



The University of Texas at San Antonio™

FACULTY-LED & PROGRAM DIRECTOR STUDY ABROAD HANDBOOK



■ Introduction	3
■ Contact Information	5
■ Teaching Short-Term Off-Campus Courses: An Overview	6
■ Faculty Program Director Responsibilities/Academics	9
■ Academic and Personal Counseling and Assistance	9
■ Crisis and Risk Management	10
■ Areas that are not your responsibility	10
■ Special Notice to Employees Traveling with Family	10
■ UTSA Office of International Programs Procedures for Handling Incidents Abroad	13
■ Preventive Measures	14
■ Incidents Involving Inappropriate Student Behaviors	14
■ Incident Report	14
■ Theft, Arrests, or Missing Participant	15
■ Medical Emergencies	15
■ Accidents	16
■ Sexual Assault	17
■ Other Assaults	18
■ The Death of a Participant	18
■ Group Emergencies	19
■ Natural Disasters	19
■ Civil Disasters	19
■ Student Finances	19
■ What to do if a Student Runs out of Money	20
■ Health Issues	20
■ Health Care Prior to Departure	21
■ Health Care While Abroad	21
■ Be Familiar with the Local Health Care Delivery System	22
■ Establish a Medical Emergency Plan	22
■ Potential Health Problems on a Study Abroad Program	23
■ Psychological Health Issues	23
■ Culture Shock	23
■ Preventing Mental Health Casualties	24
■ Safety Issues	25
■ Student Perceptions of Top Safety Issues	25
■ What to Bring	25
■ What to Leave at Home	25
■ State Department and Security Information	26
■ Precautions to Take While Traveling	26
■ Safety in Hotels	27
■ Transportation Safety	27
■ How to Avoid Legal Difficulties	27
■ Drug and Alcohol Abuse and Misuse	28
■ Overview of What Faculty Can Do	28
■ Examples of Alcohol Misuse	28
■ Additional Advice Regarding Alcohol Misuse	28
■ Health Resources / General/ Additional Resources and Websites	30
■ Airfare Ticket Information	30
■ International Weather Information	30
■ Country and Region Specific Information	30
■ Newspapers	30
■ Currency/Exchange Rate and Travel Alerts and Safety Abroad	30
■ Contact Information and Maps	30
■ Supplements	32
■ Appendices	37

The background image is a photograph of a large, multi-story university building. The building features a mix of brick and stone masonry, with several large glass windows and a prominent glass pyramid structure on the left side. In the foreground, there is a green lawn with a winding brick path, several mature trees, and a modern street lamp. The sky is a clear, pale blue.

INTRODUCTION

Congratulations on your choice to take UTSA students abroad! For many UTSA students, this will be their first overseas experience, and this handbook is aimed at helping you make it a positive one.

Interest in international study has increased dramatically at the University of Texas at San Antonio. As a result, there are more UTSA sponsored programs with UTSA faculty members taking groups of students abroad. This handbook and the accompanying workshop, are designed to provide guidance to Faculty Program Directors with resources on pre-departure, health and safety and more.

It is important to note that prior to undertaking a Faculty-Led program abroad, UTSA faculty members should have submitted and received approval for the program from your Department Chair, Dean, and the Vice Provost for International Initiatives.

The objective of this handbook is to provide you with resources for problems before they arise abroad. Our goal is to minimize the potential risks inherent in study abroad, and to ensure that each faculty program director has a well-thought-out emergency plan in place prior to taking students abroad.

Acknowledgments

The UTSA Office of International Programs gratefully acknowledges the following organizations and individuals who shared expertise and ideas for this handbook:

Inter-Organizational Task Force on Safety and Responsibility in Study Abroad NAFSA:
Association of International Educators

Contact Information

UTSA Phone Numbers

Office of International Programs

O: +00-1-210-458-7204

O: +00-1-210-458-7202

UTSA Counseling Services 24-hour line

+00-1-210-458-4140

UTSA Police Department

+00-1-210-458-4242

Other U.S. telephone numbers

U.S. Department of State's Overseas Citizens Services Office:

FROM WITHIN THE U.S. 1-888-407-4747

FROM OUTSIDE THE U.S. 1-202-501-4444

http://www.travel.state.gov/travel/tips/emergencies/emergencies_1212.html

International SOS

<https://www.internationalsos.com>

<https://www.internationalsos.com/locations>

+00-1-215-942-8226

UT System Member ID: 11BSGC000037

TEACHING SHORT-TERM OFF-CAMPUS COURSES: AN OVERVIEW

By William Hoffa, written for the NAFSA Guide to Successful Short-Term Programs Abroad

Teaching a diverse group of students in a foreign setting represents a huge challenge that you will likely find at times to be both time consuming and frustrating. No one should enter this work with the anticipation of accomplishing much scholarly research overseas – which, except in the rarest of circumstances, must be subordinated to prescribe teaching and administrative duties. Many personal and professional satisfactions, however, will come with the successful implementation of the program and the knowledge that the lives of U.S. students have been significantly enriched through the experience. Although you will have to balance a wide variety of responsibilities and roles – teacher, intermediary, adviser, program administrator, and advocate for students – this enlarged faculty role brings with it ample additional rewards and gratifications from students, parents, your faculty counterparts, and your home institution. Faculty members who have directed past programs are almost universal in commenting on the unique professional development and personal rewards of living, traveling, and learning with students far from home, as well as the enhancement of their teaching on campus.

In his article, “It’s Like Wearing All the Hats”¹ John C. O’Neal, professor of French and Faculty Program Director of the Hamilton College Junior Year in France, provides an insightful account of the demands of directing an overseas program. Professor O’Neal, serving his fourth year as Faculty Program Director of the Hamilton program, likens the overseas experience to being college president and dean and academic adviser and lecturer and psychological counselor and accountant and even, in some cases, repairman. This perceptive article describes these multiple

roles as a series of constantly shifting responsibilities for which adequate prior training is likely to be minimal and on-the-spot problem-solving ability, critical. Although some of what O’Neal says applies only to year-long, branch-campus programs, in point of fact, no matter how long or short the overseas experience, leadership demands remain surprisingly congruent whatever the length, location, or curricular focus.

As Faculty Program Director, you are the curricular architect of the program. Beyond this, you serve as liaison, coordinator, and facilitator among the many different constituencies and components of the program: home campus, students, on-site facilities, host families, the local and national government overseas, and last but not least, the host culture.

What any given faculty member does obviously depends largely on the nature and purpose, the design and structure of the particular program she or he is directing.

Once overseas, you assume full administrative and academic responsibility for the integrity of the program, as well as personal responsibility for the well-being of all students. You are the legal representative of your home institution for the period of the program. You may be asked to contact your home campus at intervals – by whatever means (e-mail, fax, phone) – with program updates, though many on-site decisions are inevitably left to your own judgment. As an administrator, you are responsible for the overall direction of the on-site program. Your on-site administrative responsibilities necessarily begin well before arrival.

¹ John C. O’Neal “It’s Like Wearing All the Hats” *ACADEME*, Sept/Oct 1995.

Housing assignments, special dietary arrangements, health issues, special needs accommodations – all must be dealt with well in advance of arrival.

Your on-site supervision assures that academic quality comparable with home institution standards is being maintained. This may require extensive and structured student contact. You might schedule frequent one-on-one sessions with students, offer optional times for consultation, or set up optional or mandatory group discussions to process what has been read or seen. The daily schedule of teaching, student advising, and making logistical contacts with host organizations and individuals is likely to be rigorous and demanding.

Directing a study abroad program for participants who most likely have limited experience in a new culture provides a range of challenges that go far beyond what might be required at home. Participants will see you as a resource person who can alleviate the initial confusion and disorientation that confronts them as you guide them along the paths of new knowledge and cultural integration. It is very important to understand the variety of motivations that encourage students to study overseas; not all will be as purely academic as faculty would prefer. Indeed, the desire to “get away” from the academic pressures of the home campus may be as fundamental as a student’s desire to test him- or herself in a new and “foreign” environment. Successful teaching and advising must acknowledge this complexity of student hopes and desires, providing counsel that balances the twin academic and experiential bases of international education.

You will need to be skilled in *diplomacy*, *logistics*, and *group dynamics*. You will invariably be asked to be a *cultural interpreter* and *analyst*, helping students understand what is going on and how it relates (or doesn’t relate) to things back

home. Unless there is someone else on the local scene who really knows the host country’s social, cultural, and academic fabric, you must be prepared to take on the role of explaining it to students. Above all, you must be prepared to be a cheerful and supportive *friend-in-need* to students, not simply an authority figure. Whatever is prescribed and expected, chance and circumstance often rise up to demand yet additional imperatives and responsibilities.

Experience shows that the most successful Faculty Program Directors are those with the physical stamina to manage long hours and a high level of interaction with students and local contacts, the patience and good humor to deal with frequent frustrations, and the knowledge and independence to function well in a culture not their own.

Fundamental to all of the above, you need to be an eager and committed teacher who knows how what you are teaching relates both to the home campus and to the culture of the host country. In sum, you are responsible for providing reasonable access to opportunities for both successful academic and personal experiences.

Due to the sensitive nature in acting as both advocate for the students and liaison among the distinct program components, you must exercise caution in personal matters concerning individual students.

Conversations with individual students must be regarded as confidential. Matters of particular concern are the violation of trust or privacy of students through the unauthorized sharing or disclosure of information; any act that can be interpreted as sexual harassment; or any discriminatory act reflecting prejudice based on sex, age, race, sexual orientation, or religious belief. As Faculty Program Director, you are expected to behave as a trustworthy representative of your home institution abroad, and be conscious of what this implies.

Dignity, decorum, tact, and discretion must be the rule in both public behavior and private handling of individual problems. Few faculty would consciously cause problems through careless words or acts, by a misplaced sense of humor, or by a cross remark in pressured situations, but this can sometimes happen under the pressures of the moment.

You must work to develop and maintain rapport with the group, but a certain social distance should be maintained as well. The ideal combination is “a heart of gold and a will of iron,” as one past Faculty Program Director said, in the face of unreasonable complaints and attempts by students to ignore program regulations. You should work to avoid the perception that you have favorites with the group; do not reveal a personal dislike for any participant or on-site staff member. Be professional.

Your role in the face of any student problems is to work with the student to find a solution, no matter how long it takes. In addressing physical and mental health issues, a rule of thumb is not to assume that problems that persist for more than three days will eventually go away by themselves. Keep on top of the situation from the beginning to prevent escalation and a potential crisis.

Finally, if a student expresses a wish to return home, listen carefully and empathetically, offering coping strategies and other suggestions. If the student persists, despite your efforts to help in the adaptation process, let the student make travel plans to leave. Often this serves as enough of an outlet for the student’s frustration and she or he may decide to reconsider things.

We hope the preceding paragraphs have not frightened you away from teaching abroad, but have given you a realistic picture of what may happen while abroad. In sum, your home campus provides faculty with an opportunity to work with students

from other institutions, and to get to know this generation of students beyond the classroom.

*Excerpt from: The NAFSAGuide to Successful Short-Term Programs Abroad, pgs. 174-76
Edited by Sarah E. Spencer and Kathy Tuma.
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FACULTY PROGRAM DIRECTOR GUIDELINES

The expectations of a UTSA Faculty-Led Study Abroad Faculty and Program Director are more comprehensive than those of a faculty member teaching a course on campus. As the program director, you will not only lead the course, but you will oversee many other aspects of the program, from helping a student find a doctor while in-country to giving travel safety tips and advice while abroad.

We hope this handbook and the accompanying workshop for program Faculty Program Directors will help you understand the responsibilities that go hand in hand with being a Faculty Program Director. We have grouped these responsibilities into three main areas: Academic, Personal, and Risk Management.

Academics

You are responsible for the academic content and structure of the course(s) you will be teaching. Each course should follow the course format (content and structure) approved in your faculty-led proposal. If you plan to deviate dramatically from that approved format, please contact the Executive Director of the Office of International Programs before your departure.

Because these are study abroad programs, you should anticipate using in-country resources as much as possible to take advantage of the international site and to enhance the student learning experience. Depending on the specific design of your program, you might include field trips, site visits, guest lecturers, or cultural events.

Course Activation:

- You must work with the person in your department who sets up courses on ASAP to make sure that your course is active for the term you are leading it.
- **Students must register for the course on ASAP in order to comply with University policies.**
- The course should not be open enrollment enabled. The appropriate person in your department should register only students selected for the program.

Academic and Personal Counseling and Assistance

As the Faculty Program Director, you are responsible for providing academic advice to participants. Students are often particularly interested in ways they can further their study of your subject matter after their return to campus and ways that they can integrate their study abroad experience into their wider academic and personal lives.

You must be prepared to act as a resource to participants who may need assistance with personal, emotional, financial and health problems that may arise during the program. You will act as a liaison between participants and the appropriate local agencies, which provide assistance in these areas. You should monitor the students' progress and make sure they are attending lectures, doing their assignments, and adjusting to their new environment. You must

also be available to the students to help interpret cultural and linguistic differences between their host country and the United States and to offer assistance to help students adjust to their new surroundings.

Students may not always come to you directly, so it is important to observe students' behavior and offer a supportive environment, which will encourage communication.

Health or Illness/Injury

It is important that you are available to students in the event of an emergency (such as hospitalization or natural disasters), and must do all that is possible to assist students and the Office of International Programs in dealing effectively with such emergencies. For example, the Faculty Program Director is expected to help participants obtain the best possible health care when they are ill or injured and should immediately advise the Office of International Programs should a serious accident or injury occur, especially if hospitalization or surgery is required.

Crisis and Risk Management

In the event of an emergency that could potentially affect the whole group, your first responsibility will be to attend to the safety of participants and to determine the scope of the health threat. It is important that you have the numbers for ISOS easily available because in the case of an emergency you must contact ISOS for advice in assessing the health threat. If it is determined that there is potential risk to the participants, you should notify the Office of International Programs and submit the appropriate incident report(s). Incident Reports should be submitted within 48 hours after the incident occurs, so that as much detail of the incident is recorded as possible and necessary follow up can be provided in a timely manner.

The Office of International Programs, in conjunction with designated UTSA officials, will be in charge of handling the situation locally and determine when to call emergency contacts. It is important to provide as much information as possible. We can better answer questions and keep-involved constituents informed when we are prepared with adequate information. (i.e. risk → students cannot have friends or family participate in any official activity while abroad. This is for liability reasons.)

Areas that are not your responsibility:

- Friends or relatives of students or other persons who are not officially enrolled in the program.
- Students who have broken the laws of the country.
- Students' personal losses.
- At the official end of the program, you are no longer required to supervise the activities of the student members of the program, nor to be aware of their plans

Special Notice to Employees Traveling with Family

Faculty leading programs abroad are highly discouraged from having family/friends travel with the group. However, every department and college has different policies and procedures about this topic. Please be advised that UTSA does not provide health or accident benefits to family members who accompany university employees. Any costs incurred during the course of your travel by any family member, including minor children or children for whom you are a guardian,

are the sole responsibility of you or your family member. You are strongly encouraged to check with your [health insurance](#) provider for details regarding coverage for your family members while traveling outside the United States.

UTSA study abroad programs are academic programs and should not be designed or conducted as so to cater to the needs of ancillary individuals who are not enrolled in the related academic course and study abroad program. To this end, accompanying children, spouses, or partners generally should not be permitted to participate in classroom and academic activities (to include sitting in the classroom and/or participating in academic discussion). Their presence should not interfere with the success of the academic operation, impact the quality of the study abroad program, or present increased risk management considerations and liabilities for the University.

Spouse or Partner

A spouse/partner may accompany the faculty member for a significant portion (or the duration) of the program, as long as it does not interfere with the faculty member's responsibilities to the program and the participating University students. "Partner" refers to either the spouse or the domestic partner of a faculty member, including domestic partners of unmarried faculty and irrespective of sexual orientation. No financial burden or other disadvantage should fall on the students or the program as the result of the participation of the spouse or partner.

The spouse/partner of the faculty member can also qualify as the caretaker of children/legal dependents, should they accompany the faculty member. In this case, the spouse/partner should clearly understand that their primary role while on the study abroad program is that of "spouse/partner" and also "the caretaker" of any children accompanying the faculty member. For liability and course credentialing purposes, spouses/partners who are not employed by UTSA should not have any responsibilities related to the academic program (e.g. taking roll, monitoring tests, managing finances, etc.).

Spouses or partners are not permitted to share living accommodations with University students.

Children and Adult Offspring

The sponsoring department and college may permit a faculty member's children (legal dependents) or adult offspring to accompany the faculty member for a significant portion (or the duration) of the program, as long as their participation does not interfere with the faculty member's responsibilities to the study abroad program and the students participating in the program. No financial burden or other disadvantage should fall on the students or the program as the result of the participation of children or adult offspring.

Although the faculty member can be considered the caretaker, it is strongly recommended that arrangements be made for a designated caretaker to accompany the child (or children) while the faculty member is conducting the academic program. This caretaker should be eighteen years of age or older. A sibling under the age of eighteen should not act as the caretaker for his/her younger siblings. Other faculty, staff members, students, or on-site program personnel should not be asked to serve as a caretaker.

Faculty members should carefully consider the number of children being taken on a study abroad program. The more children that are involved, the more difficult it becomes to make arrangements/ accommodations, provide appropriate caretaking services, and yet also remain attentive to the academic needs of the University students participating in the study abroad

program.

The children or dependents of faculty members are not permitted to share living accommodations with University students.

If traveling with a co-lead faculty member, you should communicate your intentions of traveling with your child and ensure they are comfortable with the arrangement. It is critical that the presence of children not interfere with faculty attendance.

Extended Family Members and/or Personal Acquaintances

“Extended family members” are those relatives other than the faculty member’s spouse/partner or immediate children. Grandchildren, nephews, nieces, or family in-laws who are not a faculty member’s legal dependents are considered to be *extended family* and should not participate unless they are appropriately enrolled as study abroad students in the University program.

“Personal acquaintances” are generally individuals who have no official connection with the program and who are not related to the faculty member. Personal acquaintances do not mean professional/educational contacts in country who have direct relevance, prominence, or association with the program and its academic content.

Extended family members and personal acquaintances should not directly participate in academic/classroom activities or travel with the study abroad group on program field trips/excursions. This is due to the increased potential for misperceptions or misunderstandings impacting the official reputation of the program (academic vs. vacation), possible financial challenges in delineating program and guest payments, and increased liability and risk management considerations for the faculty member and the university. No financial burden or other disadvantage should fall on the students or the program as the result of the participation of extended family members and/or personal acquaintances.

Visits from extended family members and/or personal acquaintances should preferably be scheduled to occur before or after the official program dates, during a scheduled vacation (e.g. Spring Break), or during a free weekend. Program leaders should be aware that such visits during the academic program risk encouraging the erroneous perception that study abroad programs are considered vacations, rather than rigorous, high-quality academic endeavors.

Extended family members and personal acquaintances are not permitted to share living accommodations with University students.

Payment and Logistics

Academic program funds should not be used to pay for any logistics or expenses incurred by ancillary participants. All faculty-led study abroad program logistics and accommodations should be made with the understanding that this is an academic program designed solely to meet the needs of the students and the faculty members.

Faculty members are solely responsible for obtaining passports and visas, obtaining [health insurance](#), organizing travel, and providing for all meals and accommodations of their spouse/partner, caretakers, and children/legal dependents.

UTSA OFFICE OF INTERNATIONAL PROGRAMS PROCEDURES FOR HANDLING INCIDENTS ABROAD

Preventive Measures

In order to minimize potential crises and mitigate student misconduct abroad, the Faculty Program Director should brief the group as a whole on safety measures before leaving the United States, emphasizing appropriate issues such as:

- Actions or activities that may be acceptable in the U.S. but are not acceptable in the host culture.
- Appropriate behavior and any defensive measures avoid drawing negative attention and prevent risk to personal safety.
- Places that are not safe at night, not safe to walk through alone, etc.
- Social norms regarding alcohol use as well as laws, which govern the use of illegal substances.
- Driving where they are unfamiliar with both driving customs.
- Specific rules established by the Faculty Program Director, such as an alcohol policy, curfew, sign-in sheet, buddy system, nightly check-in, and procedures for contacting faculty leaders.
- Reviews student code of conduct.

The Faculty Program Director should familiarize him/herself with local arrangements for handling emergencies- e.g., the location of the nearest emergency medical facility, telephone numbers for the police and emergency medical care. This can be found on the International SOS website.

Please refer to Appendix B (faculty orientation) for a [pre-departure checklist](#) of things to consider before departing for an international program.

Incidents Involving Inappropriate Student Behaviors

Inappropriate student behavior encompasses a myriad of acts and issues. Students are expected to behave appropriately while on the study abroad program. All UTSA students are subject to the Student Code of Conduct even when studying abroad. Inappropriate behavior can include:

- Breaking the laws of the host country;
- Consuming too much alcohol or being caught with illegal drugs;
- Engaging in behavior that could endanger themselves or others;
- Disobeying rules set to allow the program to proceed smoothly, such as being chronically late or skipping class, not participating with the group or other academic activities;
- Cheating or other types of academic dishonesty;
- Disrupting, harassing, or otherwise interfering with other program participants.

The Faculty Program Director must intervene immediately in some cases. For instance, students can be subject to immediate dismissal if caught with illegal drugs. If students are arrested for any reason, the Faculty Program Director should try to ascertain the cause of the arrest and, contact the Executive Director of the Office of International Programs. Faculty are not responsible for finding legal assistance or paying for a student to be released from custody. In such a scenario, the faculty's priority remains with the students participating in the program and to coordinate with the Office of International Programs as needed. If a student has physically attacked another student or engaged in violence toward him/herself or anyone else,

immediate steps must be taken to ensure the safety and welfare of all who are involved. The Executive Director of the Office of International Programs will coordinate with appropriate officials locally to assist faculty with deciding further actions and provide additional assistance.

In less severe cases, the Faculty Program Director has the authority to determine the appropriate action to take. At the very least, a meeting should be held to discuss the behavior with the student(s). If desired, the Executive Director of the Office of International Programs can be included in the meeting via Skype or phone. Various decisions and/or sanctions can result from such a meeting:

- Verbal or written warnings can be given;
- Roommates can be changed;
- A curfew can be imposed;
- The offending student(s) can be required to apologize;
- The final grade given for the program can be affected;
- A student can be banned from a specific activity; and
- A report of the behaviors can be sent the [UTSA Office of Student Conduct and Community Standards](#).

Incident Report

[Incident Reports](#) (behavioral and scholastic and non-behavioral) should be submitted within 48 hours after the incident occurs, so that as much detail of the incident is recorded as possible and necessary follow up can be provided in a timely manner.

The Faculty Program Director should keep notes that detail the behavior, the student(s) involved, and any meetings or other actions taken. A sample report appears in Appendix B (faculty orientation).

Upon Incident:

1. Address the emergency, follow-up with the incident report within 48 hours;
2. Attend to the immediate needs of the participant(s) or colleague(s) involved;
3. Remove other participants from danger (if applicable);
4. Document all steps taken in response to the incident by maintaining accurate and detailed records;
5. Contact Education Abroad if you have any questions or concerns.

Examples of the types of incidents that should be reported to Education Abroad include (but are not limited to):

- Title IX complaint
- Crime (arrest, theft and/or other)
- Assault (verbal, physical and/or sexual)
- Harassment
- Bullying
- Medical (illness, injury, mental health or other)
- Missing/Separated Person
- Natural Disaster, Epidemic or Location Specific Crisis
- Behavioral
- Disciplinary Violations
- Other

The incident report is designed to serve as documentation for any UTSA-related incident abroad, from student conduct issues to the death of a student participant. This report will serve as a record of any event transpiring overseas, and will inform the appropriate people at UTSA in the event that further action or response is necessary. Your responses and information should be objective, factual, and concise. Your personal thoughts or opinions about a student should not be evident in an Incident Report.

Theft

Faculty leader should check with [ISOS](#) on the best avenue for reporting theft in the host country. If a student is the victim of a theft, it should be reported to the local police. In order to process claims of thefts of property, U.S. insurance companies generally require a copy of the police report, and the Faculty Program Director should assist a student as necessary to obtain a copy of this report. If a passport is stolen (or lost), the student should report it to the nearest U.S. embassy or consulate as soon as possible.

An [incident report](#) should be completed and submitted within 48 hours of the incident notification.

Arrests

In the event that a program participant is arrested/jailed/charged with a crime, the Faculty Program Director should try to obtain as much information as possible and the Office of International Programs. After consultation, the Faculty Program Director may be asked to contact the nearest U.S. consulate, informing them of the situation and asking for their guidance and assistance about what steps, including legal representation, can be taken. The Faculty Program Director should try to provide the Office of International Programs with information about pertinent host-country laws and possible penalties.

The Executive Director and designated UTSA officials will evaluate the gravity of the situation and decide whether or not it is appropriate to notify the student's emergency contact. In consultation with the UTSA response team, decisions will be made about actions to be taken. Additional intervention might not be possible, but the Faculty Program Director and the Office of International Programs should do what is feasible to assist the student, especially if he/she must remain in jail, undergo further legal action like a trial, and so on.

Lost or Stolen Passport:

- Report to U.S. embassy/consulate immediately.
- If international student, contact their country's embassy and OIP for assistance with obtaining their visa.

Missing Participant

- The Faculty Program Director should notify Education Abroad immediately if any participant does not arrive at the program site on the **first day** of the program.
- If a student disappears during the program, the Faculty Program Director should first attempt to learn when and where he/she was last seen and whether anyone knows the

individual's whereabouts.

- If the Faculty Program Director judges that it is important to begin a search or to notify police before consulting with International Programs, it should be done. UTSA will decide if and when to notify the emergency contact.
- Notify the International Programs as soon as possible in the event of a mid-program disappearance. A detailed incident report should be submitted as quickly as possible – preferably within 48 hours of notification.

Medical Emergencies

Medical emergencies include illnesses and injuries that require medical attention.

- Prior to the Faculty Program Director should contact ISOS online or by phone to identify preferred clinics and hospitals in host country. Arrange for immediate appropriate medical attention and notify the Office of International Programs as soon as possible afterward.
- Faculty leader assist student with contacting ACE or ISOS to report illness/injury.
ACE American Insurance Company
Accident & Health Claims
Inside the USA: (800) 336-0627
Outside the USA: (302) 476-6194
Fax: (302) 476-7857
ACEAandHClaims@acegroup.com
- A representative from UTSA will telephone the emergency contact and discuss the situation. (Sometimes the Faculty Program Director may be better placed to do this and able to answer questions more effectively; in this case, there would be a follow-up telephone call from UTSA.)
- If feasible, and appropriate, the Faculty Program Director should arrange for the student, on-site medical personnel, or other officials to contact the student's family as soon as possible. Assistance with translation may also be necessary.
- If medical evacuation should become necessary, UTSA will work with International SOS to complete all necessary arrangements.
- Please visit <https://www.internationalsos.com/> for more information.
- Please visit the UT System Student International Travel Accident and Sickness Policy website: <https://www.utsystem.edu/offices/risk-management/student-international-travel-accident-and-sickness-policy>

Accidents

- If a student is involved in an accident, he/she should receive prompt medical attention (see above), if only to have his/her condition evaluated.

- The Faculty Program Director should provide any needed assistance to the student, including making sure there are English-speakers present during any required medical treatment. International SOS may assist with translations.
- In the case of hospitalization, the Faculty Program Director should notify the Office of International Programs as soon as possible.
- **Students are not to be left unattended while in a foreign hospital. The Faculty Program Director should make arrangements for someone from the program to remain with any student awaiting treatment at a local medical facility.**
- The student should be encouraged to inform family members once the situation has been evaluated. If necessary, the Faculty Program Director should assist the student in obtaining copies of the medical and police reports, and if the student is unable, the Faculty Program Director should obtain copies of the reports on the student's behalf.

Sexual Assault

Please refer to the UTSA Handbook of Operating Procedures or Title IX website at: <http://www.utsa.edu/hop/chapter9/9-1.cfm> and also <http://www.utsa.edu/eos/titleix.html>

The Faculty Program Director should talk to the student directly if at all possible to gather information about the assault and about the student's physical and psychological state, and to discuss how best to respond to the student's needs. The Faculty Program Director should be sensitive to issues of gender and be aware that the student may prefer the support and presence of someone of the same gender.

- Issues to be considered:
 - Medical attention – The student should be seen by a physician if he/she has not already done so. The Faculty Program Director should arrange for medical attention as quickly as possible and, if the student wishes, accompany the student to the appointment. Will the student need a translator?
 - Psychological counseling – Does the student wish or need to receive psychological counseling? Are such services in English available locally? If not, seek assistance immediately from the Office of International Programs, which can arrange for UTSA Counseling Services to conduct preliminary counseling by phone.
 - Notification of local police – Although the student may be disinclined to do so, he/she should be encouraged to notify the local police and given every assistance in doing so. If the local police are the first to report the assault, the Faculty Program Director should obtain all available information about the incident and the official response and convey this to the Office of International Programs.
 - Notification of parents – The student should be strongly encouraged to notify parents him/herself. If he/she declines to do so, the Office of International Programs will consider whether the situation is sufficiently serious to be considered an emergency and take the initiative to notify the emergency contact/parent.
 - Academic ramifications – The Faculty Program Director should discuss with the student

her/his current academic situation (upcoming deadlines, etc.) and whether or not the student feels that he/she will be able to continue the academic work. It should be made clear that the program can make alternative arrangements if he/she wishes to withdraw and return home so as not to penalize him/her academically. In that case, the Faculty Program Director should immediately notify the Office of International Programs and help the student make arrangements to leave. Discuss with the student how work will be finished at home, late exams given, and/or other appropriate steps. These arrangements should be clearly outlined, both verbally and in writing, for the student. Financial refunds and other issues pertaining to costs will be handled by International Programs.

- **Confidentiality** – The student has the right to confidentiality and may not wish to have other program participants or staff aware of what has occurred. However, an incident form must be submitted and the Office of International Programs must be notified immediately in order to provide necessary support to the student, and inform the required university officials.
- **Future safety concerns** – Program leaders and university reviewers (FLSARG) should evaluate whether or not preventive measures can be taken to avoid a repetition of the assault. The Faculty Program Director or other on-site administrator should then arrange to meet with other program participants, both men and women, to discuss what additional measures should be taken. Meetings should be conducted in such a way as to respect confidentiality.
- A completed Incident Report should be submitted to the Office of International Programs within 48 hours.
- The Office of International Programs will notify the appropriate office(s) at UTSA that a sexual assault has occurred and provide them with the necessary information.

Other Assaults

Responses should be as outlined above. A completed Incident Report should be sent to the Office of International Programs within 48 hours of the report.

The Death of a Participant

For full details, refer to the “Illness, Injury or Death of a Student” Emergency Checklist, in Appendix D.

- If a program participant dies, the Office of International Programs must be notified immediately. Convey as much detail as possible to UTSA.
- It is also necessary for the Faculty Program Director to notify the American consulate (or appropriate consulate) and local police (if appropriate) as soon as possible.
- A UTSA representative will begin notifying the parents or other family members and will work closely with them to assist with travel and funeral arrangements.

- The Office of International Programs will also contact International SOS to begin implementing the repatriation clause of that policy. This will pay for the cost of returning the participant's remains to the appropriate country.
- International Programs will contact the Office of the Vice President of Student Affairs in accordance with UTSA policies for notification in case of a student death.
- The death of a student abroad may also attract media coverage in the United States and abroad. UTSA public relations officials will be notified by International Programs or the Provost's office. Both the Faculty Program Director abroad and the Office of International Programs should act in such a way as to provide as much privacy as possible for the student's family.

Group Emergencies

In the event of a natural disaster or civil emergency, the Faculty Program Director should contact the nearest U.S. Embassy to learn what plans are in place for the protection of American citizens. If the emergency is one that threatens only the program, the Embassy should be informed of the situation and its support requested. You should also notify the Office of International Programs as soon as possible. The Faculty Program Director should also meet with program participants as soon as possible and discuss what steps are being taken for their safety and what students should do on their own behalf. This should be done in such a way as to prepare and reassure them and without engendering a sense of panic.

International Programs will notify each participant's emergency contact person and the UTSA Student Affairs Response Team if necessary.

Natural Disasters

In the event of a threatened natural disaster, check with the local authorities to find out what steps to take. The local U.S. consulate may also have information for Americans residing in the affected area. The Faculty Program Director should take whatever steps are possible under the circumstances to remove the participants from the source of danger.

You should notify the Office of International Programs once you know the situation and where you might be relocating students, if that possibility exists.

Civil Disasters

In the event of civil disasters such as acts of terrorism or political unrest, the Faculty Program Director should contact the U.S. Embassy immediately to see what plans are in place for the protection of American citizens. If the embassy cannot be contacted, the Faculty Program Director should call International Programs immediately to discuss what steps should be taken (including, if necessary, evacuation) for the protection of program participants.

Student Finances

Faculty are responsible for developing a reasonable program budget. The program fee is only a portion of what a student pays to participate in a study abroad program. Students must be made

aware that they will need to have funds to cover additional expenses. When the student budget for a program is published, it includes the program fee and estimates of necessary costs not covered by this fee. This is done for two reasons - to give the student a realistic picture of the total cost of the program and to provide the Office of Financial Aid the information necessary to adjust a student's financial aid award to cover the costs of studying abroad. The Office of International Programs provides the student budget information directly to the Financial Aid Office as well as the list of accepted students.

What to do if a Student Runs Out of Money

Despite all the advice and pre-departure preparation, some students will find themselves short of funds. Some possible solutions could be: have the family deposit funds into the home account so the student can access the funds through an ATM; have the family send a foreign draft by express mail; send a bank wire or transfer; Western Union/MoneyGram; or send a transfer through American Express. This latter option is quite costly.

Various private companies can help replenish funds when bad planning or theft leaves a student or Faculty Program Director penniless. Most credit card companies provide legal, medical, and financial services around the world 24 hours a day, including emergency cash advances and card replacement (often within hours).

Using the local AMEX office, you can receive funds in about a day, but high fees may apply. If all else fails, turn to the Bureau of Consular Affairs. After an investigation determines that an American is genuinely stranded, a consular official will seek a friend or relative of the traveler to help. If no one can be found, an official may advance money, but a "limitation" will be put on the individual's passport, signifying that it is to expire when he or she reaches home and cannot be renewed until the loan is repaid.

On a short-term program, health and safety issues can immediately impact a student's academic progress. If a student becomes ill at the beginning of the program and is unable to attend class for a week, how will credit be earned? If a student has an accident while on a traveling program, who stays behind to attend to the student's medical needs while the group moves on to the next site?

Most safety and health concerns can be drastically reduced with good pre-departure information, planning, and good monitoring on site. Here are some considerations to take into account.

Health Care Prior to Departure

Good preventative health care prior to departure is among the most important things participants can do to assure a successful study abroad experience. These issues will be covered on a general level in the student pre-departure orientation program that every participant is required to attend. These topics will vary by country, depending on the level of health care delivery system. Faculty are encouraged to address more specific healthcare needs and topics in a country-specific manner.

1. Water & Food issues
2. Alcohol & Drugs (legal & illegal)
3. Personal responsibility & health status
- Pre-existing conditions, special care needs
- Prescriptions
- Eyewear
4. Sexuality & Relationships
5. [Health care availability abroad](#)
6. Diseases
7. Psychological issues

Health Care While Abroad

Although the Office of International Programs provides comprehensive orientation to all students prior to departure, there may be a need for health care abroad. In the event a student requires medical attention, the Faculty Program Director should be able to assist the student to receive the necessary care.

Try to ensure students feel safe and comfortable discussing any health concerns with you. There might be embarrassing things that they need to talk about. Traveler's diarrhea, for instance, is relatively benign if treated early but can evolve into a serious condition if it persists. Students would never discuss this with you in a classroom in the U.S., but on the program you might need to have this information. Refer to the Local Health Care checklist in Appendix E (faculty orientation) for a detailed checklist.

Be Familiar with the Local Health Care Delivery System

- Where are the local clinics and hospitals?
- Are there English-speaking doctors available?
- Hours of operation?
- Will the clinic treat foreigners?
- What is the method of payment?
- Bring a dictionary with medical terms and phrases (if applicable).

Establish a Medical Emergency Plan

- Where do you find “after hours” health care?
- How do you get someone out of the country quickly?
- Know how to dial the equivalent of 911.
- Make sure that all students also know how to “dial 911.”

Over the Counter and Prescription Medication

- Refrain from distributing medicine to students. Even over-the-counter medicines can be lethal for some people. Consequently, it is better to insist that participants bring their own supply of pain relievers, anti-diarrhea drugs, antacids, etc.
- You should know where the local pharmacy is, but be cautious and inform participants that drugs sold over-the-counter in other countries may contain stronger doses than are used in the US.
- We have informed students that they should bring an adequate supply of medication with them in bottles labeled with medication name, patient’s name, doctor’s name, and expiration date.
- If they will need to fill a prescription overseas, they should bring a copy of the prescription from their doctor as well as a complete description of the medication. They might need to show this to the pharmacist if the exact drug they need is not available.

Potential Health Problems on a Study Abroad Program

Students may assume that since they are participating on a short-term program, health issues will not be a concern. However, there is health issues associated with travel no matter the length of the program. Most travelers’ complaints are colds, intestinal upsets, and minor aches and pains. Food and waterborne diseases are the number one cause of illness to travelers.

Here is a short list of the common health problems on study abroad programs:

- **Jet Lag:** For the first few days of the program, students may experience fatigue, disorientation, insomnia, anxiety, impaired concentration, and loss of appetite. Plan program activities accordingly at the beginning of the program. Encourage students to eat and sleep at the relevant local times and to exercise (light walking is ideal). Exposure to sunlight after arrival also aids synchronization.

- **Intestinal upsets:** At the beginning of the program, students will have to adjust to new food and water; make sure you discuss local safety precautions regarding food and water; if you are in a country where food and waterborne illnesses are common, encourage students to tell you if their traveler's diarrhea does not improve when treated with over the counter medication; medical attention may be needed at that point.
- **Nutritional problems:** Students with dietary restrictions may find it difficult to easily identify local food they can eat and may need your help; keep a closer eye on these students, especially at the beginning, to make sure they know how to find appropriate nutrition. Apps such as trip advisor and Happy Cow may assist in meeting dietary restrictions.
- **Physical symptoms of culture shock/cultural adjustment:** A cold and/or digestive problems are common physical manifestations of culture shock; encourage students to take good care of themselves and to eat well and drink plenty of water; see section below for information on culture shock.

All of the health issues listed above can be exacerbated by excessive alcohol consumption so you also should watch carefully for signs of alcohol misuse or abuse. See chapter on Alcohol and Drug Misuse and Abuse for more information.

Psychological Health Issues

Studying abroad can be stressful. Students are adjusting to a new culture, possibly to a new language, and dealing with possible difficulties in-group dynamics. Be aware of possible indicators of culture shock and psychological stress that include:

- Nutrition issues: compulsive eating or lack of appetite
- Feelings of helplessness, irritability, and loneliness
- Isolation
- Not coming to program activities
- Excessive alcohol consumption
- Homesickness
- Sleeping more than usual
- Feeling depressed
- Getting angry easily
- Decline in spontaneity, or flexibility
- Stereotyping of host country/culture
- Increase in physical ailments or pains
- Inability to work effectively
- Boredom
- Unexplainable crying

Culture Shock

Most study abroad participants will experience some form of culture shock. (Many of its symptoms are listed above.) However, some students might experience it after only two days in the host country, others not until three or more months into their stay. In addition, the concrete indicators of culture shock vary from individual to individual. Encourage students to take care of their health and eat well to help them through these stages. If your students display one or more of these behaviors, it is very likely that they are going through the culture shock phase of cross-cultural adjustment. Both you and your students can also refer to the section on how to handle

culture shock in the UTSA Pre-departure Orientation Handbook.

Preventing Mental Health Casualties

Here are some tips to assist students who may experience mental stress:

- Put the student at ease
- Display composure—it's contagious
- Give honest and accurate information
- Temporarily remove the student from the stressful situation
- Question student only after establishing some psychological and physical equilibrium
- Help reorient with a clear plan
- Avoid judgmental remarks
- Adapt to the needs of the person (at least temporarily)
- Increase the identification with other students who are going through the same process
- Put student in touch with supportive peers (don't leave them alone for long periods)
- Moderate the feelings related to the process of separation from family, home country and culture
- Reaffirm their capacity to confront their frustrations
- Control, where possible, fatigue, hunger, temperature, and sleep loss
- Encourage physical activity, when appropriate
- Promote and maintain group cohesion, morale and communication
- Provide leadership, including role models
- Promote pacing (predictable periods of rest and renewal), optimism, commitment, and health fun.

It is critical that students are aware of the resources available to them while studying abroad. UTSA's Counseling Services can assist a student in crisis while abroad if necessary. Please contact the Office of International Programs and Counseling Services if you feel that a student has unmet psychological health needs that would benefit from counseling.

Student Perceptions of Top Safety Issues

Surveys were recently given, asking students who were abroad to list their top safety concerns. Here are the results of that survey, listed in the students' perceived order of importance:

1. Theft and pick-pocketing
2. Pedestrian safety and driving
3. Anti-American sentiment, national security issues, protests, demonstration and terrorism
4. Getting lost
5. Alcohol and drug abuse
6. Sexual assault, harassment
7. Violent assault

Like health concerns, most safety problems can be drastically reduced with good pre-departure information, planning, and action. The following sections give advice on how to prepare students to deal with these safety concerns.

What to Bring

The UTSA Study Abroad Handbook contains information to assist students in staying safe while abroad. The excerpts below pertain to both faculty and students:

- Travelers should dress conservatively to avoid being a target and to avoid the appearance of affluence
- Travel light
- Carry the minimum number of important documents and plan a place to conceal them.
- Passport, cash, and credit cards are most secure when locked in a hotel safe
- Avoid putting valuables in purses, fanny packs, and outside pockets which are easy targets for thieves
- Bring a copy of your passport with you in case yours is lost. Keep this copy separate from the original.
- Use covered luggage tags to conceal identity and nationality
- Note credit limits on each credit card. Know how to report the loss of your credit card from overseas.
- Make two photocopies of the passport identification page and airline tickets. Email a copy of your passport identification page. One photocopy should be left with family or friends at home.

What to Leave at Home

- Valuable or expensive-looking jewelry
- Irreplaceable family objects
- All unnecessary credit cards
- A copy of the itinerary with family or friends
- Copies of passport and credit card numbers (one copy goes with the traveler, separate

from originals. Extra copy stays at home.)

State Department Registration and Security Information

The US State Department's Consular Information Sheets are available for every country of the world. They describe entry requirements, currency regulations, unusual health conditions, the crime and security situation, political disturbances, areas of instability, special information about driving and road conditions, and drug penalties. The information sheets also provide addresses and emergency telephone numbers for U.S. embassies and consulates.

The Information Sheets can be found at the following address: <http://www.state.gov/travel>

All UTSA students participating in study abroad are strongly encouraged to register for the Department of State STEP (Smart Traveler Enrollment Program) Program. Students should visit the following link and register individually: <https://step.state.gov/step>

Current UTSA policy does not allow for the registration of groups or programs by the program leaders at this time.

Precautions to Take While Traveling

For more in-depth information, see the *UTSA Study Abroad Handbook*. This gives important advice, such as do not travel alone, especially at night, keeping a low profile, avoiding scam artists, and how to watch out for pickpockets.

Here is some additional advice which you will want to share with students:

- Check with local residents to learn what parts of the city are unsafe; make sure students are warned about these areas
- Learn ahead of time about any scheduled public demonstrations; warn students to stay away
- Check with locals about any scams that might be operating in the area
- Beware of strangers who approach offering bargains or to be a guide
- Learn phrases in the local language to signal a need for help, the police, or a doctor.
- Make note of emergency phone numbers for 911, police, fire, your hotel, and the nearest U.S. consulate or embassy
- Carry the hotel name, address, and phone number in the local language and in English

Safety in Hotels

Advice to share with students:

- Keep hotel room doors locked at all times
- Meet visitors only in the lobby
- Do not leave money and valuables in the hotel room. Use the hotel safe if possible
- Let someone know when to expect your return when you go out
- If out late at night, do not get on an elevator if there is a suspicious-looking person inside
- Read the fire safety instructions in the hotel room. Know how to report a fire. Know where the nearest fire exits and alternate exits are located. Count the doors between the room and the nearest exit

Transportation Safety

- Know which taxis are safe to take
- Learn how to negotiate cab fares (if applicable)
- Advise students to be aware of traffic patterns
- Advise students never to step out into the street before checking both ways first
- Talk to students about crossing the street as a group. Pay attention to traffic lights. Often the whole group will not be able to cross at the same time. Pedestrians probably do not have the right of way!
- Reaffirm warning for students not to rent or drive vehicles
- Traffic deaths are the number one cause of death of students abroad. Be sure the students know this!

Except as authorized in writing by the Vice Provost for International Initiatives in consultation with the Environmental Health, Safety, and Risk Management office, UTSA Faculty and students are prohibited from driving/operating motor vehicles (for the purpose of transporting other students and staff) while participating in University-sponsored study abroad program activities in foreign countries. Instead, Faculty-led Study Abroad program leaders must arrange/contract for the use of reputable, safe, reliable, and locally hired (public or private vendor) transportation services in order to service the transportation needs for the program.

How to Avoid Legal Difficulties

Students and faculty are subject to the laws of the country where they are overseas; they are not protected by the U.S. Constitution. Students need to be aware of what is considered criminal in the country visited. See the Consular Information Sheets which include information on unusual patterns of arrest.

Some of the offenses for which U.S. citizens have been arrested abroad include:

- Drug violations — More than one-third of U.S. citizens jailed abroad are held on drug charges
- Photography — In some countries travelers can be stopped or detained for photographing such things as police and military installations, government buildings, border areas, and transportation facilities. If in doubt, ask permission to take a photo.
- Communication monitoring and interception from social media, websites, emails, etc.

If a student is arrested, contact the Office of International Programs immediately and submit an incident report within 48 hours of arrest notification.

Overview of What Faculty Can Do

- Tell students about behaviors you will not accept on the program
- Know that students will drink. Think of ways to help students know how to drink responsibly
- Discuss cultural norms about alcohol
- Do not ignore signs of excessive drinking; talk to the student right away
- Inform students regarding risky behaviors, dangerous neighborhoods to avoid
- **IMPORTANT:** Do not serve alcohol to students under 21 at program-sponsored events regardless of local legal drinking age

Examples of Alcohol Misuse

- A student misses any scheduled event because of the effects of alcohol consumption
- A student becomes ill due to the effects of alcohol consumption.
- A student is disrespectful of others sharing the same housing, and congregates with loud groups for social purposes
- A student engages in inappropriate behavior toward other individuals that is the result of alcohol consumption
- A student engages in destructive behavior toward property that is the result of alcohol consumption
- A student does not abide by the laws of the country in which he or she is staying
- A student engages in behavior that causes embarrassment to the other members of the group, the faculty member(s) or the in-country host(s) as a result of alcohol consumption
- Students in a group facilitate/encourage or ignore a fellow student who is misusing or abusing alcohol
- Transporting quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group

Faculty Program Directors can choose to report the above behaviors to UTSA Student Conduct and Community Standards through the online incident report. If the Faculty Program Director files a formal complaint, the student will be contacted by Student Conduct and Community Standards upon return to campus and the judicial process will begin. If the student is found responsible for violating university policy, the complaint and its resolution will become a formal part of the student's record at UTSA.

Additional Advice Regarding Alcohol Misuse

- Students should not hold parties in their hotel room
- Faculty Program Directors should not hold parties in their hotel room
- Encourage students to discuss alcohol abuse by fellow students with the Faculty Program Director
- If a student becomes incapacitated or is in need of medical attention, others must know how to seek emergency help
- Peers are encouraged to make the responsible choice to notify program and emergency personnel immediately

- UTSA's Good Samaritan rule will be in effect (The person making the emergency call will not be subject to disciplinary action.)
- Remember that no state funds can be used to purchase alcohol
- If students are individually purchasing alcohol at a group function, it is your responsibility to monitor alcohol use

As a Faculty Program Director you are in a position of authority and responsibility and you must be capable of addressing an emergency should it arise. As a result, it is strongly advised that you do not consume alcohol at such functions. Participation in and/or accompanying students to social events that involve excessive consumption of alcohol implies that drunkenness is acceptable and sends a contradictory message regarding responsible drinking.

Health Resources

- Centers for Disease Control and Prevention <http://www.cdc.gov/travel/index.htm>
- Health Information for International Travel (The Yellow Book): download or order this book published by the Center for Disease Control and Prevention
<http://www.cdc.gov/travel/yb/index.htm>
- The International Association for Medical Assistance to Travelers can provide a Faculty Program Directory of English-speaking doctors in 500 cities in 120 countries.
<http://www.iamat.org/>
- World Health Organization <http://www.who.int/en/>
- International SOS <https://www.internationalsos.com/en/>
- UT System Student International Travel Accident and Sickness Policy website:
<https://www.utsystem.edu/offices/risk-management/student-international-travel-accident-and-sickness-policy>

General

- The Internet Guide of Hosteling <http://www.hostels.com/>
- The Lonely Planet <http://www.lonelyplanet.com/>
- State Department <http://travel.state.gov>
- Entry Requirements/Visas <http://www.traveldocs.com/>
- General guides and articles <http://www.transitionsabroad.com/>

Airfare Ticket Information

- Kayak <http://www.kayak.com>
- Inexpensive tickets:
<http://travelocity.com/>
<http://expedia.com/>
<http://www.orbitz.com>
<http://hotwire.com>
<http://www.cheaptickets.com>

International Weather Information

- Weather Channel <http://www.weather.com/>
- USA Today <http://www.usatoday.com/weather/wfront.htm>

Country- and Region-specific Information

- British Foreign and Commonwealth Office <http://www.fco.gov.uk/en>
- Canadian Department of Foreign Affairs <https://www.international.gc.ca/gac-amc/index.aspx?lang=eng>
- BBC News Africa <https://www.bbc.com/news/world/africa>
- African Data Dissemination Service

<http://earlywarning.usgs.gov/fews/#adds> overview anchor

- University of Pennsylvania African Studies Center. <http://www.africa.upenn.edu/>
- Latin American Virtual Library <http://lanic.utexas.edu/las.html>
- Middle Eastern Virtual Library <http://www.menalib.de/>

Newspapers

- AJR News Links <http://www.newslink.org/news.html>
- Reuters <https://www.reuters.com/>

Currency/Exchange Rate

- Currency Converter <https://www.xe.com/currencyconverter/>

Travel Alerts and Safety Abroad

- U.S. State Department Travel Warnings
<https://travel.state.gov/content/passports/en/alertswarnings.html>
- A Safe Trip Abroad <http://travel.state.gov/content/passports/en/go.html>
- Tips for Students <http://studentsabroad.state.gov/>
- Overseas Security Advisory Council <https://www.osac.gov/Pages/Home.aspx>
- American Citizens Services
<https://travel.state.gov/content/passports/en/emergencies.html>
- International SOS <https://www.internationalsos.com/en/>

Contact Information

- U.S. Embassies <http://usembassy.state.gov>
- Foreign Consulate Offices listing
<https://travel.state.gov/content/travel/en/consularnotification/ConsularNotificationandAccess.html>

Maps

- Mapquest <http://www.mapquest.com/>
- Google Maps <https://maps.google.com/>

SUPPLEMENT 1

Behavioral Checklist — Study Abroad

- Read and discussed UTSA policies on Alcohol
- Read and discussed housing rules and policies regarding:
 - Curfew
 - Noise
 - Guests
 - Alcohol
 - Room changes
- Reviewed Local Laws
 - Customs and courtesies of local police and their procedures
 - Expectations if you interact with local authorities
- Reviewed and shared your expectations regarding Local Customs/Cultural concerns
 - Customs/Cultural norms requiring compliance
 - Customs/Cultural norms they may choose to comply with
- Reviewed and shared your expectations regarding driving and transportation issues
- Shared your expectations regarding academic requirements
 - pertaining to attendance
 - pertaining to study times
 - pertaining to observation of local attractions as a group or individual
- Shared your expectations regarding group interactions:
 - pertaining to your UTSA group
 - pertaining to UTSA student interactions with other university groups
 - pertaining to UTSA and local peoples
- Shared your expectations regarding behavior in your mobile classroom

SUPPLEMENT 2

UTSA — Sexual Assault Response Checklist

This checklist is to be used in the event of a UTSA student being the victim of a sexual assault while participating in a study abroad program.

- Please refer to the UTSA Handbook of Operating Procedures and Title IX web site at:
 - <http://www.utsa.edu/hop/chapter9/9-1.cfm>
 - <http://www.utsa.edu/eos/titleix.html>
- The Director should talk to the student directly if at all possible to gather information about the assault and about the student's physical and psychological state, and to discuss how best to respond to the student's needs. The faculty program director should be sensitive to issues of gender and be aware that the student may prefer the support and presence of someone of the same gender.
- Issues to be considered:
 - Medical attention – The student should be seen by a physician if he/she has not already done so. The director should arrange for medical attention as quickly as possible and, if the student wishes, accompany the student to the appointment. Will the student need a translator?
 - Psychological counseling – Does the student wish or need to receive psychological counseling? Are such services in English available locally? If not, seek assistance immediately from the Office of International Programs, which can arrange for UTSA Counseling Services to conduct preliminary counseling by phone.
 - Notification of local police – Although the student may be disinclined to do so, she/he should be encouraged to notify the local police and given every assistance in doing so. If the local police are the first to report the assault, the director should obtain all available information about the incident and the official response and convey this to the Office of International Programs.
 - Notification of parents – The student should be strongly encouraged to notify parents her/himself. If she/he declines to do so, the Office of International Programs will consider whether or not the situation is sufficiently serious to be considered an emergency and take the initiative to notify the emergency contact/parent.
 - Academic ramifications – The faculty program director should discuss with the student her/his current academic situation (upcoming deadlines, etc.) and whether or not the student feels that she/he will be able to continue the academic work. It should be made clear that the program can make alternative arrangements if she/he wishes to withdraw and return home so as not to penalize her/him academically. In that case, the faculty program director should immediately notify the Office of International Programs and help the student make arrangements to leave. Discuss with the student how work will be finished at home, late exams given, and/or other appropriate steps. These arrangements should be clearly outlined, both verbally and in writing, for the student. Financial refunds and other issues pertaining to costs will be handled by International Programs.

- Confidentiality – The student has the right to confidentiality and may not wish to have other program participants or staff aware of what has occurred. However, the OIP must be notified as quickly as possible in order to provide necessary support to the student, and inform the required university officials.
- Future safety concerns – Program leaders and university reviewers (FLSARG) should evaluate whether or not preventive measures can be taken to avoid a repetition of the assault. The faculty program director or other on-site administrator should then arrange to meet with other program participants, both men and women, to discuss what additional measures should be taken. This should be done in such a way as to respect confidentiality.
- A completed [Incident Report](#) should be submitted within 48 hours after the incident occurs, so that as much detail of the incident is recorded as possible and necessary follow up can be provided in a timely manner.
- The Office of International Programs will notify the appropriate office(s) at UTSA that a sexual assault has occurred and provide them with the necessary information.

SUPPLEMENT 3

SEXUAL HARASSMENT FACT SHEET

Sexual Harassment is...

- ...against the law and against UTSA Policy
- ... unwelcome sexual behavior in the workplace
- ...verbal or physical conduct that creates an intimidating, hostile, offensive environment or interferes with someone's job or studies (Hostile Environment)
- ...when submission to sexual pressure is made a condition of employment or student status (Quid Pro Quo)

Some examples include...

- Touching, patting, hugging, brushing up against someone
- Comments, questions, jokes of a sexual nature
- Unwanted pressuring for dates and other social activities
- Displaying or distributing printed materials of a sexual nature (posters, photos, emails, fax, screen savers, etc.)

Impact, not intent, is the primary factor in cases of sexual harassment. "I didn't mean anything by it" or "I was just joking" is not a legitimate defense for unwanted sexual behavior at work.

Sexual Misconduct is prohibited by UTSA policy. Sexual Misconduct includes unwelcome sexual advances that do not rise to the level of sexual harassment but are unprofessional and inappropriate for the workplace or classroom.

Consensual Relationship Policy

It is UTSA policy to prohibit romantic or sexual relationships between a faculty member and a student enrolled in the faculty member's course or who is under the supervision of the faculty member, and between a supervisor and a person under his or her supervision.

UTSA Handbook of Operating Procedures (HOP 9.1) provides detailed information.
<http://www.utsa.edu/hop/chapter9/9-1.cfm>

Training classes for preventing sexual harassment at UTSA are offered each semester.
For information contact [UTSA Training & Development](#) (210) 458-4658.

SUPPLEMENT 4

Study Abroad Programs & Export Control FAQs

What are export controls?

- Export controls are U.S. laws and regulations that govern the export of strategically important technology, services and information, including equipment and technology used in research, for reasons of foreign policy and national security.
- The Export Administration Regulations (EAR) and the International Traffic in Arms Regulations (ITAR) are the bodies of regulations most likely to affect research institutions.
- Additionally, the U.S. government, through the Office of Foreign Assets Control (OFAC) regulations, maintains boycotts and embargoes of certain countries that can affect many of the activities and financial transactions that take place in an academic institution.

How do export controls affect my study abroad program at UTSA?

- Travel to most countries does not usually constitute an export control problem. **However**, any export of technology, even temporarily, is subject to U.S. export control regulations and, in some cases, the host country's import regulations. This can apply even to laptops and other widely-available technologies. Additionally, certain entities have been placed on "restricted-party" lists that could prohibit us from doing business with them.

What do I need to do before embarking on a study abroad program?

- Ensure that your destination is not subject to a boycott or embargo (eg. Cuba, Iran, North Korea, etc.). If it is, licenses must be obtained and additional restrictions could apply to the program – start early!
- If UTSA is entering into an agreement or contract with a foreign entity in conjunction with your study abroad program, restricted party screening will be run prior to entering the agreement or contract to ensure that the entity does not appear on any restricted-party list.
- If UTSA property (laptops, PDAs, etc.) is being exported during the study abroad, follow the normal procedure for clearing it through the ORIC office. Instructions and forms can be found at <http://research.utsa.edu/research-funding/forms-policies-guidelines/>
- If the study abroad involves conducting or collaborating on research abroad, or the students and/or faculty are planning to take potentially export-controlled research with them, contact the ORIC office.

Where can I get help with an export control question at UTSA?

- Visit the Office of Research Integrity - Export Control website at <http://research.utsa.edu/research-funding/research-integrity-guidelines/export-control/>
- Email export@utsa.edu
- Location: GSR 2.130CC

SUPPLEMENT 5

Roles & Responsibilities of UTSA's Equal Opportunity Services (EOS) 210-458-4120

EOS actively promotes affirmative action, equal employment, and educational opportunities for students, faculty, staff, and visitors. EOS provides these services:

- Investigates discrimination and sexual harassment cases
- Faculty Recruitment
- Training
- Administers the University's Affirmative Action Plan
- Partners with other campus and community organizations
- Information and Referral Service

What is Unlawful Discrimination?

Discrimination is conduct directed at an individual (or group) when the conduct adversely affects the individual's education or employment and the conduct is because of the individual's protected class status (race, color, national origin, religion, gender, age, disability, veteran status, sexual orientation).

What is Harassment?

Harassment is a form of discrimination. Harassment is verbal or physical conduct directed at an individual (or group) because of his/her protected class when the conduct is sufficiently severe and pervasive to interfere with the individual's academic or work performance or to create a hostile academic or work environment.

What is Sexual Harassment?

Sexual Harassment is harassment based on sex. Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors, verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment or student status;
- submission to or rejection of such conduct is used as a basis for evaluation in making personnel or academic decisions affecting that individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's performance as an administrator, faculty member, staff or student, or creating an intimidating, hostile or offensive environment.

What to do if it's happening to you or someone you know?

Immediately contact the Office of Equal Opportunity Services at 210-458-4120.

Check the UTSA Handbook of Operating Procedures (HOP) Section 9.1 for more information.

<http://www.utsa.edu/hop/chapter9/9-1.cfm>

APPENDIX A

UTSA Faculty-Led Study Abroad— Pre-Departure Checklist

In order to plan properly for emergencies that may occur abroad, make sure you have carefully considered the questions below. Completing this checklist prior to your departure can save valuable time in the event of an emergency.

- ☐ Where is your group staying? Do you have contact details?
- ☐ Have you provided the Office of International Programs with a final list of participants?
- ☐ Does your department and the OIP have your itinerary (with flight numbers and hotel information)?
- ☐ Have you selected and trained an Alternate Trip Leader?
- ☐ Have your students registered with International SOS?
- ☐ Do you have copies of student passports, cell phone numbers, room assignments?
- ☐ Have you reviewed State Department, Center for Disease Control, and World Health Organization country information for your program site?
- ☐ Do you have a local contact/counterpart that can assist you in an emergency? Do you know how to contact him/her?
- ☐ Do you have your completed Faculty Emergency Contact Card?
- ☐ Where is the closest hospital? Pharmacy?
- ☐ Where is the closest major hospital that can treat any emergency? Find these locations on a map.
- ☐ Are there English speaking doctors available nearby?
- ☐ How do you call the equivalent of 911? Does this include all emergency services such as police, ambulance, fire department?
- ☐ Do you have a local cell phone for the country you are traveling to? Have you provided the contact number to the Office of International Programs?
- ☐ Where is the nearest US Embassy or Consulate? What is their contact information?
- ☐ Are there local laws students need to know about? What are the ramifications of public intoxication or drug use, for example?
- ☐ Have you briefed your students on any specific trip rules and policies? What are the consequences for breaking these rules? Do students have written copies of these rules?

- ☐ Have you discussed potential medical conditions which may require student medication use abroad? Do the students have the medication to take with them?
- ☐ Are there unsafe neighborhoods students should avoid?
- ☐ Are there safety concerns in using public transportation or taxis?
- ☐ Will your group be driving at all?
- ☐ Are there any current political activities occurring that may disrupt your plans?
- ☐ Have you briefed students on any potentially risky activities, including fieldwork?

APPENDIX B

Study Abroad Incident Report — UTSA Office of International Programs

How to Complete an Incident Report

The incident report is designed to serve as documentation for any UTSA-related incident abroad, from student conduct issues to the death of a student participant. This report will serve as a record of any event transpiring overseas, and will inform the appropriate people at UTSA in the event that further action or response is necessary. Your responses and information should be objective, factual, and concise. Your personal thoughts or opinions about a student should not be evident in an Incident Report.

There are two types of incident reports

- 1). [Behavioral and Scholastic](#)
- 2). [Non-Behavioral](#)

Incident Reports should be submitted **within 48 hours of the incident**, so that as much detail of the incident is recorded as possible and necessary follow up can be provided in a timely manner.

Today's Date: _____ *write the date here*

Name(s) of Student(s) Involved: _____ *indicate the full name of the student in question*

Student ID #: _____ *this is the Banner ID. beginning with @*

Date and Time of Incident: _____

Location of Incident: _____ *Study Abroad & Country*

Faculty/Staff Person Completing Report: _____

Contact Information: _____ *Your name should go here*

Program: _____ *Include location (city and country)*

SITUATION

Give a brief, fact based description of the situation which prompted the Incident Report.

OVERVIEW

Use this space to identify the steps that occurred which led to the Incident Report. Use as much detail as necessary to fully explain the situation to someone who was not present when the incident occurred.

ACTIONS

Detail any actions that were taken on-site in regards to this incident. Include any warnings issued and subsequent steps followed, to include program dismissal. Please be as complete and specific as possible.

Contact details: Provide your contact details overseas.

APPENDIX C

Checklist for Handling Illness, Injury or Death of a UTSA Student Abroad

This document contains step-by-step procedures to be followed in the event of a death of a UTSA student participating in a faculty-led study abroad program.

Whenever feasible, statements to the press should be made exclusively through the appropriate offices at UTSA. Faculty directors abroad should not seek contact with the press, since many difficulties may arise when more than one source releases information to the media.

Equally important is that all steps taken after the death be recorded for future reference. It is vital that information is passed promptly, accurately and completely at each communication link.

Steps:

- Verify the identity of the student.
- Gather as much information as possible about circumstances surrounding a student's death abroad. Submit an Incident Report within 48 hours of incident.
- DO NOT notify the student's family. An official representative of UTSA will do this.
- Inform UTSA's Office of International Programs Executive Director
 - After hours: UTSA Campus Police: 210-458-4242
- UTSA's Office of International Programs will inform necessary UTSA personnel, including the Vice Provost of International Initiatives, the Vice President for Student Affairs, the UTSA Police Department, the Office of Communications and Public Affairs as well as the Office of Legal Affairs
- Contact the local US Embassy. For non-US citizens, notify the embassy or consulate of citizenship for that student. The Overseas Citizens Services (OCS) in the Department of State Bureau of Consular Affairs is responsible for the welfare and whereabouts of US citizens traveling and residing abroad. Staff are trained and experienced and will follow their own protocols.
- UTSA will contact International SOS initially for repatriation assistance. They will likely contact the faculty leader abroad directly.
- Notify host institution authorities, if applicable. All circumstances around the death should be kept private until the local police complete an official investigation.
- Notify the rest of the students. Ensure that group discussion, individual counseling, and on-call access to staff is available, to the extent possible. All circumstances around the death should be kept private until the local police complete an official investigation.
- UTSA's Counseling Services: 210-458-4140. They are available for counseling via phone if needed.

APPENDIX D

Faculty-Led Study Abroad Programs Health Care Checklist

The questions below are designed to encourage you to consider potential health issues and how they may impact your program abroad. While you may not have the student medical information available to you, it is important to let students know you are open and available if they would like to disclose this information to you.

Be familiar with the Local Health Care Delivery System

- ☐ Where are the local clinics and hospitals?
- ☐ Are there English speaking doctors available?
- ☐ Hours of operation?
- ☐ Will the clinic treat foreigners?
- ☐ What is the method of payment?
- ☐ Bring a dictionary with medical terms and phrases (if applicable).

Establish a Medical Emergency Plan

- ☐ Where do you find “after hours” health care?
- ☐ How do you get someone out of the country quickly?
- ☐ Do you know how to contact International SOS in the event of an emergency requiring medical evacuation or repatriation?
- ☐ Know how to dial the equivalent of 911.
- ☐ Make sure that all students also know how to “dial 911.”

Know your students

- ☐ Do any of your students have medical issues that may need attention?
- ☐ Do any participants have previous mental health issues which may require treatment, or cause potential challenges for other participants?
- ☐ Do any students take regular medications which may not be available in the host country?

APPENDIX E

Clery Act Reporting Guidelines for UTSA Faculty-Led Programs

Background: The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092(f)) requires U.S. colleges and universities who participate in Title IV federal student financial aid programs to disclose information about crime on and around their campuses, or in off-campus facilities as described by the Act. The 2011 Handbook for Campus Safety and Security Reporting (95kb), released in February 2011, contained more detailed guidelines for reporting incidents and crimes that occur on study abroad programs.

Reporting requirements: UTSA must report annually on crime that occurred during the year on university controlled facilities (not dependent upon whether the crime was committed against a student or other person). UTSA faculty-led study abroad programs are included in this definition, “Any building or property owned or controlled by an institution that is used in direct support of, or in relation to, the institution’s educational purposes, is frequently used by students, and is not within the same reasonably contiguous area of the campus.” (Emphasis added)

Examples of non-campus reportable facilities:

Clery Act crimes are reportable as non-campus incidents if they occur:

- In space that the institution owns or controls (control requiring only a formal agreement for use, such as a lease or rental agreement) overseas that are used to support the institution’s mission and are frequently used by students (i.e. not just administrative offices);
- If an overseas study trip includes overnight trips and either:
 - The same hotel/hostel is used on a regular basis (multiyear or semester); or
 - It is a “trip of longer duration.”
- Crimes that occur in that hotel/hostel are reportable as non-campus crimes:
 - Student’s rooms;
 - Entrance and egress, lobby, elevator, escalator, stairwell
 - Public areas (breakfast, pool, gym)
- Not reportable:
 - Crimes that occur in non-student private rooms
 - Crimes that occur on floors not inhabited by students
 - Crimes that occur in places not accessible to students (VIP lounge)
- Not Reportable:
 - Crimes that occur on student-organized or private trips.
 - Crimes that occur on college sponsored field trips.
 - Crimes that occur on overnight stays or short stays on college sponsored field trips (assumes no long-term relationship with vendor).

Important Non-Campus Distinction:

- No public property reporting for Non-Campus Property.
- Only count crimes that occur on the dates and times that your institution owns or controls the location (this is very important).

- Reportable Crimes
 - Murder and Non-Negligent Manslaughter
 - Negligent Manslaughter
 - Forcible Sex Offenses
 - Non-Forcible Sex Offenses
 - Robbery
 - Aggravated Assault
 - Burglary
 - Motor Vehicle Theft
 - Arson
- Additional Reporting For Hate Crimes
- Reportable Arrests/Referrals for Discipline (use LOCAL laws)
 - Illegal Weapons Possession
 - Drug Law
 - Liquor Law

How to report: Complete a crime report form which details any Clery Act reportable event that happens during your program in areas “controlled” by UTSA.

Appendix F

International SOS Member Benefits

Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment
- Inpatient medical expense guarantee, cost review and payment
- Dispatch of medication and medical supplies

Security Services

The joint venture of International SOS and Control Risks provides you access to the following services:

- Urgent and non-urgent travel security assistance and advice by telephone
- Daily online and email updates on the latest travel security developments
- Special Advisory emails with advice in response to significant travel security incidents
- Security and travel information on 220 countries and more than 330 cities
- Access to security evacuation
- Coordination of post-evacuation debriefs and counselling

Travel Services

- Legal referrals
- Emergency message transmission
- Translations and interpreters
- Lost document advice
- Ground transportation and accommodations for accompanying family members
- Emergency personal cash advances

Appendix G

ACE — UT Study Abroad Health Insurance — Travel Assistance Program



ACE American Insurance Company
(A Stock Company)
Philadelphia, PA
(Herein called We, Us, Our)

Travel Assistance Program

ATTENTION

**In the event of a medical emergency
Call International SOS Travel Assistance
Services immediately**

24-Hour Access

1-215-942-8478

Call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

When you call Travel Assistance Services, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to Covered Person;
2. Covered Person's name, age, sex and policy number;
3. A description of the Covered Person's condition;
4. Name, location, and telephone number of hospital;
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident.

"Covered Person" means the person insured under the applicable ACE policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

ATTENTION

Medical Personnel or Police

In the event of a medical emergency, our Assistance Provider will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours a day toll free at 1-215-942-8478.

In addition to the insurance protection provided by your insurance plan, ACE USA has arranged with our Assistance Provider to provide you with access to its travel assistance services around the world. These services include:

- **Medical Assistance** including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- **Personal Assistance** including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, verifies medical benefits and assists with medical claims process.
- **Travel Assistance** including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- **Security Assistance** including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. Our Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by ACE's Assistance Provider are not employees or agents of our Assistance Provider and the choice of provider is yours alone. ACE's Assistance Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

Name: _____

For medical referrals, evacuation, repatriation or other services please call:

International SOS

1-215-942-8478 (Direct Dial Outside the USA)

If Premium has been paid, the participant whose name appears above Has been insured under the policy issued to the Participating Organization

ACE TRAVEL ASSISTANCE PROGRAM



Organization: The University of Texas System
Policy Number: GLM N04969340
Assistance Provider: International SOS

International SOS provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event