine them per ISOS advice and government requirements
- j) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- k) Help patient to gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. ISOS will often coordinate with the insurance company and these documents may not be necessary, but it's not a bad idea to get them.

DU:

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

Follow-up:

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

Unexplained Absence of Participant

Definition:

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

Examples:

No return from night out, did not disembark booked flight

Information to Gather:

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

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Ask every participant if they have any information about the missing participant's whereabouts
- c) Contact ISOS to open a case and get advice. This will notify ITHS
- d) Contact host family/ hotel/ airport/ train station, etc. to inquire about missing person and see what resources are available. (i.e.: Can the participant be paged?)
- e) Remain at expected meeting point or proceed to next as appropriate
- f) Determine location of all other program participants and organize as a group in one place
- g) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- h) Contact local police, if determined necessary
- i) Contact the U.S. Embassy, if determined necessary

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC (as applicable)
- c) Contact appropriate additional DU staff
- d) Verify travel plans where appropriate
- e) Attempt to make contact with missing person
- f) Contact participant's emergency contact for information, if determined necessary

Follow-up:

- o Complete incident report

Know:

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