

Guidelines for Brandeis Research, Study, Work, or Travel Abroad

Table of Contents:

I.	Purpose of Guidelines	Page 1
II.	Checklist Overview	Page 2
III.	Prior to Departure	Page 3
IV.	Emergency Planning and Contacts	Page 7
V.	Alcohol, Drugs and Health Considerations	Page 9
VI.	If an Emergency Occurs	Page 11
VII.	Appendix: Sample Forms/Emergency Situations	Page 13

I. Purpose of Guidelines

Education and research abroad is central to Brandeis University's mission and goals. Brandeis encourages faculty, staff and students to take advantage of the opportunity to live and learn in a new and different cultural context and to foster their development as global citizens in our increasingly interconnected world.

This guide provides an overview of the procedures that the university community should follow when going abroad as part of a Brandeis sponsored activity. These activities include:

- Faculty, staff or students conducting research abroad
- Faculty-led study abroad trips at the undergraduate or graduate level
- Internships abroad in which students receive Brandeis funding and/or academic credit
- Visits abroad by Brandeis students as a part of athletics teams, community service organizations, religious groups, or Brandeis sponsored student groups
- Undergraduate study abroad

Part of studying, working or traveling abroad is recognizing that there is an element of risk because of natural disaster, political unrest, and crime. The following is a list of procedures that should be followed, so the university is able to support community members abroad in times of emergency.



II. Checklist Summary of Steps to be Taken when Going Abroad

This checklist provides an overview of steps that should be taken when traveling abroad. A full description of each step follows in the body of this document.

Prior to Departure:

For All Travelers:

- 1) Register with Brandeis University Office of Risk Management
- 2) Register with Travel Tracker
- 3) Register with ACE Travel Insurance
- 4) Confirm your personal health insurance covers medical expenses abroad
- 5) Ensure personal property insurance
- 6) Verify passport and visa documents
- 7) Secure copies of passport, visa, Brandeis identification and travel logistics with a person at Brandeis University
- 8) Register with the U.S. Department of State or with the embassy of your home country

Additional Steps for Organized Group Programs:

- 9) Identify a faculty or staff member who serves as the administrative coordinator for the trip.
- 10) Have all participants sign a program release & waiver.
- 11) Have all participants sign a program specific participation agreement
- 12) Have all participants complete a medical report form
- 13) Prepare emergency contact cards for each participant
- 14) Hold a pre-departure meeting with all participants

Emergency Planning and Emergency Contacts:

- 1) Identify the emergencies that are the most common to the country
- 2) Identify the emergencies that are most common to individuals
- 3) Develop an emergency plan for both types of emergencies
- 4) Discuss the plan prior to departure and on arrival
- 5) Have an emergency contact at Brandeis University
- 6) Send your plan to Brandeis Offices including University Police

If an Emergency Occurs:

- 1) Remember that safety for everyone involved is of the utmost importance
- 2) Follow the guidelines found on pages 11-12 of this document including being in immediate contact with Brandeis University and not speaking with the media
- 3) Complete an incident report
- 4) Participate in an incident debrief upon returning to campus

III. Prior to Departure

All individuals going abroad should complete the following. While there are multiple registration processes, each one ensures that the traveler has the best support possible should an emergency arise.

- 1) **Register with Risk Management.** Register the dates and location of your trip abroad with Jacob Sajinyan, Treasury Analyst by emailing him at sajinyan@brandeis.edu or calling (781) 736-4480. The Office of Risk Management (<http://www.brandeis.edu/risk-management/>) will review your travel plans to determine if the country or countries that you are traveling to are covered by the university's insurance policy. In some cases, the university will need to purchase a rider to cover certain countries that have higher levels of risk. In other cases, the university may not be able to purchase a rider, so you would be traveling to the country at your own risk. When you contact Risk Management, be sure to ask for the group id and activation code to register with ACE Travel Insurance.
- 2) **Register with Travel Tracker.** Travel Tracker services provide a tracking tool for University travelers when leaving the campus area, domestically or internationally. Users are able to review country information including political, social, and healthcare information including whether or not a U.S. prescription medication is legal in the country to be visited. For pre-trip planning, travelers can prepare for travel by reviewing local customs, current conditions, and locate local care providers. Because the safety of travelers is of paramount importance, local security information is available at a moment's notice on the website. In addition, users are able to sign up for daily security alerts to be sent directly to their email.

Individuals may register with travel tracker by following these six steps: To register for travel tracker, follow these six steps:

1. Go to <https://members.uhcglob.com>
Click on "Create User"
2. Enter your ID Number, found on your UnitedHealthcare Global ID card.
3. Click Next. ID# **902207075**
4. Read and agree to the Terms of Use.
Click Next.
5. Complete your Account Information:
Username, Password, Email, Security Question and Answer. Click Next.
6. Complete your User Information:
First Name, Last Name, Gender, Date of Birth, and Primary Phone.
Click Finish.





For organized groups, the faculty or staff leader can register the group and serve as a point person for contact. A sample registration spreadsheet is in the appendix.

- 3) Register with ACE Travel Insurance. Brandeis University has contracted with ACE USA and Europe Assistance to provide worldwide travel assistance. To register with ACE, go to <http://www.acetravelassistance.com>. You will need to create an account using the information found in the appendix of this document. It is also highly recommended that you carry the wallet card with the ACE contact information while you are abroad. The services that ACE provides include:
 - Medical Assistance, including referral to a doctor or medical specialist; medical monitoring while hospitalized; emergency medical evacuation to proper medical facilities; medically-necessary repatriation; and return of remains.
 - Personal Assistance, including pre-trip medical referral information; emergency medication; embassy and consular information; lost document assistance; emergency cash advances; translation services; emergency referrals to legal assistance.
 - Travel Assistance, including emergency travel arrangements.
 - Security Assistance, including a crisis hotline and on-the-ground security assistance. Access to a secure, web-based system for tracking global threats and health- or location-based risk intelligence.
 - While ACE does offer travel, medical, and security services, it is NOT health insurance. Therefore,
- 4) Confirm Your Personal Health Insurance Covers Medical Expenses Abroad. It is very important to verify what services your personal health insurance covers when traveling abroad. Some policies offer comprehensive coverage for accidents, emergency room visits, and hospital stays while other policies do not. If your personal policy does not offer comprehensive support or if you are unsure of what is covered, it is highly recommended that you purchase additional coverage. All Brandeis University community members participating on a Brandeis-sponsored trip may enroll in the Brandeis CISI insurance plan. This plan is offered through Cultural Insurance Services International (CISI) (<http://www.culturalinsurance.com/>) and underwritten by Virginia Surety Company, Inc. Once enrolled, covered participants will be able to log in to the CISI website to view, print, and email their ID card, consulate letter, plan of insurance brochure, and claim form. The approximate cost of the CISI insurance is \$36 per month and coverage will be determined by the dates of the program abroad.
- 5) Ensure Personal Property Insurance. Individuals traveling abroad may wish to purchase insurance for personal property, such as camera/video equipment, laptops, etc. Before purchasing insurance, check to see if an existing homeowners' insurance policy would apply in a location abroad. Often times, it does not, so you should inquire with insurance companies about your options. The organization that provides Brandeis' health insurance, CISI, also provides a World Class Personal Property and Personal Liability Plan option you may wish to purchase.



- 6) Verify Passport and Visa Documents. Ensure that you have a passport which is valid for **at least 6 months beyond the program end date**. In addition to a passport, many countries may have additional visa or residence permits that need to be obtained many months ahead of time.

It is important to note that visa requirements differ by country of citizenship. International students and scholars should speak with the International Student and Scholars Office (ISSO) to ensure they are able to re-enter the US without difficulty. Administrators other than ISSO staff should not be advising students about Visa requirements as these regulations change frequently, and the ISSO staff have the most comprehensive knowledge of the regulations. If an individual has dual citizenship, it is very important that the individual uses their U.S. Passport for entry into the visiting country. If the individual enters the country via their U.S. Passport, they will have greater access to resource from the U.S. Department of State in times of crisis or emergency. If the individual enters the country via their other home passport, resources from the U.S. Department of State may be limited.

- 7) Secure Copies of Passport, Visa, Brandeis ID, and Travel Logistics. **Determine a person at Brandeis who will have a photocopy of each traveler's passport, visa documents, and Brandeis ID.** If there is a situation in which these documents are destroyed abroad, having a copy of the document in the United States will help the traveler return home more easily. The point person at the university should also have copies of flight information as well as where the traveler will be staying during their time abroad.

Each traveler should also have a copy of their passport information page, all tickets, and any other important documentation (i.e.-credit cards, driver's license, etc.) and keep them in a secure area in your carry-on and separate from the bag/wallet where the originals are. You should also keep your own emergency contact information on you in case you are incapacitated and someone needs to reach out to your designated emergency contact person.

- 8) Registering with the U.S. Department of State or with the Embassy of your Home Country. It is important to ensure that all U.S. citizens are registered with the US Department of State <https://step.state.gov/step/>. You are encouraged to review the US Department of State's "Before You Go" information on their website <http://travel.state.gov/content/passports/english/go.html>. A list of U.S. embassies can be found at: <http://www.usembassy.gov/> For travelers who are not US citizens or permanent residents, registering with your home country's equivalent of the US Department of State is strongly encouraged.

Additional Steps for Organized Group Programs

- 9) Identify a Faculty or Staff Member who will Serve as the Administrative Coordinator for the Trip. For organized programs (i.e. – World of Work Internships, Waltham Group Community Service Trip, Athletics Trips, IBS Faculty Led Study Abroad Trip), a faculty or staff group leader should



be identified as the administrative coordinator for the trip. The administrative coordinator should ensure that each traveler has completed steps one through eight prior to departure. In addition, the administrative coordinator should also ensure that steps ten through fifteen are also completed prior to departure. The administrative coordinator should also have copies of all of the documents listed above. If a student group is not being accompanied by a faculty or staff member, two student leaders should be named as the administrative coordinator of the group. These guidelines should be reviewed with them by a faculty or staff member who will be the administrative point person on campus.

- 10) Program Release & Waiver. All students who are traveling abroad on a Brandeis-sponsored program should sign a program release and waiver. Copies of these waivers should be held by a point person at Brandeis University not the administrative coordinator who is travelling with the students. Program release & waivers shall be kept for seven years after the program ends, and then they can be shredded. Sample program release and waiver forms can be obtained from the Brandeis Office of Legal Counsel.
- 11) Program Specific Participation Agreement. Students should also read and sign a program-specific Participation Agreement that outlines expectations of students. This can include expectations about academic work, conduct, and independent travel during the trip. As part of best practices and to ensure the greatest levels of safety, students should be required to observe the local laws of the country as well as all academic and disciplinary regulations of Brandeis as described by the Department of Student Rights and Community Standards' Rights and Responsibilities: <http://www.brandeis.edu/studentlife/srcs/>.
- 12) Medical Report Form. For faculty or staff led trips, it is highly recommended that students complete a medical report form prior to departure. A medical report form both outlines any major medical conditions that a participant has which can be useful if there is a need for an emergency hospitalization in which the traveler cannot provide information about their medical background including pre-existing conditions.
- 13) Emergency Contact Cards. The Administrative Coordinator should prepare emergency contact cards for each participant. These cards should be kept with students at all times and include the following information:
 - a. On-site program leader name and cell phone number
 - b. Brandeis point person and cell phone number
 - c. Local telephone number(s) for emergencies (the equivalent of "911") This information can be found at <http://travel.state.gov/content/studentsabroad/en/to-go/911-list.html>
 - d. ACE and CISI travel insurance information
 - e. Contact information for the U.S. Embassy or the Embassy of participants' home countries
 - f. Information about calling cards for the public phones abroad and how to place local as well as international calls



14) Pre Departure Meeting. Another best practice is to have a meeting to outline expectations about participation on the program and to brief students on cultural norms. Topics to be included in this meeting include:

- Refraining from driving abroad (automobiles, motorcycles, mopeds)
- Local pub and drinking culture
- Local drug laws
- Dangers of returning in the early hours of the morning from a club
- Pickpockets and muggers at busy airports, train stations, subways, etc.
- The diligent use of ATM machines and not carrying large amounts of cash
- Keeping money and other valuable belongings out of sight
- Given the tenor of the times in which we live, it is wise to advise students to maintain a low profile including dressing in a manner which blends in with the norms of the local culture. During a political crisis where foreigners in general or Americans specifically may be targeted, this is especially important. It is advised for students to avoid:
 - Demonstrations or situations where they could put themselves at risk
 - Behavior that calls attention to themselves
 - Areas or sites where U.S. or Western European citizens are known to congregate

IV. Emergency Planning and Emergency Contacts

All individuals going abroad should consider the following conditions for traveling abroad. For formal programs—whether these are related to research, study or work abroad—should have a written on-site emergency action plan prior to departure. There are several important steps in developing an emergency action plan.

- 1) Identify the Emergencies that are Most Common to the Country. Each country has a different profile of potential emergencies. For example, an individual or group traveling to one country may need to be prepared for earthquakes, political uprisings, and limited healthcare, while an individual or group traveling to another country may need to be prepared for group kidnappings, hurricanes, and high levels of crime. By identifying the top three possible threats, it helps to prepare participants for negative experiences that they may encounter.
- 2) Identify the Emergencies that are Most Common to Individuals. It is important to also think about how individuals may be vulnerable in certain countries. There are very different cultural norms about race/ethnicity, religion, gender and sexual orientation in some countries which could place individuals at risk. There are also very different tolerances for alcohol and drug use in different countries. Different cultural values should be identified and openly discussed with program participants.
- 3) Develop an Emergency Plan for Both Types of Emergencies. If a major crisis occurs such as a terrorist attack or a natural disaster, it is best practice to designate a meeting location, as well as an alternate location in case one is located where the incident occurred or is blocked off by



police. It is best to choose a location that is easy to get to on foot, is not where crowds gather, and not in touristy areas. The two locations should be in somewhat opposite directions from one another. Make sure to point out the locations several times during your first few weeks of the program. If working with a partner program, they will likely already have these figured out. While it may be tempting to rely on cell phones as a means of communication, it is important to remember that in prior emergencies such as 9/11 or the 2007 London bombings, cell phone towers were overloaded. Similarly, in the Boston Marathon bombings, cell phone service was blocked to prevent detonation of improvised explosive devices.

There should also be a plan for what to do if a crime occurs, an accident occurs, or a participant is arrested. If there is only one trip leader, the decision will need to be made whether the leader stays with the student in need or with the group. If a student is arrested, it is imperative to contact the Department of State and Brandeis University Police unless the trip leader has extensive and nuanced knowledge of and exposure to the host country.

Part of the plan should include being in contact with Brandeis University as quickly as possible. Even if information is incomplete, it is better to reach out right away than to wait. For example, if a natural disaster occurs and only a subset of students have been accounted for, do not wait to share the information with Brandeis. Similarly, if you are traveling alone for research, an internship, or other reasons, please contact Brandeis as quickly as possible to update the university on your health and safety. In addition to calling (if phone service is available) posting that you are safe to social media is a way to assuage the fears of friends and family members.

- 4) Discuss the Plan Prior to Departure and on Arrival. This plan should be reviewed with all participants prior to departure and reiterated once participants are in country. When an emergency occurs, it is helpful for people to have heard the plan more than once in order to retain the concrete steps they will need to take.
- 5) Have Emergency Contacts. For individuals or formal groups traveling abroad, a point person at Brandeis should have all of the necessary contact names and numbers in case of an emergency. A program leader should carry this information with them at all times, along with the numbers for the Brandeis University Police (781-736-333), any on-site partner program, and the academic or administrative unit sponsoring the trip. If students are given cell phones on the trip, both the point person at Brandeis and the program leader should have each participant's cell phone.
- 6) Send Your Plan to Brandeis Offices. Once you know who is traveling, where they are traveling, the dates of travel, the program leader, and the Brandeis administrative point person, this information should be shared with the university. For individuals, this should be shared with the academic or administrative departments. For formal groups, this information should be shared with the respective department as well as with University Police. The information should clearly delineate who the University Police should contact in case of an emergency.

V, Alcohol, Drugs and Health Considerations

Alcohol

In the US, underage drinking is a violation of local law and university policy and it is unacceptable for the leader of a student group to condone underage drinking or to participate in events where underage students are drinking. The situation is different and more complicated in international settings where there are typically younger legal drinking ages and where alcohol consumption has different cultural meanings. On the one hand, if students are to experience the richness of the host culture and contexts where people are drinking local wines and beers, this can be a part of the cultural learning experience. On the other hand, a few students can abuse the greater freedom and make poor choices around alcohol consumption. This is especially problematic given the less structured academic environments of many international contexts. As a result, some students who abuse alcohol will get much less out of their international experience than they might and, in a few cases, may even put themselves at risk. All of this calls for considerable judgment and discretion on the part of the group leader. The key factor here is to stress the legal, responsible, and moderate use of alcohol.

The following standards define responsible use of alcohol for students:

- A student abides by the laws of the country or state in which s/he is living.
- A student does not miss any scheduled event because of the effects of alcohol consumption.
- A student does not become ill due to the effects of alcohol consumption.
- A student does not engage in inappropriate behavior toward other individuals that is the result of alcohol consumption.
- A student does not engage in destructive behavior toward property that is the result of alcohol consumption.
- A student does not engage in behavior that causes embarrassment to the other members of the group, the Faculty Director(s), or the in-country host(s) as a result of alcohol consumption.
- Students in a group do not facilitate, encourage, or ignore a fellow student who is abusing alcohol.
- Students refrain from transporting quantities of alcohol in luggage, etc. to program sites with the intent of sharing the alcohol with members of the group. This action is considered to be an irresponsible use of alcohol and subject to disciplinary action.
- Students utilize good judgment when consuming alcohol at private homes or other accommodations during non-program hours.

Drugs

All US legal restrictions on the use of drugs apply to all Brandeis-Led Study Abroad Programs. American visitors abroad are particularly vulnerable when it concerns violations — intentional or unintentional — of local rules and regulations concerning alcohol and, in particular, drugs. The process of law and punishment can be far more arbitrary than within the US and more often than not may lead to prolonged imprisonment under substandard conditions. Consequently, it is of utmost importance



for the welfare of the individual that extreme caution and prudence be applied concerning these matters. The use, purchase, or sale of illegal drugs (hallucinogens, narcotics, stimulants, or depressants) is a critical issue.

Brandeis University prohibits the unlawful possession, distribution, or use of illicit drugs and/or controlled substances on any property owned or rented by the university or in any program or activity sponsored by the university in any location. Any student violating policy regarding illicit drugs, and/or controlled substances will be subject to disciplinary action and may face additional actions by the US courts. It is the responsibility of the group leader to report any such violation to the Dean of Students Office.

A common best practice is to tell participants that any student who uses, buys, or sells illegal drugs will be removed from the program and immediately returned to his/her home country at his/her own expense. The costs of legal advice, fines, and return travel must be borne by the violator.

Mental Health and Wellness

In the US, students with conditions impacting their mental health are entering colleges and universities in unprecedented numbers and as a result there may be students who have or will develop mental health conditions while abroad. Stress is the primary cause of exacerbation of pre-existing mental illness and adjusting to another culture typically involves stress for any program participant. It is important for the group leader to be familiar with the warning signs of mental distress, to identify the condition, and to seek help for the student as early as possible. Behavioral warning signs may include (but are not limited to) an inability to communicate clearly (changes in communication), an unusual or markedly changed pattern of interaction (such as totally avoiding participation, becoming excessively anxious when called upon, or any signs of manic behavior), extreme behavior fluctuation within a relatively short time span, a depressed or lethargic mood, being excessively active and talkative (very rapid speech), swollen or red eyes, a marked change in personal dress and hygiene, or changes in sleeping or eating patterns. Even if unusual behavior is due to transient culture shock, it is important to follow-up with the student and offer support.

The group leader should become familiar with host country laws on involuntary hospitalization, as well as the general cultural attitudes regarding mental illness. Many insurance carriers that work with overseas programs have services that can help identify an English-speaking counselor abroad in advance, so that a support system is in place if needed. If a problem does arise, the group leader should not attempt to make serious decisions alone, but should seek assistance by contacting the Brandeis Psychological Counseling Center and Health Center. CISI international health insurance plan will assist with medical costs related to mental health including, if necessary, return to the US.

Medication

Some common medicines that are prescribed in the US, even some that are sold over the counter, are considered controlled substances in other countries. Other students simply need to plan ahead to take care of their pharmaceutical needs ahead of time (e.g. requesting more than a 30-day supply). All medications should be carried and stored in their original containers. The program leader member



should encourage students to consult with their physicians on this matter. If there is any question as to the legality of a medication, the host country's Department or Ministry of Health should be consulted.

VI. If an Emergency Occurs

Emergencies can be both perceived and real. **An emergency is any event that poses a genuine risk to, or has already endangered, the safety and well-being of those traveling abroad.** This includes, but is not limited to, the following types of incidents:

- Serious accident or injury
- Serious illness, whether physical or emotional
- Hospitalization for any reason
- Physical assault
- Sexual assault or rape
- Robbery or mugging
- Disappearance of a student
- Local or national political crisis that could threaten the student safety/wellbeing
- Terrorist threat or attack
- Arrest or questioning by police or other local security force
- Any legal action (lawsuit, trial, etc.) involving a student

If an emergency abroad occurs, an individual will have far more flexibility to navigate the situation than someone leading a formal program. In either case, safety is of the utmost importance. As soon as a relative level of safety is reached, an incident needs to be documented and reported to the office sponsoring the program and/or University Police as soon as possible. An Incident Report Form (see appendix) should be filled out soon after the incident occurs since details are fresh in the mind. **A careful log and receipts should be kept throughout the incident.** In the event of any legal action, this form will serve as the basic official college record of what transpired and what actions were taken by individuals or responsible program officials at the scene of the incident.

For individuals leading a formal program, in the event of a crisis, it is important that you and the students remain calm and do not panic or overreact. Students will rely on the administrative leader to take charge and get them through the crisis. Please keep the University Police informed of any matters related to the health and safety of the students; they have experience dealing with crises in the past and are ready to help during and after any incident. **Follow the guidelines below in the case of an emergency. Remember that these guidelines do not replace common sense and good judgment.**

- If you believe there is a health or safety risk to your students:
 - First contact your onsite program provider or partner university emergency contact(s) to assist immediately.



- Next, contact the University Police 781-736-2177 to determine appropriate next steps if the situation allows.
- In a non-medical emergency, contact the local police and follow the procedures required by local law.
- If there is a medical emergency, work with the administrative point person at Brandeis to contact the insurance provider, CISI, to assist and help coordinate the necessary arrangements. (Connect with ACE travel assistance program, if necessary.)
- If a sexual assault occurs, the program leader is required to tell this information to the Title IX Coordinator, Linda Shinomoto shinomot@brandeis.edu or 781-736-4456. For advice about how to support a student who has experienced sexual assault, information can be found at the Office of Prevention Services website <http://www.brandeis.edu/preventionservices/>.
- In the event of arrest, detention, crime victimization, disappearance, and death of one of the students, contact the nearest US Embassy or Consulate. If the Embassy/Consulate cannot be reached, The State Department's Office of American Citizens Services and Crisis Management (ACS) can be reached from abroad at 202-501-4444 or within the at US 888-407-4747.
- If a natural disaster or terrorist attack occurs within the country, or neighboring country, contact the local US Embassy or Consulate and request that an authorized officer advise you on a regular basis about the development of the crisis and how you and the students should respond. Program faculty and/or staff are asked to contact the Office of Study Abroad as soon as possible to account for each student. The Office of Study Abroad is likely to receive calls from concerned family members when such incidents take place, so it is important that the office is well-informed of each student's whereabouts.
- If the US State Department issues a public announcement, worldwide caution, or specific travel warning, the Office of Study Abroad will contact the program faculty and staff. A collective decision will be made on what next steps need to be taken in order to ensure the health and safety of the students, faculty, and staff.
- In the unlikely event that students, faculty, and staff would have to be evacuated from a location, the administrative point person at Brandeis would work with departments, CISI, ACE travel assistance program, the US Embassy, and The State Department to facilitate the safe return of students, faculty, and staff.
- For incidents involving the health and safety of the students, **do not comment to the media**. The Office of Communication at Brandeis University will prepare a public response if needed.
- The administrative point person at Brandeis will also be the main point of contact to update and notify appropriate parents/guardians.
- Inform your students where the US Embassy is located in the capital, and if there is a US Consulate in the city where your program is located, ensure that students know the address and the telephone number.

Upon return to campus, there will be a debriefing of what occurred. This is not to find fault with what already occurred but to better plan as a university for how to respond to emergencies abroad. Debriefings can be difficult for individuals who were involved in the emergency as it can bring up feelings of uncertainty, questioning, anger and grief. However, these debriefings are considered a best practice in helping campuses plan for future events.



Appendix A: Sample Forms

- Sample Release and Waiver Form
- Sample Participation Agreement
- Sample Medical Report
- Sample Excel Spreadsheet for Group Upload into Travel Tracker

Appendix B: Sample Emergency Scenarios

- Emergency Case Study: Physical Health
- Emergency Case Study: Crime
- Emergency Case Study: Transportation
- Emergency Case Study: Terrorism
- Sample Incident Report

Appendix C: Creating a United Healthcare Global Intelligence Center Account ACE Travel Insurance Information



**RELEASE AND WAIVER FOR BRANDEIS
STUDY ABROAD CREDIT**

NAME: _____ CLASS: _____ SAGE ID: _____

The undersigned acknowledge that Brandeis University does not endorse or guarantee the study abroad program named below or any other foreign study program, and the Student has voluntarily selected the study abroad program named below. The undersigned acknowledge that Brandeis University is not an agent of the study abroad program, nor is the study abroad program an agent of Brandeis University.

This Release is executed on _____, 20____ by the above Brandeis University student in good
(Date)

standing with respect to a Study Abroad Program in: _____,
(City) (Country)

for the academic period beginning _____, 20____ and ending _____, 20____
(Month, Day) (Month, Day)

In consideration of *the Student* being permitted to participate in the Program, which will be coordinated by the Office of Study Abroad at Brandeis University, I, the undersigned, do hereby release and forever discharge Brandeis University, its Trustees, officers, employees, agents and assigns of and from any and all loss and liability in connection with any personal injury, accident, damage, claims, costs, expenses or other loss suffered or incurred by me during, arising out of, or in any way associated with *the Student's* study and/or participation in the Program, including, but not limited to, travel to and from and any and all other travel incident to my study and/or participation. In addition, I hereby agree to release, indemnify and forever discharge Brandeis University, its Trustees, officers, employees, agents and assigns of and from contribution or indemnification with respect to any claim made against me by any person or entity in connection therewith. I further agree to indemnify and hold harmless Brandeis University, its Trustees, officers, employees, agents and assigns of and from any actions brought against it in connection with my acts or omissions.

I acknowledge that *the Student's* participation in the Program is entirely voluntary, and understand that my choice of living accommodations, whether on-campus or off-campus and regardless of the use or non-use of assistance provided by Brandeis University, is not and is not intended to be under the auspices of Brandeis University. I further understand and acknowledge that there are inherent risks involved with study and living abroad which are beyond the control of Brandeis University, including but not limited to those arising from sanitary or health conditions, crime, civil disturbances, terrorism and travel or other accidents. I agree to assume all such risks, thereby releasing and forever discharging Brandeis University, its Trustees, officers, employees, agents and assigns of and from any and all loss and liability in connection with any personal injury, accident, damage, claims, costs, expenses or other loss caused, suffered or incurred by or to myself, arising out of or in any way associated directly or indirectly with any living arrangements incident to my study and/or participation in the Program.

I acknowledge that I am advised to monitor the United States Department of State website (<http://travel.state.gov>) for updates and information about travel abroad.)

I hereby acknowledge that I have read and understood the above statements, and that if I am unable to do so, for whatever reason, I have had them read to me and am confident that the individual so doing has read and/or translated the statements truthfully and in their entirety. I also acknowledge that I am of the specified legal age in my State of residence to bind myself to this release. This release and waiver has been executed on behalf of myself, my heirs and assigns, and has been made with full knowledge of possible risks and hazards involved in travel and study abroad. This instrument has been executed in and shall be interpreted according to the laws of the Commonwealth of Massachusetts.

Signature of Student Date

Parent/Guardian Signature Date

Witness to Signing Date



Please read carefully. This is a legal document!

BRANDEIS APPROVED STUDY ABROAD PARTICIPATION AGREEMENT

Name of Student (the "*Student*").

having received Brandeis University approval to study off-campus at the study abroad program described below ("the Program"), and having been offered admission by the Program, wishes to voluntarily participate in study abroad for Brandeis credit at

Program/University name, location, and program sponsor if applicable

for the _____ semester/year.
Term and Year

If the *Student* notifies Brandeis University of an intention to defer or extend or change the dates of stay at the Program, all parts of this agreement will apply to the actual and full period of participation.

After this form is submitted to Brandeis University, the University will make financial commitments to the Program. The undersigned *Student* and his/her parent(s) or legal guardian(s) agree to the terms set forth in this Agreement and understand that they are bound by them.

1. Relationship between Brandeis University and the Program

"Approval" by Brandeis University of a study abroad program on its "approved" list (or which the University approves for an individual student by petition) refers to eligibility for academic credit transfer only and is not an endorsement of any program or university. *The Student* must investigate study abroad options care fully to determine which are appropriate given individual academic needs, interests, and concerns, including but not limited to health and safety considerations. The Office of Study Abroad will work with *the Student* to help gather information to assist with this decision. The University does not make any representation regarding the suitability of any program for a particular student.

Brandeis University is not an agent of the Program, nor is the Program an agent of Brandeis University. The responsibility of Brandeis University is limited to agreeing to provide Brandeis University credit for approved academic work successfully completed by *the Student* while on the Program, and to paying the Program fees for tuition, as provided in this Agreement.

Brandeis University policy regarding study abroad and its applicability to the University's residency requirements is set forth in the University Bulletin ("the Bulletin"). By signing this Agreement, *Student* acknowledges that s/he has reviewed and understands the Bulletin with regard to study abroad and residency requirements.

2. Payment Obligations

A. A **Student** who wishes to receive credit toward a Brandeis University degree for the Program understands and agrees that s/he will be charged by Brandeis University for tuition and required student fees at a rate equivalent to tuition on campus for the corresponding time period, and, if applicable, required health insurance, less any amounts which may be covered by financial aid and outside sources. The **Student** must make payment in accordance with Brandeis University's published schedule for payment of tuition and other charges. Brandeis University's tuition and required student fees do **not** cover costs other than tuition. The student is responsible for all other costs.

B. The **Student** is responsible for paying any deposit required by the Program to confirm or hold admissions.

3. Obligations Regarding Unrecoverable Costs and Payments

- a. When Brandeis makes a non-refundable payment on *the Student's* behalf to the Program (for example, partial or full payment for tuition), or obligates itself to pay any study abroad fees on *the Student's* behalf, the undersigned agree to pay to Brandeis University the billed charges, less whatever credits and payments are received by Brandeis from financial aid and outside sources, if *the Student* attends the Program.
- b. If after any such non-refundable payments, *the Student* does not attend the Program, and instead studies at Brandeis for the semester or year of the intended study abroad, the under signed agree to repay to Brandeis the full Brandeis billed charges. PLUS the unrecoverable portions of paid-out or obligated amounts paid to the Program on *the Student's* behalf.
- c. If, after any such non-refundable payments, *the Student* does not attend the Program and does not return to Brandeis for that semester or year, the undersigned agree to pay to Brandeis the unrecoverable portion of any paid-out or obligated amounts related to the previously declared study abroad plans.
- d. If, after such non-refundable payments, *the Student* attends the program and subsequently withdraws from Brandeis and transfers to become a student at the Program or host university, the undersigned agree to pay to Brandeis the unrecoverable portions of any paid-out or obligated amounts paid to the Program on the student's behalf.
- e. The failure to meet these commitments of payment will constitute an unfulfilled financial obligation to Brandeis University, which may result in administrative withdrawal, as set forth in the Bulletin. So long as that obligation remains unfulfilled, *the Student* may be denied enrollment by the University, study abroad credits may not be transferred to Brandeis, and *the Student's* official transcript may be withheld by Brandeis University.

4. Payment Schedule

The payment schedule for study abroad is the same as the Brandeis University payment schedule for semesters in residence. Please call Student Financial Services for more information.

5. Loss of Study Abroad Eligibility

(Before Beginning Study Abroad)

- a. Should *the Student* choose or be required to withdraw from Brandeis University for any reason before or after being accepted by the Program, *the Student* will not be eligible to participate in the Program for Brandeis credit until or unless s/he is readmitted to Brandeis.
- b. Should *the Student* receive less than a 3.0 GPA the semester prior to study abroad and/or be placed on academic probation, *the Student* will not be eligible to participate in the Program for Brandeis credit until s/he has been removed from probation and is once again in good academic standing.

Student's Initials:

- c. Should *the Student* have any unresolved incomplete coursework, *the Student* will not be eligible to participate in the Program until all grades from prior semesters have been submitted and are shown to meet the study abroad eligibility requirements.
- d. Should *the Student* have an outstanding balance owed to the University, *the Student* will not be allowed to participate in the Program for Brandeis credit until or unless s/he makes payment arrangements acceptable to Student Financial Services.

6. Withdrawal and Refund Policy

(Once Study Abroad Has Begun)

If *the Student* withdraws from the Program before its completion, this will result in *the Student* receiving no academic credit for the program. The financial consequences of such a decision, or expulsion from the Program, are set forth below:

- a. If *the Student* withdraws or is withdrawn for any reason before or after the Program begins, but before Brandeis University has begun classes, the undersigned agrees to pay to the University all amounts owed to the Program (less what the Program returns to the University on *the Student's* behalf). These amounts may include penalty fees for withdrawal from the Program. These charges are separate and in addition to the regular billed charges at Brandeis in Waltham for the following semester.
- b. If *the Student* withdraws for any reason before or after the Program begins, and after Brandeis University has begun classes, s/he will automatically be withdrawn from Brandeis University, and will need to be readmitted before s/he can resume study abroad or study at Brandeis. In the case of withdrawal, the University will refund the amount prescribed by the Brandeis University Refund Schedule. If the amount of the refund is not sufficient to cover all unrecoverable payments or commitments made to the Program on behalf of *the Student*, the undersigned agree to pay the balance due to Brandeis University within fifteen (15) days of such a determination. The Refund Schedule is published in the Brandeis University Bulletin.
- c. If *the Student* is required to withdraw from the Program, *the Student* may be withdrawn from Brandeis University, subject to *Rights and Responsibilities*, and will need to be readmitted before he or she can resume study abroad or study at Brandeis. *The Student* will not be eligible for any refund or credit from Brandeis University, and will be responsible for all expenses *the Student* incurs after such expulsion.

7. Student Conduct Abroad

- a. As a Brandeis student studying abroad, *the Student* is required to observe the laws of the country in which s/he will be residing, as well as all academic and disciplinary regulations in effect at the Program. *The Student* further understands and agrees that while participating in the Program, *the Student* remains enrolled concurrently as a degree candidate at Brandeis, and as such, must adhere to Brandeis' academic integrity and behavioral rules, including but not limited to those set forth in *Rights and Responsibilities*. *The Student's* conduct abroad may be subject to judicial proceedings at Brandeis University if the alleged conduct violates Brandeis University expectations for student conduct and academic responsibility.
- b. *The Student's* participation in the Program may be terminated by the Program and/or by Brandeis University if *the Student* engages in conduct endangering him/herself or others, as described in *Rights and Responsibilities*.
- c. If *the Student* participates in illegal activity abroad, s/he will be solely responsible for any legal action that may be taken against him/her by local governments and authorities, for which Brandeis University will not provide assistance.

Student's Initials:

8. Health and Well-being

- a. There are certain dangers, hazards and risks inherent in international travel, international living, and activities associated with international study, including but not limited to, those arising from sanitary or health conditions, crime, civil disturbances, terrorism and travel or other accidents. These dangers, hazards and risks could include serious or even fatal injuries and property damage. **The Student is responsible for informing him/herself about known dangers, hazards, and risks**, including, but not limited to review of any U.S. State Department information about the country, which is available at <http://travel.state.gov>, and expressly assumes all risks for any loss, injury, death, or damage resulting from his or her decision to study abroad on the chosen Program in its particular location, and from any precautions (including recommended or required immunizations) s/he takes or fails to take.
- b. Brandeis University has not made, and does not make, any representations regarding *the Student's* personal safety or the safety of *the Student's* property while participating in the Program.
- c. Travel, transition, distance from established support systems, and living in a different culture are all challenging circumstances that can alter previously effective ways of managing medical, physical, or psychological conditions. Brandeis University cannot assure *the Student* of the provision of these supports abroad. If *the Student* informs the University of any supports s/he relies upon in the United States and may need for his/her well-being while abroad, the Office of Study Abroad will offer reasonable assistance in providing information about available options. *The Student's* failure to inform Brandeis University of any special needs s/he may have renders the University unable to offer any such assistance.
- d. *The Student* authorizes and permits Brandeis University to communicate with the Program and/or *the Student's* parent(s) or legal guardian(s) about any matters pertaining to the *Student's* participation in the Program, including but not limited to the *Student's* health, well-being, conduct, and academic study.

9. Academic Responsibilities

- a. Brandeis University has the final authority to determine the number of credits *the Student* will be granted for academic work on the Program and credit (CR) or no credit (NC) equivalents for grades assigned by faculty abroad. The names of the subjects you studied, but not the Program's grades, will be listed on the Brandeis University transcript. Unsatisfactory grades and/or credit shortages from study abroad can lead to a student's being placed on advising alert, academic probation or being deemed not to be making satisfactory progress toward the degree.
- b. *The Student* will undertake a full course of study in the Program (equivalent to 4 course credits/16 U.S. credit hours per semester at Brandeis University). Any deviation from the normal course schedule must be approved in advance in writing by the Brandeis University Office of Study Abroad. *The Student* is bound by the rules and procedures of the Program and of any host institution, including, without limitation, those for registration, course load, dropping and adding courses, and exercising any satisfactory/unsatisfactory grading option.
- c. *The Student* is responsible for taking all exams and completing all required course work at the same time and in the same way as other students in the Program, and, when enrolled in a host country university, as required for host country students. If *the Student* leaves work incomplete or fails to make arrangements required by the Program for graded evaluation, it may not be possible for Brandeis University to obtain a grade for the work, resulting in a loss of credit.

Student's Initials:

- d. *The Student's* withdrawal from the Program before his/her courses are complete will be treated as withdrawal from Brandeis University, and Brandeis' rules of withdrawal, as set forth in the Bulletin, apply (see also section 6, above). In particular, departure from year-long programs such as those at the London School of Economics and at Trinity University, Dublin, will be treated as mid-course withdrawal even if the *Student* completes one or two of the three terms in the academic calendar. In any case where grades obtained are not final grades based on a complete end-of-course assessment, there is no guarantee that credit will be awarded by Brandeis; determinations of credit will be made on a case-by-case basis.

10. Brandeis Housing

- a. By submitting this Study Abroad Participation Agreement, the Student understands that formal notification of withdrawal from housing is confirmed and definite. The Student agrees to remove all personal possessions from her/his room 24 hours after their last exam. Failure to do so will result in a fee for removal of possessions from the room. Should the Student withdraw from studying abroad, the Student is not guaranteed housing on campus.
- b. Should the Student's program start after the beginning of the Brandeis semester or finish before the completion of the Brandeis semester, the Student is not permitted to live on campus in Brandeis University housing for the differential period.

11. Program Changes

Brandeis University reserves the right to alter or cancel a Program or withdraw approval for any Program.

12. Information Release

Brandeis University has the right to release the Student's Brandeis email address to other students who are studying abroad in the same country or region during the same term or any future terms. This allows Brandeis to connect the Student with other Brandeis students studying abroad in similar areas as well as to answer questions from future prospective students.

13. The undersigned have read and separately signed the Release and Waiver for Brandeis Study Abroad Program, which is attached to and incorporated into this Agreement.

14. The undersigned have read and understood the above, and agree to be bound by the provisions contained therein.

15. This Agreement shall be governed by the laws of the Commonwealth of Massachusetts.

Student Signature

Date

Witness to Student Signature

Date

Parent/Guardian Signature

Date



MEDICAL REPORT FORM

Page 1 of 4

To the Student Participant:

This section of the Medical Report Form must be completed by the student. Complete pages 1 & 2 prior to your visit with the Health Center/your physician/travel doctor. Failure to submit this form on time or to answer all questions may jeopardize your participation in the Program. Your participation depends on our review of your medical history and on any limitations that could affect your experience abroad.

Last Name: _____	First Name: _____
Date of Birth: _____	Date of Examination: _____

If you answer YES to any of the following questions, please provide details of the condition and the treatment. *Please contact the Office of Study Abroad if any conditions or treatments change before the start of the Program.*

1. Please check "yes" or "no" to the following:

- | | |
|---|--|
| <p>Heart Disease yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Chest pain/pressure yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Heart Palpitations yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Unexpected sweating yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Shortness of Breath yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Dizziness/Fainting yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Muscle Cramps yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>High Blood Pressure yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Asthma/Lung Disease yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Intestinal Disturbances yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Foot, Leg, or Back Irritation yes <input type="checkbox"/> no <input type="checkbox"/></p> | <p>Vision/Hearing Impairment yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Diabetes yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Hepatitis or Jaundice yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Arthritis yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Altitude/Motion Sickness yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Eating Disorders yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Sleep Disorders yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Epilepsy/Seizure Disorders yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Mental Illness yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Headaches yes <input type="checkbox"/> no <input type="checkbox"/></p> <p>Skin Irritation yes <input type="checkbox"/> no <input type="checkbox"/></p> |
|---|--|

2. Please comment in detail on any medical conditions that currently affects you:

3. Are you up-to-date with routine vaccinations?

No (explain) Yes

6. Are you currently taking any medication?

No Yes (explain: medication name and purpose)

4. Are you currently undergoing medical treatment?

No Yes (explain)

7. Please list all medications you will bring with you and their purpose:

5. Do you have any chronic medical conditions (e.g. asthma, diabetes, etc.)? No Yes (explain)

8. Please list any dietary restrictions/preferences and clarify the extent to which you can be flexible:



MEDICAL REPORT FORM

Page 2 of 4

9. Have you ever been or are you currently being treated by a mental health practitioner? No Yes (explain)

10. Do you have or have you ever had an eating disorder? No Yes (explain)

11. Do you have a history of drug or alcohol abuse? No Yes (explain)

12. Are you or might you be pregnant? No Yes (explain)

13. Do you receive academic accommodations? No Yes (explain)

14. Have you had any diseases or significant injuries within the last five years? No Yes (explain)

15. Have you had any surgical operations or been advised to have any? No Yes (explain)

16. Is there anything else about your health or medical history that may be a factor in an emergency? No Yes (explain)

17. Do you hold religious beliefs that might impact the provision of emergency medical treatment? No Yes (explain)

I hereby verify that all of the information contained in the Medical Report Form is accurate and complete. I agree to notify Brandeis University of any changes in my health that occur prior to the start of the Program. I acknowledge that any failure to provide accurate and complete information, including notification to Brandeis University of changes in my health affecting the accuracy or completeness of the information contained in the aforementioned form, may result in my dismissal from the Brandeis-Led Study Abroad Program.

Permission for Emergency Medical Treatment and Authorization to Release Medical Records

On rare occasions, an emergency requiring treatment in a hospital and/or surgery may develop. In most cases, administration of an anesthetic, treatment of an injury, or operation upon an individual cannot be done without consent of the patient. In order to prevent a dangerous delay in an emergency situation where Brandeis University and its affiliates are either unable to contact my parent or guardian, or if I am unconscious or otherwise unable to give you my consent, I hereby authorize Brandeis University's representative to secure whatever medical treatment is deemed necessary, including administration of an anesthetic and surgery.

As a participant in a Brandeis-Led Program, I hereby authorize the physician or other medical or mental health provider completing the Medical Report Form, together with any other physician or medical or mental health provider who has provided information to Brandeis University in connection with my participation in the Program, to release any or all medical records or information pertaining to me to the Brandeis-Led Program. I also authorize Brandeis University to release any information to the Brandeis Health Center and the Brandeis Psychological Counseling Center. I additionally authorize the release by Brandeis University of my medical records or other medical information pertaining to me to my parent/guardian or other designated contact person in the event of an emergency.

Student Signature: _____ **Date:** _____



MEDICAL REPORT FORM

Page 3 of 4

To the Examining Health Care Provider:

Please complete pages 3 & 4 after the student has completed pages 1 & 2. This information is strictly for the use of the Brandeis-Led Study Abroad Programs and will not be released without the student's consent. Please consider carefully the student's physical and mental health in relation to their country of study and the conditions in which he/she will be living. Brandeis University expects full medical disclosure of any health condition that could potentially be problematic for a participant.

Please review the student's history as you complete this form. Please include any supplementary information as needed.

1. How long have you known this student? _____

2. Please comment in detail on any medical conditions that currently affects this student:

3. Is the student seriously underweight or overweight?

No Yes (explain)

Height: _____ Weight: _____

4. Is the student's blood pressure within a normal range?

No (explain) Yes

5. Does the student have any emotional or psychological conditions or addictions? No Yes (explain)

6. Does the student have any pre-existing medical, physical or emotional conditions that may require treatment while the student is abroad?

No Yes (explain)

7. Does the student have any allergies?

No Yes (explain)

Medicine: _____

Food: _____

Other: _____

8. Is there any additional information concerning the student's medical conditions of which Brandeis University should be aware? No Yes (explain)

9. Is the student generally in good physical and emotional condition? No (explain) Yes

10. In your opinion, is this individual capable of participating in this study abroad program or is this individual at risk by participating?

No (explain) Yes



MEDICAL REPORT FORM

Page 4 of 4

Please indicate your relationship to the student.

- Family physician
- College Physician
- Other: _____

Brandeis-Led Programs does not accept reports completed by a parent-physician.

Health Care Provider Authorization

To the best of my knowledge, the above named student has no physical or mental conditions that I am aware of that should prevent him/her from participating successfully in a Brandeis-Led Study Abroad Program.

Signature: _____

Date: _____

Name: _____ MD, NP, PA, DO (not a parent clinician)

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Make a copy for your records and return this form to:

Office of Study Abroad | Usdan 169, MS 073 | 415 South Street, Waltham, MA 02453

Phone: (781) 736-3483 | Fax: (781) 736-3469

www.brandeis.edu/abroad

COMPANY	TYPE	RLOC_NO	LASTNAME	FIRSTNAME	CARRIER	FLT_NO	DEPARTRE_DATE	DEPART	ARRIVE_DATE	ARRIVE	EMAIL	
Sample Company	Air	EXPA58	CAMPBELL	RICHARD	AA	9014	DFW	6/1/2012	1130	MEX	6/1/2012	1325 rcampbell@sample.com
Sample Company	Air	EXPA58	CAMPBELL	RICHARD	AA	9015	MEX	6/3/2012	130	DFW	6/3/2012	2359 rcampbell@sample.com
Sample Company	Air	EXPA84	ZEVEDO	ANDRE	AA	9066	DFW	6/1/2012	1130	GVA	6/1/2012	1325 azevedo@sample.com
Sample Company	Air	EXPA84	ZEVEDO	ANDRE	AA	9067	GVA	6/3/2012	130	DFW	6/3/2012	2359 azevedo@sample.com
Sample Company	Air	EXP109	ENGEN	JERALD	AA	9116	DFW	6/1/2012	1130	GVA	6/1/2012	1325 jengen@sample.com
Sample Company	Air	EXP109	ENGEN	JERALD	AA	9117	GVA	6/3/2012	130	DFW	6/3/2012	2359 jengen@sample.com
Sample Company	Air	EXP113	JONES	MARK	AA	9124	DFW	6/1/2012	1130	LGW	6/1/2012	1325 mjones@sample.com
Sample Company	Air	EXP113	JONES	MARK	AA	9125	LGW	6/3/2012	130	DFW	6/3/2012	2359 mjones@sample.com

Seminar: Developing your International Risk Management Action Plan
Case Studies

Case Study - Physical Health

A group of students from Downstate University are participating in Italy on a faculty-led program with Prof James. After a week in Italy, on Friday the group takes a boat excursion to a nearby island. Student Jim misses the step off the boat and falls in the narrow gap between the dock and the boat. As a result, Jim is seriously injured with a broken leg and possible neck injury. He is immediately taken to the local, small-town hospital which is ill-equipped to deal with his injuries. To complicate matters, the group is due to travel to another city tomorrow, Saturday.

What should Prof James do:

1. assist Jim, the injured student
2. inform the University
3. ensure the proper functioning of the education abroad program?

What systems should Downstate U have in place in order to handle this situation from afar?

What's the role of the study abroad director and risk manager?

Seminar: Developing your International Risk Management Action Plan
Case Studies

Case Study - Crime

You are a staff member leading a field trip in Guatemala that includes a group of students and several part-time faculty members who teach for your program.

You have chartered a bus for the field trip with a local company and are driving along a remote, two-lane highway with no other traffic present when the bus is forced to the side of road by a group of armed banditos in several sport utility vehicles. The banditos board the bus at gunpoint, screaming at everyone on board and threatening harm. The banditos rob the students, faculty members and you of your valuables (e.g., wallets, purses, cell phones, ipods, passports, jewelry and virtually anything else of value). No one is physically injured in the incident, but the students and faculty members are naturally traumatized, with several students in obvious, acute distress. You are approximately fifteen miles from the nearest town.

1. What do you--the highest ranking representative on the scene--do in response to this incident?
2. List the specific steps you would take, in chronological order, in response to this incident.
3. Identify the documents, materials, resources and information you would need in order to respond to this crisis as you have recommended in response to question 2 above. Do you typically bring all of these items with you on field trips?
4. What are your objectives in the first hour of responding to this crisis?
5. How would you involve the study abroad director and risk manager?

Seminar: Developing your International Risk Management Action Plan
Case Studies

Case Study Transportation

You are the Center Director for a new program in Rabat, Morocco. While you rest comfortably in your bed, your Assistant Director Penny is leading a field trip. She is riding in a chartered bus bound for an historic Kasbah (a unique kind of medina, Islamic city or fortress with high walls) in a remote area of the country. Approximately one half of the students on the program are with Penny on the field trip. The rest of the students remain in Rabat with you.

Late at night as the chartered bus maneuvers a winding road through the mountains, Penny thinks she smells a slight hint of alcohol emanating from the bus driver who seems quite tired. Many of the students are asleep when the bus plunges off the road and tumbles down the side of a mountain. A faculty member and four students are killed immediately, and many others are seriously injured. Penny, who is unharmed, calls you on her cell phone, wakes you up out of a sound sleep, and hurriedly tells you about the tragic accident.

1. What should you tell Penny? What steps would you instruct her to take, in sequence, to respond to the crisis in compliance with your organization's crisis management protocols?
2. List, in sequence, the specific steps you would take to respond to this incident from your home. Would you have all of the needed information and resources with you (at home at night) for each of the steps identified? Would you need to go to the office?
3. What documents, information, resources and materials would Penny need on the scene in order to respond effectively to the crisis?
4. What will you say to reporters from Moroccan and international reporters who call for your comment on the accident and the casualties?
5. What will you tell frantic parents and relatives? They want to know whether their students were injured or killed.
6. What's the role of the study abroad director and risk manager?

Seminar: Developing your International Risk Management Action Plan
Case Studies

Case Study – Terrorism

You are the Center Director for a fall semester program in Paris. On the first evening of the students' arrival, French television and radio stations report three unconfirmed explosions on the Metro at various locations throughout the City, as well as an unconfirmed explosion of an airport shuttle bus on the Avenue de Champs-Elysees. An eyewitness tells a television reporter that she saw the bus explode in a fire-ball and that there did not appear to be any survivors at the scene.

1. List, in sequence, the specific steps you and your staff in Paris would take in response to this crisis.
2. How would you reach the students under the circumstances?
3. How would you account for their locations and safety?
4. What would you tell each student when you reach them regarding:
 - a. Where to go?
 - b. What to do?
 - c. How to communicate with you and your staff?
 - d. Whether to use public transportation in the short-term?
5. You receive a telephone call from a reporter whom you know with the *International Herald Tribune*. She asks you to comment on the apparent bombings, how they are likely to affect study abroad, what you are doing in response to the crisis, and whether you have accounted for all your students in Paris. What is your response?
6. About an hour after the first reports of explosions, you receive a telephone call from a worried parent whose daughter is not answering her cell phone in the wake of the reported bombings. The parent says it is not like her daughter not to answer her phone. You have not yet been able to locate this particular student. What do you tell her mother?
7. What's the role of the study abroad director and risk manager?



INCIDENT REPORT

Page 1 of 2

Please fill out this form in as much detail as possible. Email the completed form to abroad@brandeis.edu. In the event of any legal action, this form will serve as the basic official college record of what transpired and what actions were taken by responsible program officials at the scene of the incident. Attach extra sheets as necessary and any documentary evidence. Submit the complete original report and all supporting materials to the Office of Study Abroad as soon as possible.

Program Name:

Program Term and Year:

Name of person submitting this form:

Date of Incident:

Time of incident:

Location of incident:

Were you present?

Name of student involved (please use a separate form for each student):

Names of other students involved:

Brief description of what happened:

Who provided this description if you were not the witness (please list all names):

If you were not present, when were you informed?

What actions did you take?

If the student was transported to a hospital or clinic, please provide the complete name of the facility, phone, fax, email, and address:

Names and phone numbers of all the physicians who examined or treated the student:

What, if any, treatment was given?



INCIDENT REPORT

Page 2 of 2

Were any prescriptions prescribed? If so, please list below:

Was the student conscious and capable of making informed judgments about his or her medical treatment?

If the student was not capable of making medical decisions, who made any decisions?

What, if any, follow-up care was recommended?

Were the police or legal authorities notified or present at the scene?

Note here if you are including a copy of the police report, if one was filed.

Names and phone numbers of responsible legal authorities in charge of the case:

Case #:

Was the U.S. or relevant embassy notified? Name and phone number of responsible consular officials involved in this incident:

List of names and contact information of other authorities or personnel who were involved or contacted about the incident:

Dates/times of contact with the Office of Study Abroad:

Additional Comments:

Signature: _____

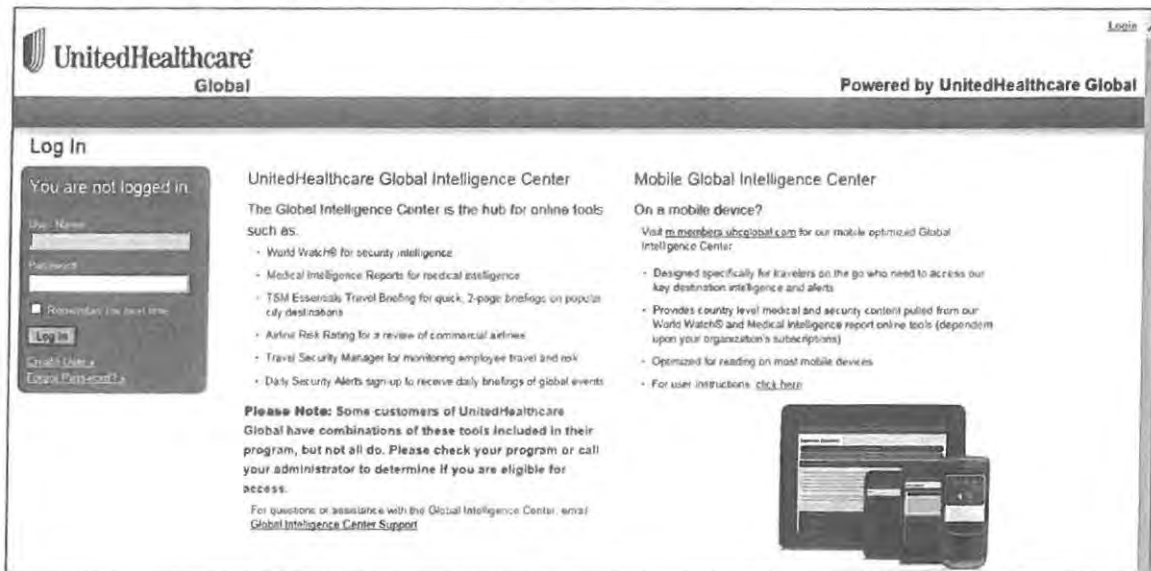
Signature Date and Time: _____

Internal

Date Received by the Office of Study Abroad:

Creating a UnitedHealthcare Global Intelligence Center Account

Follow the steps below to create your Global Intelligence Center account, giving you access to detailed travel, medical and security information.



UnitedHealthcare Global Powered by **UnitedHealthcare Global**

Log In

You are not logged in

User Name
 Password
 Remember me next time

[Forgot Username](#)
[Forgot Password](#)

UnitedHealthcare Global Intelligence Center

The Global Intelligence Center is the hub for online tools such as:

- World Watch® for security intelligence
- Medical Intelligence Reports for medical intelligence
- TSM Essentials Travel Briefing for quick, 2-page briefings on popular city destinations
- Airline Risk Rating for a review of commercial airlines
- Travel Security Manager for monitoring employee travel and risk
- Daily Security Alerts sign-up to receive daily briefings of global events

Please Note: Some customers of UnitedHealthcare Global have combinations of these tools included in their program, but not all do. Please check your program or call your administrator to determine if you are eligible for access.


For questions or assistance with the Global Intelligence Center, email Global.Intelligence.Center.Support

Mobile Global Intelligence Center

On a mobile device?

Visit members.uhcglobal.com for our mobile optimized Global Intelligence Center:

- Designed specifically for travelers on the go who need to access our key destination intelligence and alerts
- Provides country-level medical and security content pulled from our World Watch® and Medical Intelligence report online tools (dependent upon your organization's subscriptions)
- Optimized for reading on most mobile devices
- For user instructions, [click here](#)



1. Go to <https://members.uhcglobal.com>.
2. Click on "Create User"
3. Enter your ID Number, found on your UnitedHealthcare Global ID card.
Click Next. ID# **902207075**
4. Read and agree to the Terms of Use.
Click Next.
5. Complete your Account Information: Username, Password, Email, Security Question and Answer. Click Next.
6. Complete your User Information: First Name, Last Name, Gender, Date of Birth, and Primary Phone. Click Finish.



GLOBAL ASSISTANCE

Client Name: Brandeis University
UnitedHealthcare Global ID #: 902207075

Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (m.t.f.g.a) if you do not have access to a phone, email for assistance: assistance@uhcglobal.com

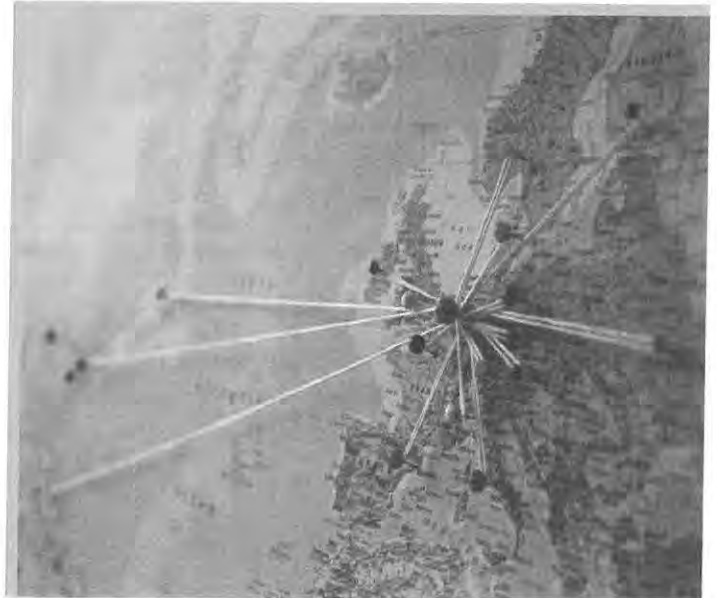


ace usa

Accident & Health

FAQs

- [What is the ACE Travel Assistance Portal?](#)
- [How do I get access to the site?](#)
- [What are the benefits of individual user registration?](#)
- [What is the purpose of the Group ID and Activation Code?](#)
- [What should I do if I have feedback?](#)
- [What is the Call Me Back feature?](#)
- [What is the Drug Translation Tool?](#)
- [What is the Medical Phrasebook?](#)
- [What is the Find a Medical Provider tool?](#)
- [How does the MyTrips feature work?](#)
- [Do users have to have Triplt to manage their trips?](#)



Here's What's New:

What is the ACE Travel Assistance Portal?

ACE's Travel Assistance features information and tools to support travelers before and during their trips abroad. The site contains real-time destination-based health, security and travel-related information including:

- Country and city risk ratings and profiles
- Health, medical, safety and security reports per locale
- Mitigation tips and consulate contacts
- Information on business conduct, transportation, holidays, currency exchange rates, etc.
- News and real-time security alerts
- General travel tips

A variety of tools have also been integrated within the portal to minimize inconvenience during trips and support travelers in an emergency. These include:

- Drug translator which can be used to find the foreign equivalent of a US drug
- Medical terms translator to facilitate communicating with medical personnel in foreign locations
- Medical provider search to look up hospitals and doctors in a given locale
- International calling code search and obtain the code to dial from one country to another
- Call Me Back feature so that travelers can contact ACE's Assistance Provider and receive a call back within a defined time, particularly useful if you have difficulty calling collect or making international calls
- Emergency number look up for finding the foreign equivalent of 911

The portal also includes a personalized My Trips feature that allows you to enter upcoming trips or import them from Triplt so that destination content is automatically displayed based upon logging in.

* How do I get access to the site? *

Please go to the URL listed below and click on the "Sign Up Now" link in the gray box on the right. This will take you to a registration page where you can register for the site using the below Group ID and Activation Code .

URL: www.acetravelassistance.com
Group ID: aceah
Activation Code: security

Once registered, an automated e-mail will be sent to the e-mail you used to register. Please confirm your registration by clicking on the link provided within the communication. From there, you may access the site at any time using the login and password you established during the initial registration.

What are the benefits of individual user registration?

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience, both through personalized content (e.g. MyTrips) and servicing (e.g. Call Me Back feature).

What is the purpose of the Group ID and Activation Code?

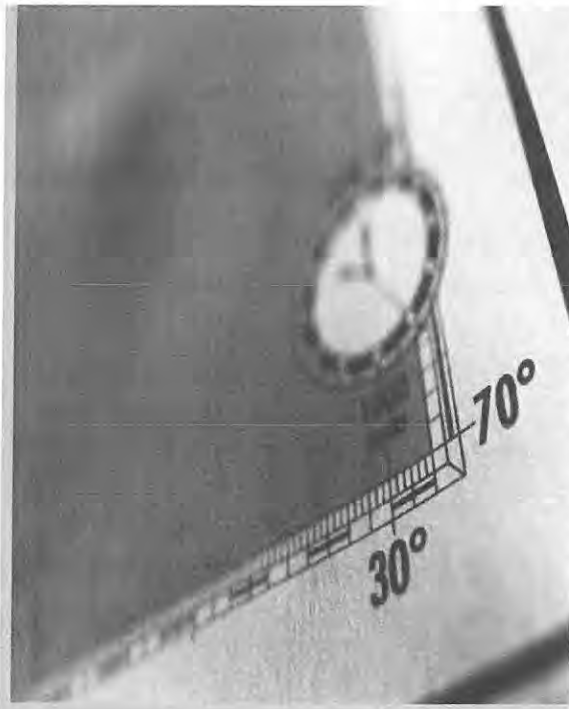
The Group ID and Activation Code are used to manage access and provide reporting. Each unique Group ID and Activation Code allows for controlling the access to the unique Group ID and Activation Code (e.g. deactivating the site) as well as the ability to report on the users within that unique Group ID and Activation Code. Both are only required once upon initial registration.

What should I do if I have feedback?

If you have feedback or technical issues to share, please complete the form located on the Contact Us page within the Travel Assistance Portal. We will look into the matter and get back to you should you request a follow up communication.

What is the Call Me Back feature?

Customers are now able to submit their requests directly to ACE's Assistance Provider via the portal's Call Me Back functionality. It is intended for customers who need assistance while traveling but may be unable to make a collect call or for any other reason cannot get through. In order to use Call Me Back, the customer must be registered and will need to submit a simple form found on the Call Me Back page. Upon completion, an e-mail notification will be generated to ACE's Assistance Provider's Operations team.



What is the Drug Translation tool?

The Drug Translation tool will help users find the foreign equivalent of a US brand name or generic drug, should they need to obtain the drug while traveling. It provides the equivalent name for more than 7,000 brand name and generic prescription and over-the-counter drugs in 115 countries.

What is the Medical Phasebook?

The Medical Phasebook is a translation tool which enables users to overcome potential language barriers should a medical situation arise while abroad. It is designed to allow users to describe their medical issue to a medical professional as well as to understand what they may advise them.

Simply select a symptom and the language in which the translation is required and the tool will provide the relevant information in both English and the requested language. The list of phrases covers the most common ailments or symptoms. These are available in 8 languages: English, French, German, Spanish, Italian, Russian, Arabic and Mandarin and also provides sound files so users can hear how the results are pronounced.



What is the Find a Medical Provider tool?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) both internationally and within the US. This information is acquired from an international database, which currently supplies nearly 4,000 provider records and a US database, which offers details on about 98,000 facilities and 450,000 physicians. Users can look up coordinates for a provider of choice as well as directions. They can also submit ratings and review providers from whom they have received services.

How does the MyTrips feature work?

MyTrips allows users to get security and risk information on their upcoming destinations immediately upon log in, without having to use the Find Locale tool. Users can either import their already existing travel plans from Triplt or manually add their upcoming trips which will appear on the home page each time they log in until the trip dates have passed. From the home page, users can then click the Show Locale Detail link to quickly get the destination information and easily toggle between upcoming trips.

Do users have to Triplt to manage their trips?

No. Users can add their itineraries manually by clicking the “add manual” button from the home page dashboard. The option to sync their Triplt account with the site is provided as a convenience to users.



INFORMATION SERVICES

- **VISA, PASSPORT AND INOCULATION REQUIREMENTS**
- **CULTURAL INFORMATION**
- **TEMPERATURE AND WEATHER CONDITIONS**
- **EMBASSY AND CONSULAR REFERENCES**
- **FOREIGN EXCHANGE RATES**
- **ONLINE ACCESS TO GLOBAL INFORMATION**

You will have access to a secure, web-based system that tracks global threats and provides invaluable information on your destination when traveling abroad.

- Up-to-the-minute worldwide travel alerts covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news.
- Country specific health information including trip preparation advice and recommended medical facilities around the world.
- U.S. State Department Travel Warnings
- Real-time country specific trip briefs about your travel location, including any safety and security issues for that city, region or country and helpful security tips, plus any security precautions that should be adopted to avoid those risks.

LIMITATIONS

Payment for services rendered or the costs incurred by ACE's Assistance Provider on behalf of a covered person will be reimbursed to the extent covered under the Policy. ACE reserves the right to recover any amounts paid outside of the Policy limits from any third party who would otherwise be responsible for payment. All services must be arranged by, and approved by, ACE's Assistance Provider to be covered under the Policy. All travel arrangements will be economy fare for the most direct route available based on the traveler's designation. No personal deviations are allowed. ACE's Assistance Provider reserves the right to suspend, curtail or limit its services in any areas in the event of rebellion, riot, insurrection, military uprising, war, terrorism, labor disputes, strikes, nuclear accidents, acts of God or refusal of the authorities to allow full access to provide services. Should a covered person travel in any area in which any of these events have occurred, ACE's Assistance Provider will endeavor to provide services to the best of its ability.



IN THE EVENT OF AN EMERGENCY PLEASE BE PREPARED WITH THE FOLLOWING INFORMATION

POLITICAL EVACUATION EMERGENCIES

1. Name of caller, phone/fax and relationship to evacuee(s)
2. Evacuee(s) name, age and sex
3. Description of political emergency and reason for evacuation
4. Name, location and phone number where evacuee(s) can be reached
5. Policy plan number
6. Name of policyholder

MEDICAL EMERGENCIES

1. Name of caller, phone/fax and relationship to patient
2. Patient's name, age and sex
3. Description of patient's condition
4. Name, location and phone number of hospital or facility
5. Name and phone number of treating doctor; where and when treating doctor can be reached
6. Health insurance, workers' compensation and auto insurance information (if involved in an auto accident)
7. Policy plan number
8. Name of policyholder



In the event of an emergency call:
+1-800-243-6124 (From U.S. and Canada)
+1-202-659-7803 (From outside the U.S.)
www.acetravelassistance.com

Please review your policy for a complete description of the terms and conditions of coverage.

ACE USA Accident & Health is a division of ACE USA, the U.S.-based operating division of the ACE Group of Companies, headed by ACE Limited (NYSE: ACE). ACE USA is a leading provider of property, casualty, and accident and health insurance, financial products, and risk management services through certain U.S. operating subsidiaries. The ACE Group of Companies provides insurance and reinsurance for a diverse group of clients around the world.

IMPORTANT NOTICE

ACE's Assistance Provider assumes no liability for the services provided to a covered person 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 a covered person.



**Travel Assistance
Services at a
Glance**



EMERGENCY MEDICAL SERVICES

MEDICAL MONITORING

After being notified of a medical emergency, ACE's Assistance Provider will monitor your condition while you are hospitalized abroad and will use best efforts to regularly report to your family on your condition.

EMERGENCY MEDICAL PAYMENTS, MEDICAL EXPENSE AND HOSPITAL ADMISSION GUARANTEE

When emergency medical services are required, ACE's Assistance Provider will arrange for a guarantee of payment for on-site medical and hospital expenses.

EMERGENCY MEDICAL TRANSPORT, MEDICAL EVACUATION OR REPATRIATION

In the event of a medical emergency, ACE's Assistance Provider will arrange and pay for transportation under medical supervision to a different hospital or treatment facility or to your home country if appropriate.

As part of the medical evacuation, ACE's Assistance Provider will also make all necessary arrangements for ground transportation to and from the hospital, and pre-admission arrangements at the receiving hotel.

DISPATCH OF A DOCTOR OR SPECIALIST

If, based on the available information, your condition cannot be adequately assessed by telephone to evaluate the need for transport and evacuation, ACE's Assistance Provider will dispatch a doctor or specialist to your location.

FAMILY REUNION TRAVEL ARRANGEMENTS

ACE's Assistance Provider will coordinate emergency travel arrangements for family members to join you if you are hospitalized abroad or to accompany your remains to your home country.

TRAVEL COMPANION ESCORT TRANSPORTATION

If it is reasonably possible for a family member or a travel companion to accompany you during a medical evacuation, repatriation or repatriation of remains, ACE's Assistance Provider will make the necessary arrangements for the trip.

RETURN OF A TRAVELING COMPANION

If your traveling companion's trip is delayed and previously made travel plans are lost because of your medical emergency, ACE's Assistance Provider will make new travel arrangements for the companion to travel to their home country or next destination on the itinerary.

REPLACEMENT OF MEDICATION OR EYEGLASSES

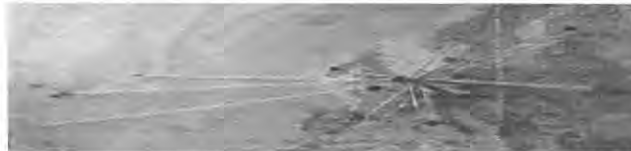
If, while traveling, you lose, forget or run out of prescription medication or break or lose your eyeglasses or they are stolen, ACE's Assistance Provider will attempt to locate an equivalent replacement. They will also try to arrange for you to obtain them locally or have it shipped to you. Payment for these items will be your responsibility.

RETURN OF DEPENDENT CHILDREN

If you are traveling alone with dependent children under age 26 and are hospitalized leaving your children unattended, ACE's Assistance Provider will arrange for the children's return home with an appropriate escort if necessary.

REPATRIATION OF REMAINS

In the event of your death while on a covered trip, ACE's Assistance Provider will arrange for and pay all necessary expenses to transport the remains back to your home country.



SECURITY EVACUATION SERVICES

POLITICAL AND NATURAL DISASTER EVACUATION

In the event of a potentially life-threatening political or military event, natural disaster or other extraordinary event that requires you to be evacuated, ACE's Assistance Providers will arrange for your transport to the nearest place of safety.

CONSULTATION SERVICES

ACE's Assistance Provider will give you access to a security crisis hotline to discuss any safety concerns about travel locations or to secure immediate assistance while traveling. You will have access to a secure, web-based system for tracking global threats and receiving location-based risk intelligence.



EMERGENCY TRAVEL SERVICES

EMERGENCY MESSAGE RELAY

You may send and receive emergency messages, toll-free 24 hours a day, through ACE's Assistance Provider. This service is staffed by multilingual professionals and is available to enable you to contact relatives, friends and business associates. This service offers unlimited usage as long as messages are related directly to an emergency situation.

EMERGENCY TRAVEL ARRANGEMENTS

ACE's Assistance Provider will make new reservations for airlines, hotels and other travel-related services in the event of an emergency or the unexpected need for you to return home before your original return date.

EMERGENCY CASH

If you are in need of emergency cash, ACE's Assistance Provider will deliver the funds to you provided there is a satisfactory guarantee of reimbursement. The method of fund delivery will vary according to the need in a given situation.

LEGAL ASSISTANCE/BAIL

If you are arrested or require legal assistance when traveling abroad, ACE's Assistance Provider will help find local attorneys and will advance bail funds, where permitted by law and with a satisfactory guarantee of reimbursement.

LOCATION OF LOST ITEMS

If you need assistance locating lost items, such as luggage, documents and personal items, ACE's Assistance Provider will help with the search. Airlines, government authorities and card issuers are among those who will be contacted if necessary.

INTERPRETATION/TRANSLATION

The multilingual staff at the customer service center of ACE's Assistance Provider can assist you with foreign language and interpretation problems over the telephone or will refer you to a certified translator, if required. Payment for these services will be your responsibility.