



The University of Texas at San Antonio™

**UTSA-LED STUDY ABROAD PROGRAM  
LEADER HANDBOOK**

# Contents

<b>INTRODUCTION</b> .....	<b>3</b>
ACKNOWLEDGMENTS.....	3
<b>CONTACT INFORMATION</b> .....	<b>4</b>
<b>TEACHING SHORT-TERM OFF-CAMPUS COURSES: AN OVERVIEW</b> .....	<b>5</b>
<b>FACULTY PROGRAM LEADER GUIDELINES</b> .....	<b>8</b>
ACADEMICS.....	8
COURSE ACTIVATION:.....	8
PERSONAL COUNSELING AND ASSISTANCE.....	8
HEALTH OR ILLNESS/INJURY.....	8
CRISIS AND RISK MANAGEMENT.....	9
AREAS THAT ARE NOT YOUR RESPONSIBILITY:.....	9
SPECIAL NOTICE TO EMPLOYEES TRAVELING WITH FAMILY.....	9
<i>Spouse or Partner</i> .....	9
<i>Children and Adult Offspring</i> .....	10
<i>Extended Family Members and/or Personal Acquaintances</i> .....	10
PAYMENT AND LOGISTICS.....	11
<b>UTSA INTERNATIONAL SERVICES PROCEDURES FOR HANDLING INCIDENTS ABROAD</b> .....	<b>12</b>
PREVENTIVE MEASURES.....	12
INCIDENTS INVOLVING INAPPROPRIATE STUDENT BEHAVIORS.....	12
INCIDENT REPORT.....	13
LEVELS OF CRISIS.....	13
<i>Yellow Emergencies:</i> .....	13
<i>Red Emergencies</i> .....	15
STUDENT FINANCES.....	17
<i>What to do if a Student Runs Out of Money</i> .....	17
<b>HEALTH ISSUES</b> .....	<b>18</b>
HEALTH CARE PRIOR TO DEPARTURE.....	18
<i>Health Care While Abroad</i> .....	18
BE FAMILIAR WITH THE LOCAL HEALTH CARE DELIVERY SYSTEM.....	18
ESTABLISH A MEDICAL EMERGENCY PLAN.....	18
OVER THE COUNTER AND PRESCRIPTION MEDICATION.....	19
POTENTIAL HEALTH PROBLEMS ON A STUDY ABROAD PROGRAM.....	19
PSYCHOLOGICAL HEALTH ISSUES.....	19
CULTURE SHOCK.....	20
PREVENTING MENTAL HEALTH CASUALTIES.....	20
STUDENT PERCEPTIONS OF TOP SAFETY ISSUES.....	21
<b>SAFETY ISSUES</b> .....	<b>21</b>
WHAT TO BRING.....	21
WHAT TO LEAVE AT HOME.....	21
STATE DEPARTMENT REGISTRATION AND SECURITY INFORMATION.....	22
PRECAUTIONS TO TAKE WHILE TRAVELING.....	22
SAFETY IN HOTELS.....	22
TRANSPORTATION SAFETY.....	23
HOW TO AVOID LEGAL DIFFICULTIES.....	23
<b>DRUG AND ALCOHOL ABUSE AND MISUSE</b> .....	<b>24</b>
OVERVIEW OF WHAT PROGRAM LEADERS CAN DO.....	24
EXAMPLES OF ALCOHOL MISUSE.....	24
ADDITIONAL ADVICE REGARDING ALCOHOL MISUSE.....	24

<b>ADDITIONAL RESOURCES AND WEBSITES</b> .....	<b>26</b>
HEALTH RESOURCES .....	26
GENERAL .....	26
AIRFARE TICKET INFORMATION .....	26
INTERNATIONAL WEATHER INFORMATION .....	26
COUNTRY- AND REGION-SPECIFIC INFORMATION.....	26
NEWSPAPERS .....	26
CURRENCY/EXCHANGE RATE .....	27
TRAVEL ALERTS AND SAFETY ABROAD .....	27
CONTACT INFORMATION .....	27
MAPS .....	27
<b>SUPPLEMENTS</b> .....	<b>28</b>
SUPPLEMENT 1.....	28
<i>Behavioral Checklist — Study Abroad</i> .....	28
SUPPLEMENT 2.....	29
<i>UTSA — Sexual Assault Response Checklist</i> .....	29
SUPPLEMENT 3.....	30
<i>Sexual Harassment Fact Sheet</i> .....	30
<i>Consensual Relationship Policy</i> .....	30
SUPPLEMENT 4.....	31
<i>Study Abroad Programs &amp; Export Control FAQs</i> .....	31
<i>What are export controls?</i> .....	31
<i>How do export controls affect my study abroad program at UTSA?</i> .....	31
<i>What do I need to do before embarking on a study abroad program?</i> .....	31
<i>Where can I get help with an export control question at UTSA?</i> .....	31
SUPPLEMENT 5.....	32
<i>Roles &amp; Responsibilities of UTSA’s Equal Opportunity Services (EOS)</i> .....	32
<i>EOS provides these services:</i> .....	32
<i>What is Unlawful Discrimination?</i> .....	32
<i>What is Harassment?</i> .....	32
<i>What is Sexual Harassment?</i> .....	32
<i>What to do if it’s happening to you or someone you know?</i> .....	32
<b>APPENDIX</b> .....	<b>33</b>
APPENDIX A .....	33
<i>UTSA-Led Study Abroad— Pre-Departure Checklist</i> .....	33
APPENDIX B .....	34
<i>Study Abroad Incident Report — UTSA International Services</i> .....	34
<i>How to Complete an Incident Report</i> .....	34
APPENDIX C .....	35
<i>Checklist for Handling Illness, Injury or Death of a UTSA Student Abroad</i> .....	35
APPENDIX D .....	36
<i>UTSA-Led Study Abroad Programs Health Care Checklist</i> .....	36
APPENDIX E.....	37
<i>Clergy Act Reporting Guidelines for UTSA-Led Programs</i> .....	37
APPENDIX F.....	39
<i>International SOS Member Benefits</i> .....	39
APPENDIX G.....	40
<i>ACE — UT Study Abroad Health Insurance — Travel Assistance Program</i> .....	40
APPENDIX H.....	41
<i>International SOS Card – University of Texas System</i> .....	41



# 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 and staff members taking groups of students abroad. This handbook and the accompanying workshop are designed to provide guidance to Program Leaders with resources on pre-departure, health and safety, and more.

It is important to note that prior to undertaking a UTSA-Led program abroad, UTSA faculty and staff members should have submitted and received approval for the program from your Department Chair, Dean, and the Vice Provost for Global 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 Program Leader has a well-thought-out emergency plan in place prior to taking students abroad.

## ***Acknowledgments***

The UTSA International Services office 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

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C: +00-1-702-403-4121

UTSA Police Department  
+00-1-210-458-4242

UTSA Counseling Services 24-hour line  
+00-1-210-458-4140

## Other U.S. telephone numbers

International SOS  
<https://www.internationalsos.com>  
<https://www.internationalsos.com/locations>  
+00-1-215-942-8059  
UT System Member ID: 11BSGC000037

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

## 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”<sup>1</sup> 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.

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<sup>1</sup> 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 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 of 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.

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*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 LEADER GUIDELINES

The expectations of a UTSA Led Study Abroad Program Leader are more comprehensive than those of a faculty member teaching a course on campus. As the Program Leader, 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 Leaders will help you understand the responsibilities that go hand in hand with being a Program Leader. 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 UTSA-led proposal. If you plan to deviate dramatically from that approved format, please contact the Senior Director of International Services 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:**

- 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 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.

## **Personal Counseling and Assistance**

As the Program Leader, 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 assist 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 that 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 should do all that is possible to assist students and International Services in

dealing effectively with such emergencies. For example, the Program Leader is expected to help participants obtain the best possible health care when they are ill or injured and should immediately advise International Services if a serious accident or injury occurs, especially if hospitalization or surgery is required.

### **Crisis and Risk Management**

In the event of an emergency that could potentially affect the entire 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 a potential risk to the participants, you should notify International Services as soon as possible, informing the office about any action taken to minimize or eliminate that risk.

International Services, 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.

### **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 or staff 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 or staff 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 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 the academic discussion), and 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 or staff member for a significant portion (or the duration) of the program, as long as it does not interfere with the faculty or staff member's responsibilities to the program and the participating university students. "Partner" refers to either the spouse or the domestic partner of a faculty or staff member, including domestic partners of unmarried faculty or staff and irrespective of sexual orientation. No financial burden or other disadvantages should fall on the students or the program as a result of the participation of the spouse or partner.

The spouse/partner of the faculty or staff member can also qualify as the caretaker of children/legal dependents, should they accompany the faculty or staff 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 or staff 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 or staff member’s children (legal dependents) or adult offspring to accompany the faculty or staff member for a significant portion (or the duration) of the program, as long as their participation does not interfere with the faculty or staff member’s responsibilities to the study abroad program and the students participating in the program. No financial burden or other disadvantages should fall on the students or the program as the result of the participation of children or adult offspring.

Faculty/staff bringing a child/children under the age of 18 will bring a designated caretaker to accompany the child/children while the faculty/staff member is conducting the academic program. The caretaker will be at least eighteen years of age, preferably older. A sibling under the age of eighteen may not act as the caretaker for younger siblings. Other faculty, staff members, students, or on-site program personnel may not serve as caretakers. 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 and staff 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 Program Leaders are not permitted to share living accommodations with University students.

If traveling with a co-leader, 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 Program Leader’s attendance.

### **Extended Family Members and/or Personal Acquaintances**

“Extended family members” are those relatives other than the faculty or staff member’s spouse/partner or immediate children. Grandchildren, nephews, nieces, or family in-laws who are not members of the immediate family or are 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 Program Leaders. “Personal acquaintances” does 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 or staff member and the university. No financial burden or other disadvantages 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 to be 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 UTSA-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 or staff leaders.

Faculty and staff 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 INTERNATIONAL SERVICES PROCEDURES FOR HANDLING INCIDENTS ABROAD

## **Preventive Measures**

To minimize potential crises and mitigate student misconduct abroad, the Program Leader 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 Program Leader, such as an alcohol policy, curfew, sign-in sheet, buddy system, and procedures for contacting program leaders.
- Reviews student code of conduct.

The Program Leader should familiarize themselves 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 (Program Leader orientation) for a 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 Program Leader 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 Program Leader should try to ascertain the cause of the arrest and, contact the Senior Director of International Services. Program Leaders are not responsible for finding legal assistance or paying for a student to be released from custody. In such a scenario, the program leader's priority remains the students participating in the program and to coordinate with International Services 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 Senior Director of International Services will coordinate with appropriate officials locally to assist Program Leaders with deciding further actions and provide additional assistance.

In less severe cases, the Program Leader 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 Senior Director of International Services can be included in the meeting via Zoom 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 to the UTSA Office of Student Conduct and Community Standards.

### **Incident Report**

The Program Leader should keep notes that detail the behavior, the student(s) involved, and any meetings or other actions taken. A copy of the report can be found in appendix B.

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 if further action or response is necessary. Your responses and information should be objective, factual, and concise.

An [incident report](#) should be completed. An additional information can be sent to [rebecca.pollock@utsa.edu](mailto:rebecca.pollock@utsa.edu)

The IS office has identified two types of crises:

1. **Yellow emergencies-** occurrences that require responses beyond a routine capacity, including, but not limited to: loss of documents, a single, non-life-threatening injury which may or may not require hospitalization, change of transportation modes/routes, etc. These emergencies usually impact one or two students and the group can most likely resume their normal schedule.
2. **Red emergencies-** extraordinary events or the potential for an extraordinary event that requires a response beyond a routine capacity. Examples include, but are not limited to: multiple injuries which require hospitalization, death, disasters, threats to public welfare, bomb threats, protests/riots, hostage situations, individual violence, violent crimes, community health issues, infectious disease outbreaks, terrorist threats or possibility of war in the proximity of the study abroad site, etc. These emergencies will disrupt the study abroad program and may lead to the program ending earlier than anticipated.

### **Yellow Emergencies:**

#### **Student arrest**

- Contact International SOS and the Sr. Director for IS
- Visit arrested student, if possible
- Take a copy of the hospital release paperwork
- Gather available data from law enforcement
- Contact Critical Incident Team at UTSA home campus
- Contact emergency contact person in Italy.

#### **Sexual assault or rape, student assault**

- Immediately remove the alleged victim from further harm
- Discuss circumstances with the student(s)
- Immediately contact:
  - Local law enforcement to initiate a criminal investigation
  - Contact International SOS and the Sr. Director for IS
  - Local medical services for the evaluation, treatment, and forensics SANE exam (rape kit), as overseen by local law enforcement, and
  - UTSA Title IX office Obtain approval of involved students to communicate with their respective emergency contact person

- Should accused perpetrator(s) be another student(s), separate students, and provide accommodations to the victim as needed
- Take release paperwork (if applicable)

**Student is the victim of theft or robbery**

- Ensure all students are safe from further criminal victimization
- Contact International SOS and the Sr. Director for IS
- Take a copy of release paperwork/ police report for student victim (if applicable)
- Assure physical and emotional safety as well as is possible through:
  - Visit to a medical facility if necessary,
  - Separate students from each other if the alleged crime involved another student(s) and make academic accommodations, and
  - Determine whether the student wishes to take further action with local law enforcement. If so, take the student to law enforcement to report the crime
- Inform Critical Incident Team at UTSA home campus; and
- Instruct the student to inform family and/or person listed as the emergency contact.

**Acute illness (physical)**

- Contact International SOS and the Sr. Director for IS
- Take a copy of release paperwork (is applicable)
- Assist the student in finding appropriate medical care through International SOS
- Talk to the treating physician to ascertain the severity of the situation (you may need to bring releases signed by the student with you)
- Keep a log of discussions with the student, physician(s), and other staff
- Inform Critical Incident Team at UTSA home campus
- Contact person listed by the student as their emergency contact
- Continue to monitor situation and communication with the physician and IS
- Inform professors that student will be absent from classes and request any academic accommodation
- Provide minimal and appropriate level of information to other students and other participants. Seek to answer questions without revealing private information. The student may consent to share additional information, but this consent and specific parameters of information to be shared should be documented beforehand.
- Should evacuation/transport to an alternate medical facility or the U.S. be necessary, contact International SOS

**Moderate Mental Health or Substance Abuse (MH/SA):**

Behaviors that might indicate mental health or substance abuse include missing classes frequently, asking to lessen the academic load, withdrawing from friends and activities, observed alcohol and drug misuse, and exhibiting unusual behavior.

- Gather information about the situation, history, and extent of the issue by talking to the student and any other key people
- Keep a log of what you learn and record specific behaviors
- Contact International SOS and the Sr. Director for IS
- Assess the extent of the emergency and the student's support network (family, friends, roommates, etc.)
- Have a copy of hospital release paperwork
- Assess whether the student will voluntarily seek help; and

**If the student will voluntarily seek help:**

Ask the student what they need to return to the level of functioning required for the program. The student can consult with a local mental health provider or Counseling Services staff 210-458- 4140 or Crisis Helpline 210-223-7233. If they are not sure and care is required while the student is abroad, consult with International SOS to find an appropriate provider.

- If the student *will not* voluntarily seek help, but *does not appear* to be dangerous to him/herself and/or others:
  - Periodically check in on the student and inquire about their welfare and provide resources and referrals as appropriate; and
  - Continue to hold the student accountable for all assignments and projects. Provide only the accommodations recommended by Student Disability Services.
- If the student *will not* voluntarily seek help and *appears to be* dangerous to him/herself and/or others:
  - Contact local authorities immediately or their equivalent, then follow notification procedures outlined above.
  - Consult with UTSA Counseling Services at 210-458-4140 for after-hours select option 3.

### **Other Title IX incidents**

Such as discrimination, domestic violence, sexual misconduct, ADA discrimination, etc. (those incidents not involving law enforcement action requirement)

- Program Leader to discuss circumstances with student
- Contact International SOS and the Sr. Director for IS
- Take release paperwork
- Contact UTSA Title IX Office and request an expedited review.
- Contact Title IX Office directly, with the student, and be prepared to leave the room to allow a private conversation
- Inform professors that student will be absent from classes and request any academic accommodation
- If the accused is another student, then separate students for group activities and ask the Title IX office to determine if additional steps to separate the students involved need to be taken and
- Title IX Office will conduct an investigation, if required, and consult program leaders as to the next steps.

## **Red Emergencies**

### **Reporting of missing student**

- Contact International SOS and the Sr. Director for IS
- Investigate/question other students and/or roommates regarding recent sightings and/or knowledge of whereabouts
- Check records of planned personal travel to see if that is a factor
- Attempt to contact the missing student via phone, email, text, etc.
- Inform Critical Incident Team at UTSA home campus
- If there is any suspicion of foul play, contact local law enforcement immediately
- If there is no suspicion of foul play and there has been no contact, go to local law enforcement to report the missing student after the student has missed a deadline (did not report to class, activity, meal, or lodging or excursion related check-in);
- Maintain communication with local law enforcement as the situation progresses; and
- After 24 hours, contact the emergency contact person.

### **Student hospitalization due to serious medical condition, and/or emergency medical evacuation**

- Contact International SOS and the Sr. Director for IS
- Take a copy of the release paperwork
- Talk to the treating physician/medical provider to ascertain the severity of the situation
- Discuss circumstances with the student (if possible)
- Keep a log of discussions with the student, physician(s), and other staff
- Inform Critical Incident Team at UTSA home campus
- Contact person listed by the student as their emergency contact

- Continue to monitor situation and communication with the physician and IS
- Should evacuation or transport to an alternate medical facility or the U.S. be necessary, contact International SOS
- Inform professors that student will be absent from classes and request any academic accommodation; and
- Provide minimal and appropriate level of information to other student and program participants. Seek to answer questions without revealing private information.

### **Student suicide attempt**

- Contact International SOS and the Sr. Director for IS
- Take release paperwork
- Contact local law enforcement to contain and protect the individual student
- As the student will likely be put under protective hospital arrest, local medical and psychiatric/counseling professionals will be accessed to assist with the care of the student
- Inform Critical Incident Team at UTSA home campus
- Recognize that local law enforcement will likely remain involved should this fall within the criminal action realm in the host country.
- Contact person listed by the student as their emergency contact
- Inform professors that student will be absent from classes and request any academic accommodation; and
- Get follow-up care and release requirements from local law enforcement and mental health providers. Coordinate implementation with the Critical Incident Team at UTSA home campus.

### **Death**

- Contact International SOS and the Sr. Director for IS
- Verify the identity of the student
- Gather as much information about the circumstances surrounding the death and record all information that you gain
- Notify local law enforcement
- Address any safety concerns for affected students
- Inform Critical Incident Team at UTSA home campus
- The designated UTSA official, will notify the student's designated emergency contact person and offer appropriate support, i.e., transportation arrangements, accommodations, arranging to meet with the physicians, etc.
- Notify the U.S. Embassy or Consulate in the host country
- On-site Director, working with IS office, will coordinate a plan to deal with the situation, including creating a network to offer support to all involved parties, such as friends, roommates, and other program participants
- UTSA Critical Incident Team will access UTSA Counseling and International SOS to help support affected people and
- Education Abroad, working with the UTSA Office of Student Affairs, will notify the appropriate offices at UTSA. UTSA home campus will resolve all necessary recordkeeping and documentation requirements but may rely on the local team for assistance.

### **Pandemic or epidemic diseases or global pandemic disease as defined by the World Health**

- Contact International SOS and the Sr. Director for IS
- Follow guideline from CDC and the department of state
- Keep students calm and ensure they are staying in place – no travel should be allowed
- All applicable critical incident stakeholders will meet to evaluate the situation and offer further information
- If evacuation is deemed necessary, the program director and Critical Incident Team will work together until all students, faculty, and staff are back in the US

**Natural disaster, acts of God, fire, explosion, bomb threat, mass shooting, civil unrest, other terrorism**

- Once safe, Contact International ISOS and the Sr. Director for IS
- Follow directions of local authorities
- Report to a safe zone identified by local authorities
- Stay clear of affected areas and account for all students
- Program Leader to provide information to the Critical Incident Team at UTSA home campus
- On-Campus: Critical Incident Team: Vice Provost for Global Initiatives, Risk Management, Dean of Students, Provost, Travel Assistance via the Health Insurance

**Student Finances**

Program leaders 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 with the information necessary to adjust a student's financial aid award to cover the costs of studying abroad. International Services 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 Program Leader 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.

# HEALTH ISSUES

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 classes 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 before 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. Program Leaders 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 International Services provides a comprehensive orientation to all students before departure, there may be a need for health care abroad. In the event a student requires medical attention, the Program Lead 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 D (Program Leader 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 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 the 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 in a short-term program, health issues will not be a concern. However, there are 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 shortlist 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 the appropriate nutrition.
- **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 the 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 also 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, they are likely 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.

Student must be 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 International Services and Counseling Services if you feel that a student has unmet psychological health needs that would benefit from counseling.

# SAFETY ISSUES

## **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 advise 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. 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**

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

- Check with locals 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. Opt into ISOS notifications as needed.
- 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 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 exit 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 Global Initiatives in consultation with the Environmental Health, Safety, and Risk Management office, UTSA Faculty and students are prohibited from driving/operating motor vehicles (to transport other students and staff) while participating in University-sponsored study abroad program activities in foreign countries. Instead, UTSA-led Study Abroad program leaders must arrange/contract for the use of reputable, safe, reliable, and locally hired (public or private vendor) transportation services 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 the 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.

**If a student is arrested, contact International Services immediately.**

## **Overview of What Program Leaders 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 are the result of alcohol consumption
- A student engages in destructive behavior toward the 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 Judicial Affairs at UTSA. If a formal complaint is filed by the Faculty Program Director, the student will be contacted by Student Judicial Affairs 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
- Program Leaders should not hold parties in their hotel room
- Encourage students to discuss alcohol abuse by fellow students with the Program Leaders
- If a student becomes incapacitated or requires 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 Program Leader, 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.

# ADDITIONAL RESOURCES AND WEBSITES

## **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**

- Best Fares Magazine <http://www.bestfares.com/home.asp>
- Inexpensive tickets: STA Travel, Kayak.com, Travelocity.com, Expedia.com, Orbitz.com, Hotwire.com, 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 <http://www.dfait-maeci.gc.ca>
- National Consortium for Study in Africa <http://africa.isp.msu.edu/osafrica.htm>
- African Data Dissemination Service [http://earlywarning.usgs.gov/fews/#adds\\_overview\\_anchor](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>

## **Currency/Exchange Rate**

- Currency Converter <http://www.oanda.com/converter/classic>

## **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 <http://www.state.gov/s/cpr/rls/fco/>

## **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 the 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 website 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 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 International Services, 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 International Services.
  - **Notification of parents** – The student should be strongly encouraged to notify parents her/himself. If she/he declines to do so, International Services 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 International Services and help the student make arrangements to leave. Discuss with the student how work will be finished at home, late exams are 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 about costs will be handled by International Services.
  - **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, International Services must be notified as quickly as possible to provide the 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 another 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 to International Services.
- International Services 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 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 the 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 before 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://vpr.utsa.edu/oric/export/forms.php>
- 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://vpr.utsa.edu/oric/export/>
- Call ORIC at 458-4531.
- Drop by NPB 3.30BB.

## **SUPPLEMENT 5**

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

The UTSA Office of Equal Opportunity Services is the EEO Office for UTSA. EOS actively promotes equal opportunity for students, faculty, staff, and visitors at UTSA.

#### **EOS provides these services:**

- Investigates cases of alleged discrimination, harassment, and sexual misconduct
- Assists with development and maintenance of UTSA's Affirmative Action Plan
- Provides Faculty Recruitment Training for faculty and staff
- Monitors and guides the faculty recruitment process

#### **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-Led Study Abroad— Pre-Departure Checklist**

To plan properly for emergencies that may occur abroad, make sure you have carefully considered the questions below. Completing this checklist before 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 International Services with a final list of participants?
- Does your department and International Services 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 International Services?
- 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 International Services**

#### **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.

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: \_\_\_\_\_

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.

## **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 UTSA-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. Begin an Incident Report so all information is in one document.
- DO NOT notify the student's family. An official representative of UTSA will do this.
- Inform UTSA's International Services Senior Director
  - Rebecca Pollock's cell: +1.702.403.4121
  - After hours: UTSA Campus Police: 210-458-4242
- UTSA's International Services will inform necessary UTSA personnel, including the Vice Provost for Global 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 program 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**

### **UTSA-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-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-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 (multi year 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

 <p>ACE American Insurance Company (A Stock Company) Philadelphia, PA (Herein called We, Us, Our)</p>	<h2>Travel Assistance Program</h2>
<p style="text-align: center;"><b>ATTENTION</b></p> <p style="text-align: center;"><b>In the event of a medical emergency Call International SOS Travel Assistance Services immediately</b></p> <p style="text-align: center;"><b>24-Hour Access</b> <b>1-215-942-8478</b></p> <p>Call when:</p> <ul style="list-style-type: none"><li>• You require a referral to a hospital or doctor</li><li>• You are hospitalized</li><li>• You need to be evacuated or repatriated</li><li>• You need to guarantee payment for medical expenses</li><li>• You experience local communication problems</li><li>• Your safety is threatened by the sudden occurrence of a political or military event</li></ul> <p>When you call Travel Assistance Services, please be prepared with the following information:</p> <ol style="list-style-type: none"><li>1. Name of caller, phone no., fax no., relationship to Covered Person;</li><li>2. Covered Person's name, age, sex and policy number;</li><li>3. A description of the Covered Person's condition;</li><li>4. Name, location, and telephone number of hospital;</li><li>5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;</li><li>6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident.</li></ol> <p>"Covered Person" means the person insured under the applicable ACE policy.</p> <p>By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.</p>	<p>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:</p> <ul style="list-style-type: none"><li>• <b>Medical Assistance</b> 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.</li><li>• <b>Personal Assistance</b> 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.</li><li>• <b>Travel Assistance</b> including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.</li><li>• <b>Security Assistance</b> 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.</li></ul> <p>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.</p> <p>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.</p>
<p style="text-align: center;"><b>ATTENTION</b> <b>Medical Personnel or Police</b></p> <p>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.</p>	

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

**Appendix H**

**International SOS Card – University of Texas System**

