

TRIP LEADER GUIDE

RESOURCES & GUIDELINES
FOR LEADING STUDENT TRIPS ABROAD



NOTRE DAME INTERNATIONAL



UNIVERSITY OF
NOTRE DAME

Websites referenced in this guide:

du Lac

dulac.nd.edu

GeoBlue Health Insurance

geobluestudents.com

Notre Dame Emergency Services

emergency.nd.edu

Notre Dame International Travel Resources

international.nd.edu/travel

Notre Dame Undergraduate Travel Policy

international.nd.edu/travel/travel-registry

Title IX

titleix.nd.edu

U.S. Department of State Country-Specific Information

travel.state.gov/content/passports/en/country.html

U.S. Department of State Smart Traveler Enrollment Program (STEP)

step.state.gov

As an international trip leader, your role in student oversight is much more comprehensive than on campus. You are often the sole, or one of a few, Notre Dame representatives on the ground. Notre Dame International (NDI) is here to assist you.

No one can eliminate all risks, but they can be mitigated by providing a thorough pre-departure orientation that includes resources and preparation guidelines.

As a trip leader your role is to support the students and get in contact with resources as needed. On-the-ground resources are often best and plentiful campus resources are discussed throughout this book.

We are your partners in this endeavor, and look forward to working with you to prepare our students for engaged global citizenship.

PREPARATION

Before Departure:

- ❑ Prepare and distribute an **emergency card** to your group in advance of travel. The templates provided on NDI's website include space for you to fill in local resources such as 911 equivalents, site partners, your telephone number while in-country, and insurance contact information. Because phones often lose connection and batteries can run down while traveling, we recommend you print this document in addition to distributing it electronically.
- ❑ Provide a printed document that includes **housing address and contact numbers, contact information, and travel information** for all students (if not traveling together).
- ❑ Encourage students to make a **photocopy of the photo/signature page of their passport**. Students should store this copy separately for the duration of the trip in case it is lost or stolen.
- ❑ Provide students with your **designated assistance numbers** they can call or text 24/7 during the trip.
- ❑ Specifically ask students to review drug legality in the country of travel against their **required medications**. Medications should be kept in correctly labeled prescription bottles. GeoBlue has a prescription drug resource that is helpful for this as does the University Student Health Services. NDI can assist with coordination.
- ❑ **Register in STEP (step.state.gov/step)**. Undergraduate students are required to do the same as part of their travel registration. We highly

recommend that all traveling graduate students, faculty, and staff register with STEP. Some trip leaders designate a few students to monitor U.S. Embassy social media feeds.

- ❑ **Vet transportation and logistics** with site partners before traveling, including all water-related activities. Transportation and water-related activities are the leading causes of death for Americans abroad.
- ❑ **Do not hire or work with a company or people you feel may be putting students at risk.** If you sense something is not proceeding according to plan with a hired company, research the circumstances and do not move forward until you are comfortable.
- ❑ Make sure students understand the **official program dates** and that neither you nor the University are responsible for their well-being if they arrive early or stay after the conclusion of the program.
- ❑ Ensure you are familiar with the **unique cultural aspects** of the location to which you are traveling that could impact the manner in which students interact with local individuals or groups. A review of the U.S. State Department's country-specific information can be helpful. This resource includes political information as well. Printing this page and bringing it for students to read while they travel is good preparation and students have found it helpful.

ON SITE

Once you have arrived in country:

1. **Test your communications plan** as soon as possible. Have students test phones for their ability to receive calls, texts, e-mails, or other communication apps.
2. **Hold an on-site orientation** near the beginning of your program. The first morning after a good night's sleep is a good time. The orientation should include:
 - Setting clear expectations for behavior and communication protocols. If you set rules/expectations, you must enforce them.

- Inform students that du Lac applies to their behavior on this trip. Learn more about du Lac before traveling at dulac.nd.edu.
 - Continue the tone you set on campus of good communication among the group.
 - Share any predetermined emergency meeting locations and plans.
 - Discuss safety and awareness for your location.
 - Jogging is a popular activity for many students. Go over where and when it is safe, and what is appropriate attire for your location.
 - Discuss the cultural and legal context of your location.
 - State a clear policy on staying together and acceptable activities for free time.
 - Make sure all students know how to get to the program sites and residence from the airport. Share any backup plan in place, providing contact numbers.
 - Reinforce to students that they cannot rent motor vehicles, motorcycles, or motorized bicycles while on an ND-sponsored program.
 - Encourage students to remain in contact with their families, who may become concerned about the student's welfare while abroad.
3. **Pay attention to headaches, stomachaches, flu-like symptoms, disorientation, and anyone that seems not to be him/herself.** These are circumstances where you need to check in with students often in case medical help is needed. If you aren't sure whether this is necessary, we recommend that you seek medical assistance sooner rather than later.
 4. **Address immediately** any negative dynamics that may develop either among/ between students on the trip that may result in harassment or assault.
 5. Make it clear that **students can and should come to you** with any medical, interpersonal, cultural adjustment, or emotional issues they may be experiencing. Sometimes talking it through with you may be all they need.
 6. If **professional help** becomes necessary, arrange for access to counseling and pastoral care for students. (GeoBlue has vetted physical and mental health providers who speak English in most major cities. NDI can assist with identifying these resources.)
 7. Reinforce that **students are not to engage in high-risk activities**, especially those not supported by GeoBlue insurance. These include scuba diving, hang gliding, bungee jumping, illegal activities and taking part in group demonstrations and protests.
 8. Inform students that **incidents directly related to alcohol abuse may also result in dismissal from the program.** Typically with the overuse of alcohol, the

first warning is verbal, the second warning is written, and the third warning results in dismissal. If the first offense is egregious, immediate dismissal is acceptable (call NDI and we will help).

After your return to campus:

Notre Dame International continues to improve its resources for trip leaders, and your input is extremely valuable. Please contact Travel Registry at travelregistry@nd.edu if you have comments, concerns, or suggestions.

EMERGENCIES

Sexual Assault Resources

You are a mandatory reporter and non-confidential resource for sexual assault and related behaviors. This means:

1. If a student shares information with you regarding a sexual assault or related incident you should identify yourself as a non-confidential resource.
2. Your primary role is to assist all students in accessing resources, but you are also bound by federal law to share information with subject matter experts on campus.
3. In the event of a sexual assault, contact the NDSP 24 hour line at +1 (574) 631-5555. In an emergency, contact local authorities, Notre Dame International, and Notre Dame Security Police. Do not attempt to contact the family; this will be handled by the appropriate unit on campus.

Examples of incidents/emergencies to be reported immediately to NDSP +1 (574) 631-5555 or NDI +1 (574) 339-6154 (accepts texts and WhatsApp) :

- Death, life-threatening injury/illness, or missing
- Sexual violence (or related incidents)
- Civil/political and natural disaster evacuation
- Serious illness or injury/hospitalization (including drug overdose and mental illness)
- Any incident that adversely affects the trip leader(s) and will leave the students alone

When should I accompany a student who is going to the hospital or clinic?

Err on the side of caution. If a student is going for a regular doctor's appointment, it is likely they will not need to be accompanied. In a short term trip regular doctor visits should be infrequent. If the student might need help, send someone appropriate to accompany the student. Monitor the affected student's treatment and update relevant parties as needed. Let NDI and NDSP know when a student is hospitalized.

GeoBlue international health and evacuation insurance is purchased for each undergraduate student. Policy details are on the NDI website. If you would like assistance identifying in-network hospitals you can contact GeoBlue's international assistance number directly at +1 (610) 263-2847 or ask NDI to assist. A GeoBlue approved hospital or care facility is optimal but not necessary in an emergency. If the affected student's parent decides to travel to the foreign location, they should contact GeoBlue first at +1 (610) 263-2847.

Report all crimes that have been committed by or against our students, both to local authorities, NDSP, and NDI.

IF SOMETHING HAPPENS

Students should be encouraged to speak with you about any issues they encounter while participating on the program. However, keep in mind that you are a mandatory reporter and non-confidential resource. This does not mean the conversation must stop; you can use the following type of language:

"I'm sorry this happened to you."

"This is not your fault."

"Thank you for telling me."

"What kind of help do you need?"

"When you are ready, help is available."

POSSIBLE SCENARIOS

Conduct

When students fail to conduct themselves in an appropriate manner, it is your responsibility as the trip leader to address the situation and appropriately counsel those individuals involved.

1. Learn about the situation by discussing, as time allows, with as many individuals involved as possible.
3. Recognize that conduct issues affect both the individuals and the community.
3. Be specific with expectations for improved conduct and potential consequences, including possible dismissal from the program.
4. Consult with on-campus resources as needed and develop follow-up plans.

Drug and alcohol use

Contact NDI. Any illegal drug use or possession is reason for immediate dismissal from the program. It is critical that students understand they are in another country and are bound by those laws. If they are arrested, Notre Dame's ability to help them will be limited and the U.S. government will only make sure they are adequately represented.

If a student is found to be intoxicated or abusing alcohol, first ensure the student's safety, but also know that alcohol abuse can result in dismissal from the program—especially if it has an impact on the community.

Robbery or Assault

If an individual was physically attacked or threatened, make sure proper medical and mental care is offered. Even when no physical injuries are obvious there is often trauma. Record all information in writing including discussions with physicians and police. The American Citizen Services branch at the U.S. embassy or consulate is helpful in advising on local laws and practices. Offer to help with contacting local authorities to the extent to which the individual(s) involved wishes to include them.

Lost or Stolen Passport

Replacing a passport can only be done with the support of the U.S. embassy or consulate staff of the country of origin.

Most U.S. embassies and consulates cannot issue passports on weekends or holidays when the embassy/consulate is closed.

U.S. passport holders must replace their passport before returning to the United States. Contact the nearest embassy or consulate and ask to speak to the consular section to report a lost or stolen passport. If a crime was involved, report this as well. The consulate will advise on what information is needed and where a passport photo can be taken, if necessary.

The following list identifies a number of documents the embassy or consulate will need to replace a passport. Even if some documents are not available, the consular staff will do their best to assist in replacing the passport quickly.

- A passport photo
- Identification (driver's license, expired passport etc.)
- Evidence of U.S. citizenship (birth certificate, photocopy of missing passport)

- Travel itinerary such as airline or train tickets
- Police report, if available
- Form DS-11 Application for Passport (may be completed at time of application)
- Form DS-64 Statement Regarding a Lost or Stolen Passport (may be completed at time of application)

Customary fees for a replacement passport will be taken at the embassy/consulate.

Lost or Stolen Phone

1. Direct the owner to call and text the phone and leave a message with a number to call back.
2. Use find-my-phone feature immediately to locate and lock the phone remotely. The phone has to be on with cellular data or wifi enabled for this service to work.
3. Change passwords that are downloaded on the phone. If credit cards are attached to any apps, like Venmo, Apple Pay, Spotify etc., monitor them for suspicious activity.
4. Contact the phone carrier to disable phone and data service and assist with next steps for getting a new device.
5. File a police report, which is often necessary for insurance protections.
6. Consider wiping the phone's data remotely. Though it will mean losing any data not backed up, it's the best way to ensure information is protected.

Large Scale Disaster (such as earthquake, flood, severe political unrest, terrorist attack, etc.)

- Account for all participants by whatever means available.
- Determine their safety and health situation.
- Determine an initial safety plan for participants, e.g. whether they should stay where they are, assemble in a safer location, move to the embassy, etc.
- Confirm the details of the predetermined emergency meeting location and if that location is not accessible, determine and share an alternate meeting location.
- Contact NDI as soon as possible to provide a current assessment of the situation, discuss next steps and determine if suspension of the program and evacuation of participants to a safer location is necessary and prudent.

Suspending programs or evacuating participants: Contact NDI to discuss options and next steps. ND representatives will contact the insurance company for evacuation response assistance. The U.S. State Department may share advice and information from the nearest U.S. embassy or consulate regarding evacuation plans through their website, STEP notifications, or social media accounts. NDI will

assist the on-campus department staff to notify family members of evacuation plans if necessary. NDI and on-campus department staff will work together on logistics to include: transportation of students and belongings and communicate any space limitations to students in advance; arrange temporary housing at arrival destination if evacuating to another location abroad; and advise participants about arranging personal affairs in the host country to the extent feasible.

Arrest of a participant

Contact NDI or NDSP. Depending upon the circumstances, local legal assistance options may be provided by the University or the University's travel accident insurance carrier. In general, American Citizen Services (a branch of the U.S. State Department located in each embassy) can provide names of lawyers who might assist the participant (at their own expense). You may be asked to visit the participant; provide him or her with legal contacts obtained from the U.S. embassy or from ND representatives; explain that legal procedures may be different from those in the U.S.; remain in contact with the U.S. embassy officer assigned to the participant and monitor the situation during the trip.

Missing person

Notify local police. Notify NDI, which will initiate University protocols and provide overall guidance. You may also be asked to notify the nearest embassy or consulate of the student's home country. Provide information and reassurance to other program participants as appropriate. When the student is located, notify all involved. If the student is injured, physically or mentally, seek appropriate treatment and follow emergency plan protocols.

Fatality

Contact NDI immediately. NDI will coordinate with Student Affairs, which takes the lead in student fatalities. NDI's role in this case is to initiate repatriation of remains services with GeoBlue Insurance, initiate University protocols, and provide overall guidance. You may be asked to notify the U.S. embassy or consulate, assist with travel and accommodation arrangements for the deceased's family to the foreign location, arrange for meetings with physicians or the coroner, pack the student's belongings, etc., arrange for support such as counseling services and pastoral care to be available/accessible to students, staff, and family members. After discussing with campus you might be asked to communicate with the host organizations, the deceased's classmates, friends and other involved individuals.

Emergency Contact Numbers

Notre Dame International Emergency Line

+1 (574) 339-6154

Notre Dame Security Police

+1 (574) 631-5555

*As a university representative you are a **non-confidential** resource.*

You are mandated to report any disclosure of sexual violence or crime.

Report an incident by calling NDSP's 24- hour line at +1 (574) 631-5555.



INTERNATIONAL

105 MAIN BUILDING
NOTRE DAME, IN 46556 USA

+1 (574) 631-1138
NDINTL@ND.EDU
INTERNATIONAL.ND.EDU