

Colorado College

Faculty Guide:

Leading Blocks and Semester Abroad Programs 2009-2010

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SECTION B

Dear Faculty Member,

Thank you for your willingness to lead an off-campus block or semester program. We know that much work has gone (or will go) into planning your program, and we appreciate all that you do to make it a valuable learning experience for your students.

This faculty guide is divided into two distinct sections:

A: Preparing for an international block

B: Emergency Procedures on-site

We recommend that you carry **Section B** with you at all times during the international block. Since an emergency can strike anytime and anywhere, it is important to be prepared.

For your convenience, this guide is also available on the International Programs website. As the guide is updated annually, we hope you will make suggestions for improving it. We rely on you to tell us what kind of information is helpful for directing a block abroad.

Teaching off-campus requires that you assume many roles, including: faculty, guide, driver, emergency respondent, accountant, reporter, dean of student life, and many more. We invite you to meet with us to discuss the various roles and how to prepare for them. If this is your first time to teach a block abroad, we can also connect you with a more seasoned faculty member.

The tasks are daunting! We are grateful for your readiness to assume these responsibilities, and think you will find that the joys of teaching abroad outweigh any challenges. Please let us know if you have any questions about the information included, have suggestions for additions to the guide, or if there is anything we can do to assist you.

We look forward to working with you, and wish you a successful experience off-campus.

In the spirit of a safe and adventurous journey, the Offices of International Programs and Summer Session wish you and your students the best educational and cultural experiences abroad.

Bon Voyage !

Recommended Best Practices for Programs Abroad

- The program has clearly stated learning objectives and outcomes.
- Two non-student adult employees travelling with students on all blocks abroad, one person being a College faculty member and the other a full or part-time employee of the College. The second adult may be hired by the College for the trip itself, but the second adult must be an employee of the College for at least the duration of the trip.
- Pre-departure, orientation and re-entry programming is provided.
- Students with special needs are provided for to highest degree possible.
- A strategy for assessing student learning is in place.
- The program has a student code of conduct.
- The program operates in accordance with US and international laws.
- The program acts with sensitivity to and respect for differences between local cultural norms and those of the U.S.
- The program has established effective health, security and risk management policies and procedures (e.g. SOS, registration with US Embassy).
- The Office of International Programs or Summer Session has the group's itinerary and contact information.
- The program has sufficient financial resources to assure its academic success and the well-being of students.

Recommended Pre-departure Practices

To help ensure your program runs as smoothly as possible, you are strongly encouraged to consider the following Pre-departure Recommended Practices:

A year in advance

- Consider applying for funding to conduct a site visit (department/program; Christian Johnson Endeavor; Summer Session).
- Identify a second responsible adult who can work in country with you, or join you from the US.
- Develop a budget, syllabus.
- Begin to gather health and safety information.

Months before

- For summer session blocks only:** Include a COI (Consent of Instructor) into the course description. This allows you to influence who enrolls in the block abroad. Be mindful that traveling and studying overseas often requires emotional maturity and academic readiness beyond what is required for an on-campus class. Though CC staff will respond and support you in case of an emergency during the block abroad, you may not have the same immediate services readily available.

- Schedule an information session with detailed information about the living and studying situation, especially if you are taking your class to a remote setting. Introduce the cultural context.
- Summer Session will assist you with setting up a PROWL site for the block (if summer class). If the block is during the academic year, you should contact Kris Jones.
- Schedule a student pre-departure orientation session. Taking a class overseas requires plenty of planning time for obtaining a passport and visa. If students need to apply for a visa, provide them with information. Stress if the information is for US citizens only or all nationalities. The Office of International Programs can assist you with this session and provide the necessary student forms which must be completed. (Some faculty prefer to schedule several sessions that culminate in a session shortly before departure).
- Student Health Forms: For **all** Fall blocks, students will need to turn in their forms no later than **April 15** to the Office of International Programs. For **all** Spring programs, the due date is no later than **October 15**.

For Summer Session, students who want to use a medical facility of their own choice **must** submit their health form **no later than March 23**. Thereafter, the health form must be completed by the Boettcher Health Center and submitted to Summer Session **no later than April 23**.

When the group's forms are compiled, the list of names is forwarded to Student Life. If a student has a record, the faculty director will be contacted by Student Life. Once you receive the package of completed health forms, you should review them and clarify potential concerns. We urge you to not approve any student's course participation until you have reviewed their health records.

- Inquire about any dietary restrictions students may have and that need additional planning for. In some countries, particular dietary restrictions may not easily be accommodated for. Discuss this matter with the students before it's a problem.
- Announce that students with special needs **must** contact you well in advance. This can avoid inconvenient surprises that may complicate the trip once you are in-country. Talk with Jan Edwards (Disability Services) if a student with special needs approaches you.
- If the course requires students bring specific clothing or equipment, distribute a packing list. Make it available on your class PROWL site!
- Reserve a global mobile phone from the Communication Office. Make sure you understand the billing procedures and rules.
- Advise students who are currently taking, or may possibly need, prescription drugs to bring with them a list of all prescription medications (generic names) and instructions for their use, a physician's letter explaining the need for the prescriptions, and an adequate supply of medications in bottles labeled with the medication name, patient's name, doctor's name, and expiration date. Refer students with questions to International SOS.
- Locate a quality doctor, hospital and dentist near the site ahead of time. International SOS can assist with this process. If students will be staying in a different location than the faculty, they should be provided with an address list of the recommended medical facilities. The Office of International Programs would prefer a copy of this list.
- Encourage the students not to bring ID cards, credit cards, or social security cards which they **do not** need abroad.
- Inform students of potential dangers and/or provide them with information on how to reduce the risks involved. Think about how you will handle different types of

emergencies that may arise. Read through **Section B** of this handbook for potential emergency scenarios. The Office of International Programs can help with this session.

- Stay updated about the political and safety situation in the country.
- For all summer session blocks, the course syllabi and student evaluations **must be** submitted to the Dean of Summer Session within a reasonable time period once the block has finished.

Two weeks before departure

- If you need to bring a cash advance from CC, make sure you request the funds **at least** two weeks before departure. You will need to submit a request for cash advance to the business office. The department staff assistant or the office of Summer Session should be able to help you.
- Since you will need to account for all expenses, make sure you have a plan for keeping track. A small notebook is convenient for tracking daily expenses, in case receipts are not always readily available. If this is your first time leading a block abroad the Office of International Programs can provide additional information. You can also ask the Business Office for assistance.
- Determine if you need to bring a first aid kit.
- Confirm that all in country logistical arrangements are in place.
- If you are planning to rent a vehicle while abroad, make sure you have permission from CC to drive while overseas on a College sponsored trip. The Colorado College Facilities Services department conducts Motor Vehicle Record checks prior to authorizing drivers (see the section on Auto Insurance).
- Ensure that all participants have a SOS card and know how to use it. You can also ask the Office of International Programs to provide this overview.
- Ensure all students acknowledge that the CC Student Code of Conduct will be enforced while overseas. Determine if you need to implement a course specific code of conduct. If you do, please leave a copy of the code with Summer Session or the Office of International Programs.
- For emergency reasons, CC's Best Practices recommends that two adults travel with the students on all blocks abroad. Provide students with information on how to reach both of you in an emergency. One adult should always be reachable and available 24 hours a day throughout the program. We recommend creating a wallet-sized card with important contact information and distributing it to students. A template for such a card can be found at <http://www.coloradocollege.edu/international/faculty.asp> Include the CC campus operator phone number as well. Another idea is to create a label with important numbers and stick it onto each SOS card.

One week before departure

- Leave your emergency contact information **and** itinerary with the college. *(If you will be traveling during the academic year, send this information to the Office of International Programs. If you will be traveling during the summer, send this information to the Office of Summer Session.)*

- ❑ Register the group with the US embassy abroad at <https://travelregistration.state.gov>.
- ❑ Collect or require students to carry copies of their passport and ticket numbers (or ask students to e-mail a copy to their own e-mail account). In case a student loses a passport, it is easier for the US embassy abroad to issue a travel document if the student already has a copy of the lost passport.
- ❑ Check out your global mobile phone from the Communication Office. Make sure you understand the billing procedures and rules.
- ❑ Contact the Business office if you haven't yet received your cash advance.

Supporting Students with Disabilities

In accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, Colorado College strives to provide equal educational opportunities to qualified students with disabilities. We should extend this to programs abroad by making reasonable accommodations for students with disabilities when possible. Disability Services is the designated office at Colorado College that coordinates support services and determines eligibility for accommodations for students with disabilities. Please contact Disability Services (719-227-8285), as well as the Office of International Programs or Summer Programs, if you know that a student with a disability will be participating in your off-campus program. The directors of these offices are prepared to help faculty members assess the off-campus site, arrange for reasonable accommodations, and provide individualized advising to students with disabilities. For additional information on supporting students with disabilities, please visit the Disability Services webpage: www.coloradocollege.edu/disabilityservices.

Sexual Harassment

Detailed information about how to respond to a sexual assault and/or harassment situation is provided in Section B. Please note that participants in any block abroad must adhere to Colorado College Code of Student Conduct.

Heather Horton, the CC Sexual Sexual Assault Response Coordinator, offers to meet with a faculty who is interested in learning more about this matter.

The response for students experiencing sexual assault abroad should mirror the response for students experiencing sexual assault on campus.

(1) The physical health of the victim is a primary concern. Urge the student to get medical assistance (i.e., medical evaluation and treatment for physical trauma and sexually transmitted infection; emergency contraception). It is important to identify appropriate medical facilities ahead of time. In the U.S., there are specific hospital centers which provide forensic evidence collection along with a thorough medical evaluation and treatment. If forensic evidence collection is desired and available, it is best not to shower, brush teeth, or change clothes. Contact with the police may be required if forensic evidence is to be collected; asking hospital staff about the processes in place will be helpful. Victims are typically able to seek medical

attention without being forced to talk to the police or cooperate with criminal prosecution. Medical exams can be quite stressful. Therefore it is crucial for a staff/faculty member to serve as a calm, supportive and non-judgmental support who will accompany the victim to the hospital and remain available throughout the exam.

Because sexual assault often leaves victims/survivors feeling powerless, it is very important for her/him to feel that she/he is in control of the decisions that affect her/his life. The decisions to seek medical attention, file a formal complaint to the college or to report to the police are decisions that only the victim/survivor should make. Obviously, if there are injuries in which a victim is not able to make decisions, you will need to assist.

(2) An additional factor to consider early in the response is safety. Sexual assaults often occur in the victim/survivor's room/home and are most often perpetrated by someone the victim/survivor knows. It is therefore important to assess how safe they feel in their room/home and to pursue other housing options as they may be available. Try to arrange their environment so that they will not be likely to come into contact with their attacker again.

(3) The same options for reporting are available to students traveling abroad as to those assaulted while on campus. Students who believe that they have been the victim of sexual misconduct can pursue three different paths or options. They may choose to take any one of these paths, or all three.

Informal Support Systems:

Individuals or groups such as the Sexual Assault Response Coordinator, Chaplain, Boettcher Counselors, or SOSS (Student Organization for Sexual Safety) provide information and support to assist students in making decisions about filing or defending a formal complaint/charges and seeking counseling. The SARC is on-call 24 hours a day and would be available to students traveling abroad. She can be contacted at her office (719)227-8101, or her cell (24 hours/day) (719)660-8915.

Formal College Discipline System:

If the assault was perpetrated by another Colorado College student, the formal college discipline system is an available option. An internal administrative process determines whether violations of the Colorado College Code of Student Conduct have occurred. Complainants and respondents are provided with advisors to assist him/her in preparing the formal complaint and/or in responding to such a complaint. The SARC serves as a point of contact for this support. Both complainants and respondents will be informed of the outcome of the case. Formal complaints are handled through the Office of Sexual Assault Response and Prevention (719-227-8101). Once a formal complaint is filed, the matter goes to an investigator who reports to a Sexual Misconduct Adjudicator. Following the investigation, the Adjudicator adjudicates the case. Appeals of the investigator's findings and/or the adjudication are granted on a limited basis. Sanctions can include education/training, warnings, probation, suspension, and expulsion.

Formal Legal System:

The Colorado College encourages students to report sexual assaults to the local police. On campus, students can request that a representative of the college accompany them in making a police report, and this option should be afforded to the student studying

abroad. The college representative should stay with the student throughout any legal proceeding, interview, etc. They should also help keep track of information, because anxiety and trauma often make it difficult to recall information. The legal options available to the victim will vary depending on the laws of the host country. It is helpful to contact local police agencies or attorneys ahead of time to determine how a criminal case is handled.

(4) Research suggests that approximately 90% of those exposed to sexual trauma experience adverse psychological reactions in the hours to weeks immediately following the trauma. Approximately 1/3 to 1/2 of rape victims have symptoms that persist for 3 months or become chronic. Psychological symptoms of trauma include sleep disturbance, appetite changes, impaired concentration, mood instability (i.e., irritability, anger, tearfulness, fear, sadness), intrusive memories (i.e., flashback images of the event), avoidance (of places, people, things, and feelings that remind him/her of the event; emotional numbing), and isolation. Due to the short term nature of study abroad programs, it is therefore likely that a student assaulted while studying abroad will experience adverse reactions while enrolled. Students will therefore need to make decisions about seeking counseling services and withdrawing from the program. Symptoms such as avoidance, impaired concentration, and numbing of responses can be potentially dangerous; unresolved PTSD puts students at greater risk for subsequent attack. If a student is not able to function academically, it would be in their best interest to withdraw from the program and return to the U.S. for treatment. You may refer the student for an assessment with a local mental health provider to assist with this decision. The student will have to sign the provider's release of information form so that you may consult with them. You may contact the Embassy for a list of treatment providers.

The decision about whether to withdraw is understandably a very difficult one for students to make. They may need assistance in weighing the costs and benefits. They have much invested in their study abroad experience and may have forged important friendships with other students in the program. Returning home to the U.S. allows students to access medical and psychological treatment in a more familiar environment, with providers who speak their primary language. "Home" may also provide a sense of safety and support with opportunities to speak directly with family and friends. The Sexual Assault Response Coordinator can work with the student, the Dean and the Registrar to arrange for medical leave. Students should contact the Dean of Students to discuss tuition issues.

If the student chooses to stay in the study abroad program, they will likely need support, whether or not they are enrolled in treatment (you can contact the Embassy for a list of mental health providers with whom they can work). You can seek assistance in this from the SARC (719-227-8101; 719-660-8915).

Mental Health

Introduction by Bill Dove Ph.D., CC Counseling Center Supervisor/Psychologist

College Students attending abroad programs are often faced with a number of emotional and behavioral challenges which usually stem from pre-existing issues they have had previously. Depression, substance abuse, panic and anxiety disorders, eating problems, sleep disorders and academic problems are the most common.

In general, a change in environment may initiate a recurrence of symptoms previously seen at an earlier stage of development. The absence of familiar support systems and normal routines may cause some erratic behaviors and moods.

Response to Behaviors of Concern

Whenever a faculty member has concerns about the behavior of a student, it is best to directly speak to the student. Often the student understands their own process and can offer ideas and suggestions as to how best to deal with the issues. The problems may be caused by issues which are relatively easy to respond to. When a pre-existing problem is known to the faculty member, it is recommended that the student formulate a contingency plan should the problem emerge. The contingency plan might mean that the student returns home, or that their medication gets reviewed and possibly changed.

Faculty and staff who take students on abroad programs should have an emergency evacuation plan prepared in advance, to allow a student to return to family and professional support systems at home.

Behaviors which are disruptive or put the entire class at risk should be responded to quickly. The Dean of Students and the Counseling Center Staff are available for consultation by phone or email at any time.

Depression

Students who are prone to depressive episodes may isolate themselves from the rest of the class on the program. They may have some difficulty concentrating and have disrupted sleep and eating patterns. In severe cases they may have suicidal thoughts. Any thoughts or intentions of self harm should be considered an emergency and the student should be referred to local medical professionals. When depressive behaviors are seen, the faculty may directly speak to the student about the behaviors which raise concerns. Tearfulness, irritability, avoidance, substance abuse, and academic problems are all possible symptoms of depression.

Substance Abuse

Alcohol and drug abuse are common problems for college students. Clarification of the policy regarding substance abuse and associated behaviors prior to departure is recommended. Any inappropriate behaviors associated with substance use should be dealt with by faculty as soon as possible. Responses may include a warning or a consultation with the Associate Dean of Students. If the behavior is disruptive to the program, the student may be sent home at the discretion of the faculty member.

Eating Problems

Anorexia and bulimia are common problems which can become worse or re-emerge when the student is under significant stress. It often becomes noticeable when a student avoids meals with the class or disappears immediately following a meal. Faculty are most likely to

become aware of eating problems from other students who will tell the faculty member about their concerns. These behaviors will often become very disruptive to the rest of the class as the other students become increasingly worried about the student in question.

Anxiety and Panic

A common disorder among students is anxiety with panic. A panic attack may appear to be critical, but usually passes quickly. High levels of perfectionism and worry about academic performance tend to be seen with anxiety disorders in this age group. Panic attacks are often unpredictable, but for students who have had them previously, they can be managed by the student removing themselves from the situation and doing relaxation exercises.

Psychotic Behaviors

This is potentially the most serious of disorders which might occur. It is characterized by irrational thinking often of a paranoid nature. There also may be auditory hallucinations and erratic or bizarre behaviors. This should be considered a medical emergency and the student should be sent to a hospital emergency room.

Phone Numbers:

Associate Dean of Students Ginger Morgan- 719-389-6689

Counseling Center Supervisor/Psychologist Bill Dove Ph.D.- 719-389-6389

Assisting a student that needs to withdraw

A student in your program may manifest or report psychological distress at a level that suggests he/she needs to withdraw from the program and return home. Should something like this happen (e.g. suicidal ideation, out of control eating problem, severe depression) you need to follow a number of steps in managing this situation. The decision to have the student stay or to go home should have the support of someone trained in the assessment of human behavior, such as a psychologist, psychiatrist, or social worker. You should always contact CC Student Life or the Dean of Summer Session to discuss this kind of situation. Notifications (family, etc.) should be handled on a need-to-know basis. Usually other students in the program do not need to know any details of the situation. If and when the student decides to return, the fact that privacy has been maintained may ease re-entry.

Conducting a Pre-Departure Orientation

Short-term programs most often do not afford students with the same luxury of time to experience a new culture as a full fledged semester program. To enable the students to make the most of the short time they do have, they need as much advance preparation as possible. Though some of the information provided in a pre-departure orientation will not make much sense until the student arrive in country, it will make sense to them as soon as they arrive.

All students studying off-campus over the summer are invited to attend a general pre-departure orientation sponsored by the Office of International Programs and Summer Session. The session will cover such topics as: academics abroad, money and budgeting, passports and visas, health and safety and cross-cultural adjustment. Students studying off-campus on short-term programs during the academic year will receive written materials covering the information above.

Program directors are encouraged to hold additional pre-departure orientation meetings to go over specific information related to the course and program location. Please contact the Office of International Programs or Summer Session for if you would like assistance planning additional orientation sessions.

For programs abroad during the academic year, it is recommended the pre-departure orientation addresses the following topics:

- Expectations (academic, cultural and personal)
- Code of conduct and other requirements/restrictions
- Passport and visa
- Health and Safety
- Money
- Cross-cultural adjustment, skills, learning
- Academic preparation and workload
- Program calendar
- Workload

In-Country Orientation

You are encouraged to hold an orientation session as soon as possible after arriving on site.

Topics that should be covered are:

- How to stay physically and mentally healthy
- Money Matters
- Safety and Emergency Protocol (e.g. how to reach you; how to be street smart; emergency contacts and procedures)
- A refresher of the Student Code of Conduct
- Academic and Cultural Expectations
- Internet and telecommunication
- Public transportation and traffic
- Local laws and law enforcement

Insurance

(Information prepared by Arthur J. Gallagher Risk Management Services, Inc.)

Note: This is a brief outline of coverage and is not intended to replace the full coverage detail provided by the insurance policy. You must refer to the specific policy terms and conditions including exclusion language and application of deductibles for final coverage determination.

Below is an overview of coverage and issues that may come up while you are traveling overseas that may or may not be addressed by the Colorado College Insurance Program. While the College insurance program addresses many of the common situations you may encounter overseas as an employee, there are personal situations that you will need to address through your personal insurance agent. *You should contact the Human Resources Office three to six months prior to your travel to review the full plan description of benefits while traveling overseas.*

Workers' Compensation

As an employee of Colorado College, if you are injured while traveling overseas on business, the Colorado College Foreign Workers' Compensation policy will pay for your injuries until you return to the United States. Upon your return, the domestic workers' compensation insurance program will respond to your ongoing medical treatment. This coverage is applicable for the employee only and a volunteer worker. Coverage under the workers' compensation benefit is limited to work related injuries.

Medical insurance

The Colorado College Medical Benefits program does provide coverage for employees while traveling overseas. However, benefits are paid on an "out-of-network" basis. *You should contact the Human Resources Office at least three to six months prior to your travel to review the full plan description of benefits while traveling overseas.*

To file a claim, contact the Human Resources office upon your return. You will need to submit detailed documentation and receipts from the treating physician or hospital including the date of treatment, the diagnosis and charges for the treatment. Contact the Human Resources office if you have any questions about this insurance coverage.

Students, chaperones and volunteers traveling with employees must purchase individual accident coverage from a Foreign Medical provider.

Travel accident and Accidental Death & Dismemberment

Travel accident coverage is also provided for Colorado College employees (and their covered dependents) through your Employee Benefits plan. Additional limited accident coverage is available should the benefits program benefits be exhausted for employees only.

Auto insurance

Employees, volunteers, chaperones and students are covered while renting a vehicle overseas for liability coverage, if they have permission from CC to drive while overseas on College sponsored trip. The Colorado College Facilities Services department conducts Motor Vehicle Record checks prior to authorizing drivers. Most countries require that you purchase liability insurance “in country.” Therefore, you should purchase liability and physical damage for a rented vehicle through the rental company while traveling overseas. You will also need to check the rental contract to determine if there are any driver restrictions (i.e. age).

If you are staying overseas for an extended period of time (more than 60 days) and lease a vehicle, you must purchase an insurance policy “in country.” Local laws require you to do so. In addition to purchasing local coverage, you **must** advise Colorado College to add this vehicle to Colorado College’s Foreign Auto Policy.

Property and money **owned** by Colorado College is covered by the College’s insurance program. Your personal property and money are **not** covered by the College’s insurance program. You must contact your personal homeowners’ insurance carrier or agent to obtain coverage or file a claim.

Insurance for students, chaperones and volunteers

All student participants should be advised to investigate the extent of their medical coverage to determine whether or not it is sufficient. Students should be aware that overseas insurance is specialized, and while they may be covered domestically by their parents’ policy, this may not be enough for travel abroad. A list of companies that specialize in short-term foreign travel insurance is available at the Office of International Programs.

Students should also know that many policies **do not** cover:

- Expenses incurred for pre-existing conditions
- Lost luggage, stolen property, and travel cancellations
- Non-academic activities and excursions
- Injuries sustained while driving automobiles and motorcycles
- Any accidents caused while under the influence of drugs or alcohol
- Mental health related claims
- Pregnancy
- Dental

SOS Emergency evacuation and claims assistance

Colorado College provides emergency evacuation assistance for medically necessary or security evacuations. All students and CC employees away on a College sponsored trip are covered by SOS. When the Office of International Programs receives a list of participants, you will receive an SOS card for each individual. Students and employees should always carry the SOS information on them. For more information about what SOS covers, please refer to Appendix B in Section B, or go online to www.internationalsos.com, **logon code: 11BSGC000027**. If you need emergency evacuation or travel assistance, please refer to the Emergency Procedures

Section B of this guide. Information about International SOS is available through the Office of International Programs.

What is the role of International SOS?

International SOS provides all students, faculty, and staff traveling outside the U.S. with international medical, security and travel assistance. These services are meant to supplement the policies, procedures and support that Colorado College already has in place. International SOS is **NOT** health insurance.

What benefits are provided?

International SOS provides a range of services, including emergency evacuation, medically-supervised repatriation, medical monitoring, emergency and routine medical advice, lost document assistance, emergency personal cash advances and more.

How does it work?

When the Office of International Programs receives a list of participants, you will receive an SOS card for each individual. Students and faculty should always carry the SOS card on them. If you are traveling without students, e.g. on a planning trip, please contact the Office of International Programs to get your SOS card.

To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex and nationality
- Your International SOS membership number: **11BSGC000027**
- The telephone number from which you are calling (in case you are disconnected)
- Your relationship to the Colorado College student or employee
- Name, location and telephone number of the hospital, clinic or treating doctor (when applicable)

Can I contact SOS prior to my departure?

Yes! Faculty is encouraged to contact SOS prior to departure. (Call 215-942-8226 from the U.S.) SOS can help you identify the best medical facilities in your location, provide referrals to local mental health counselors, provide information about the nearest U.S. consulate/embassy, etc.

Will International SOS pay my medical bills?

Although International SOS will provide medical assistance, the patient will need to pay directly for any services received. Only the costs of emergency evacuation and medically-supervised repatriation will be covered by Colorado College as part of our contract with SOS.

What if I need a doctor?

The International SOS worldwide alarm centers are listed on the back of your card. Call the International SOS alarm center that is nearest to you for a referral to a doctor.

What if I need prescription medication?

If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, International SOS will, when permissible by local law, send the needed medication to you.

What if I am hospitalized?

Call the nearest International SOS worldwide alarm center if you are hospitalized. International SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery.

What if local medical facilities are not adequate?

If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from Colorado College to evacuate you to a medical facility capable of providing the required care. A physician supervises evacuations, and when necessary, a medical specialist or nurse will accompany you during the evacuation. An air ambulance will be used when required.

What is security evacuation assistance and coordination?

SOS will also assist in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

Please contact the Office of International Programs (719-227-8280) or Human Resources (719-389-6421) should you have any questions about the information above.

Accompanying family members

For US \$ 65 you can purchase the CC SOS emergency insurance for a family member who is accompanying you on the trip.

Please contact the Office of International Programs for sign up and payment.

SOS during Block Break

A student may wish to stay in the country after the course has officially ended. Faculty should make sure that the student understands that he/she is no longer the faculty's "responsibility" and that any course-related personnel are not obliged to assist the student in case of an emergency.

A student, however, is covered by SOS for a block break following the program end date, as long as the stay falls within the last day of the month that their program ends.

Emergencies

In “Coping with Perceived Emergencies,” (1989) Diane Smell draws a distinction between “real” and “perceived” emergencies. **Real emergencies** are those that pose a genuine and immediate risk to, or that have already disturbed, the safety or well-being of a study abroad participant or participants. These include occurrences as ***coups and other civil disturbances; natural and human-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnapping; and terrorist threats and attacks.***

Perceived emergencies are those which pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including at times, students and colleagues at the home university. **Perceptions of threat** can arise out of a number of things, including the sensationalized reporting of an event abroad; the distortion of information provided by a participant in a phone call, e-mail message, fax or letter home; or simply out of nervousness of a family member or student with little or no international experience. Such perceptions will sometimes affect family members and others in the U.S as seriously as or more strongly than real emergencies, and need to be treated seriously.

It is expected that faculty and/or staff responsible for a block abroad read these procedures before departure from CC. If you have any questions don't hesitate to contact Eric Popkin or Charlotte Blessing. If you choose NOT to bring the entire guide with you, please make sure you bring Section B.