



USA Study Abroad



World Learning
EDUCATION | DEVELOPMENT | EXCHANGE

IDEAS
INCREASE & DIVERSIFY
EDUCATION ABROAD
FOR U.S. STUDENTS

A Path to Mobility: Risk Management Resources for Community Colleges

CCID Annual Conference 2022

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Faculty Led Study Abroad COVID Risk Decision Tree

2021-22 Programs

1. US DOS Travel Advisory

Level 4

2. Level 1-3 Pre-departure Planning

All students and faculty must be vaccinated

All students and faculty must have CFAR travel insurance (\$200-\$300 per person)

Is US entry allowed?

Quarantine required on entry?

Negative COVID test needed?

Is proof of COVID Vaccination required for travel

Designate person/plan to stay back with student if quarantine (Designated Quarantine Monitor)

What type of test?
What type of proof?

What type of vaccine?
What type of proof?

No
Go

3. Review Country Specific Health Metrics

Availability and Options for Testing in country (rapid, etc.)

Metrics of infection rates in Country and Local Region (i.e. Ministry of Health)

- Active Cases Rate
- Vaccination Rate

Stress on Medical care (ICU Beds, etc.)

4. In Country COVID Restrictions/ Mitigations

Hand Sanitizer Supply

Face Covering Required?

Curfews or travel restrictions?

Vaccination Card required in country?

Return testing arrangements. Cost?

Daily Oxygen test/ Fever check.

Rapid testing availability. Cost?

Unacceptable?

5. Review/Modify Program Itinerary Activities

Housing rooms, ventilation

In Country Transportation (Number of Moves, Mode of Transport, Space)

Service Projects Concerns

Proximity to other People

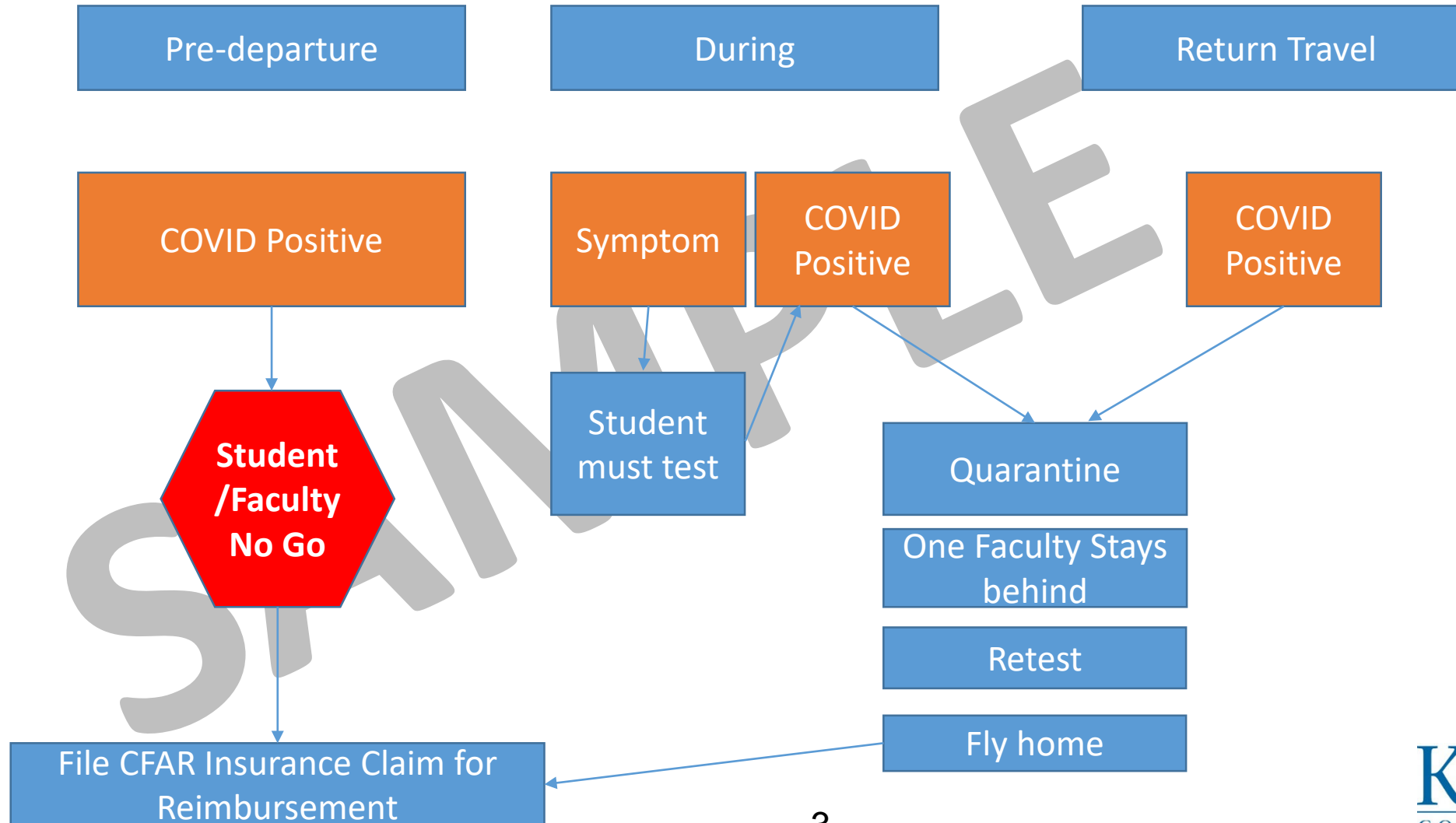
Any cost increases due to COVID?

Is cost prohibitive? (i.e. increase fee of >10%)
Are modifications needed unacceptable?

No
Go

Go with
Caution
2

COVID Symptoms or Positive Test Response



Faculty-Led Study Abroad Program COVID-19 Risk Assessment

The purpose of this form is to inform decisions about continuing, modifying and/or canceling Kirkwood study abroad programs due to COVID-19 risk. This form represents the most current information available for COVID-19 Study Abroad Risk Assessment for the program and country indicated. Utilizing [CDC](#), [DOS](#), relevant international partners and contacts, in-country Ministry of Health-type organization and any other resources relevant to the situation, each question should be answered in the middle column and a source of the information cited in the source column. The form should be continually updated until a decision and/or travel occurs.

Note that Kirkwood does not travel to DOS Travel Advisory Level 4 countries. In all cases, all students and faculty must be considered fully vaccinated for COVID and all students and faculty must have Cancel for Any Reason (CFAR) supplemental travel insurance.

Country:

Dates:

Current US DOS
Travel Advisory

| <u>Pre-departure Planning</u> | | Indicate source or web link |
|---|--|-----------------------------|
| Is US Entry allowed? | | |
| Quarantine required on entry? | | |
| Negative COVID test needed? If yes, what type of test? What type of proof? | | |
| Is proof COVID vaccination required for travel? If yes, what type of vaccine? What type of proof? | | |
| Designate Person/plan to stay back with student(s) if quarantine (Designated Quarantine Monitor) | | |

| <u>Country Specific Health Metrics</u> | | Indicate source or web link |
|--|--|-----------------------------|
| Availability options for testing in country (rapid, etc.) | | |
| Metrics of infection rates in country and local region (i.e. Ministry of Health) <ul style="list-style-type: none"> Active Cases Rate Vaccination Rate | | |

| | | |
|--|--|--|
| Stress on medical care (ICU beds, etc.) | | |
|--|--|--|

| <u>In-Country COVID Restrictions / Mitigations</u> | | Indicate source or web link |
|---|--|--|
| Face Covering Required? | | |
| Vaccination card required in country? | | |
| Hand Sanitizer Supply | | |
| Curfews or travel restrictions | | |
| Return testing arrangements | | |
| Daily Oxygen test/ Fever check | | |
| Rapid testing availability/ cost? | | |

| <u>Program Itinerary Activities</u> | | Indicate source or web link |
|--|--|--|
| Housing Rooms, ventilation | | |
| In-Country Transportation (Number of Moved/ Mode of Transportation/ Space) | | |
| Service Project Concerns | | |
| Proximity to other people | | |
| Any cost increases due to COVID? (i.e. increase off of > 10%) Are modifications needed? unacceptable? | | |

Studying Abroad in a Pandemic

Before you go

- Prepare and pack what you need to quarantine (if required)
- Learn and prepare for your entry requirements -- each country is different
 - e.g: quarantine, present a negative test result, take a test upon arrival, airport transfer, proof of vaccination, etc.
- Get vaccinated/booster
- Refundable airline tickets
- Trip insurance

While abroad

- Quarantine upon arrival, if required
- Expect a more localized experience
- Depending on conditions, minimize weekend travel or unsafe social settings
- You may have limited access to campus facilities/facilities on site, there may be curfews in place, requirements regarding international travel, etc.
- You are a guest in the culture and community where you're going -- follow their local rules and regulations concerning COVID

Returning Home

- Plan for a safe return, to include U.S. re-entry requirements, airline requirements and/or return-to-campus requirements

Dear Students,

We hope this finds you keeping safe and well. We are reaching out today to touch base about the **PROGRAM NAME** program. With the situation constantly changing around us, **UNIVERSITY** is closely monitoring the spread of COVID-19 and its impact on the program. At this time, the program is proceeding as planned. We believe the program can safely continue with our requirements for fully vaccinated and boosted program participants, experienced faculty and staff on site, and COVID-19 protocols in place. While we cannot guarantee a risk-free environment for program participants, we take great care to ensure that you are not placed in dangerous or potentially dangerous health situations, that you receive adequate pre-departure and on-ground orientations to prepare you for study abroad, and that support mechanisms are in place to help you in case of an emergency.

You are important partners in our goal to keep you healthy and safe while abroad, and it is up to each student to take some responsibility for your own health and safety abroad. While we all have fears about COVID-19 or other types of emergencies abroad, the reality is that your health and safety abroad depend most on your own actions and decisions—just as it does in the U.S. As such, we ask you to do the following:

- Get your booster as soon as you are eligible. You are required to be fully vaccinated and boosted in order to study abroad.
- Protect yourself against COVID-19 before travel by limiting yourself to essential activities, wearing a mask wherever you go, and limiting your participation in gatherings. If you gather with others, do so outdoors, masked.
- Get tested for COVID-19 before traveling abroad and before you return. Plan to take a COVID-19 test no more than 1 day before traveling. Remember you are [required to show proof of a negative viral test before returning to the U.S.](#)
- Review **UNIVERSITY'S** travel medical insurance policy and remember to print your insurance card before travel. Your travel medical insurance will cover you for the dates of your program while you are abroad.
- Purchase trip cancellation insurance in case of cancellation due to diagnosed illness before travel abroad. Visit **WEBSITE** to shop and compare plans.
- Purchase refundable airline tickets in case you need to cancel or make changes to your flight.
- Continue to monitor the [CDC Travelers' Health website](#) and [Department of State website](#) for updates on conditions in your host country.
- Review the [CDC recommendations for International Travel for U.S. Citizens, U.S. Nationals, Lawful Permanent Residents and Immigrants](#) and [Guidelines for Wearing Masks](#). Given how contagious the most recent variants of COVID-19 are, we recommend you consider upgrading to an N95 or similar high-filtration respirator when you're in public indoor spaces.

I know we are all tired of having to be careful all the time, but hopefully you will soon find that these extra precautions will pay off when you arrive in **COUNTRY** for your time abroad.

Please contact **EMAIL, PHONE** with any COVID-related questions. If you have any concerns regarding your upcoming travels, please feel free to contact our office.

Stay safe,

FACUTY LED / SPECIAL PROGRAMS

COVID-19 PROTOCOL

TABLE OF CONTENTS:

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 - b. Cancellation and modification before the program start date
 - c. Cancellation and modification during ongoing programs
4. Procedures regarding confirmed cases of COVID-19 in Special Programs
 - a. General remarks
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1. PREVENTIVE MEASURES

1.a General preventive measures on campus

As part of its prevention efforts throughout the COVID-19 pandemic, UNIVERSITY has determined the following actions required to enter and transit through its facilities (subject to change):

1. Application of a pre-entry health questionnaire.
Every visitor is required to complete a health questionnaire each day of attendance to campus. It is advisable to save the generated QR code on a mobile device since it may be requested during the stay.
The questionnaire is available at [LINK](#).
2. Body temperature control filters at every access point. People whose temperature is above 37.5 °C, or with evident COVID-19 symptoms, will be prevented from entering the campus. Additionally, a total of 19 body temperature control cameras have been installed and configured at different points on campus. These cameras provide an automatic acoustical and optical indication about the body temperature and the correct use of face masks for all pedestrians.
3. CITY'S surveillance and contagion tracking system registration. Every campus visitor must register his/her attendance in CITY'S surveillance and contagion tracking system

by scanning a QR code with their cell phone. This code is available at every campus entrance and outside of each classroom. A notification will be received if the user has coincided in the same place and at the same time with someone who tests positive for COVID-19.

4. Compulsory use of face masks on campus at all times.
5. Walking direction signs throughout the campus.
6. Alcohol-based sanitizer gel dispensers throughout the campus.
7. Cafeterias and dining areas, and other points of contact, are equipped with physical barriers at tables and separation between seating to ensure a safe distance.
8. Controlled capacity in classrooms and other spaces. The total occupancy will depend on the dimensions of each classroom or area, at all times respecting at least 1.5 meters of distance between students, mandatory use of face masks, and proper ventilation.

For more information regarding a safe reincorporation to on-site classes and adaptations on campus, please visit [LINK](#).

1.b Specific preventive measures to be applied in Special Programs

- Each member of the visiting group must present one of the following certificates upon arrival in COUNTRY, issued in LANGUAGE(S):
 - o Proof of vaccination, with complete scheme of required doses
 - o Proof of a negative PCR test, issued up to 72 hours before the arrival date
- It is essential that all participants and faculty members count with an adequate medical and travel assistance insurance. The insurance must include medical expenses derived from eventual COVID-19 infection as well as coverage for a possible flight cancellation or modification due to a possible compulsory quarantine.
- It is strongly recommended that the home institution considers having an individual fund of \$150 USD as an addition to the program expenses, allowing possible costs of laboratory tests (antigen and/or PCR test) if required.
- The use of face masks is mandatory during every activity and transfer throughout the program.

- The staff who will accompany the group or will have continued close contact with its participants are required to undergo a PCR test for COVID-19 not more than 72 hours before the start of the program.
- For field trips, guest speakers and external participants, meals, and any other activities that involve third-party contact, it is important to maintain a safe distance and other preventive measures at all times.
- The sending institution is responsible for communicating this protocol to every participant of the special program.

Participants may be suspended from the special program if they do not comply with the preventive measures listed in the previous chapters.

2.- COVID TRAFFIC LIGHT SYSTEM

The COUNTRY Ministry of Health has established an epidemiological indicator, designed as a traffic light system. Intended to systematize and evaluate the risks derived from the COVID-19 pandemic, it establishes a color scale that determines the opening or closing of socioeconomic, educational, labor, and recreational activities, by federal states. The color scale ranges as follows: red - maximum risk; orange - high risk; yellow - medium risk; and green - low risk.

Complete information regarding the methodology and interpretation of each category is available at [LINK](#).

As a precautionary measure, regardless of the traffic light color, it is recommended to wash hands with soap and water for at least 20 seconds, disinfect surfaces and objects, wear facemasks, practice social distancing and cover the mouth and nose with a tissue or with the elbow when coughing and sneezing.

Given that the epidemiological impact of COVID-19 differs among national entities, the traffic light indicator which will prevail for the delivery of Special Programs corresponds to CITY and the states where field trips may take place, if applicable.

In addition and as a preventive measure, field activities (visits to institutions, cultural and recreational excursions, etc.) cannot be carried out as part of a Special Program when CITY'S epidemiological traffic light is in red. Possible face-to-face activities at the campus will be following those institutional protocols and restrictions that may apply at the time.

Once the Special Program is confirmed, the Student Mobility Office will give the sending institution immediate written notice about any changes in the epidemic light conditions.

3.- ACCEPTANCE, MODIFICATION, AND CANCELLATION OF SPECIAL PROGRAMS

Special Programs are subject to modification or cancellation if the evolution of the epidemiological scenario is adverse.

3.a Acceptance and confirmation of new programs

To guarantee the feasibility of Special Programs conducted and assisted by UNIVERSITY, along with the corresponding institutional commitments, no contract may be signed or Special Program may be accepted when the epidemiological traffic light indicator for CITY is in red, and the starting date of the program is scheduled to begin in less than two months.

In any case, the potential risks and the possibility of modification or cancellation of the program as a consequence of an eventual shift of conditions due to the pandemic will be emphasized at all times in writing and in a timely manner, when agreeing on a new Special Program (see Chapters 3.b and 3.c).

3.b Cancellation and modification before the program start date

If the epidemiological circumstances in COUNTRY become unfavorable before a confirmed program starts, the content of the program may require modifications or even its complete cancellation.

If circumstances result in the necessity of modification, those possible solutions that may maintain the learning objectives of the program will obtain priority. If, because of the epidemiological contingency, the capacity of locations and destinations gets restricted, the access to places scheduled in the program is canceled, or if it is impossible to carry out field trips, UNIVERSITY cannot respond for incurred expenses or those elements of the program that may have to be omitted or modified.

The procedures and criteria for a full cancellation of the program are as follows:

If CITY is listed under a high-risk alert (orange traffic light) at any time within two months before the start of the program, both institutions have the right to cancel the program as long as the traffic light is in that color. The same rule applies if the epidemiological traffic light turns red between one month and two months before the start of the program. The involved parties are required to give immediate written notice about their decision of cancellation to the counterpart.

If CITY reaches or declares a maximum risk alert (red traffic light) less than one month before the start date of the program, the Special Program will be automatically canceled, unless mutual consent is reached between the two parties, agreeing to continue with the planning and execution of the program.

If the program is canceled under any of the above-mentioned circumstances, such cancellation will not result in administrative costs, and any previously committed payments that have not been pledged may be reimbursed to the sending/home institution. However, any part of the payment that has already been made or committed by UNIVERSITY on behalf of the sending/home institution to any external service provider cannot be reimbursed to the sending/home institution.

3.c Cancellation and modification during ongoing programs.

If epidemiological circumstances result in the need to adjust the program after it has started, those possible solutions that may preserve the learning outcomes of the program will be encouraged.

If, due to epidemiological circumstances, there are restrictions on participation capacity, limited access to venues, changes in the foreseen activities, and/or if it is not possible to carry out face-to-face activities within the framework of the program, all reasonable efforts will be made to find viable and equivalent alternatives. Those elements of the program that can be transformed into virtual activities will be conducted as such. In any case, UNIVERSITY cannot be held responsible for incurred expenses, modifications, or adjustments due to this kind of circumstances, and UNIVERSITY cannot reimburse or compensate for any services related to canceled on-site activities that have already been paid for.

In case of full cancellation of the program during the agreed program dates there will be no refund for incurred administrative fees (program development and organization fees, supervision, use of campus facilities, etc.). In this scenario, each external provider's cancellation policies (transportation, lodging, etc.) will be evaluated and only those concepts that remain unused will be reimbursed.

4.- PROCEDURES REGARDING CONFIRMED CASES OF COVID-19 IN SPECIAL PROGRAMS

4.a General remarks

What constitutes a confirmed case of COVID-19?

Individuals who have been tested with a positive laboratory test for COVID-19 (PCR or antigen test) are considered confirmed cases, regardless the patient experienced symptoms or not.

A confirmed COVID-19 carrier can transmit the virus within 2 days before the symptoms begin and up to 10 days after the onset of signs and symptoms (in cases of severe disease, the period may extend up to 20 days). In the case of confirmed asymptomatic individuals, the period of

What is considered a “close contact”?

When a person has face-to-face contact with a confirmed case of COVID-19 (within the period of transmission), without the use of face masks, less than 1.5m away from each other, for 15 minutes

or more in an enclosed, unventilated area, or when they share an unventilated indoor area for more than 2 hours (even if a face mask was worn and a safe distance was maintained), the contact is considered a “close contact”.

Who should carry out a quarantine?

Both confirmed cases and individuals who have had close contact with a confirmed COVID-19 person during his/her transmission period should undergo a quarantine.

How long does the quarantine should last?

- Individuals with minor symptoms and non-symptomatic cases: should be isolated at home for 10 days from the onset of symptoms or, in the case of asymptomatic individuals, from the moment a Covid-19 test is performed.
- Close contact of vaccinated individuals: not necessary to quarantine, unless symptoms appear or the program leaders decide to require it. A Covid-19 test (PCR) should be conducted 5 days after the contact. The cost of the required tests shall be covered by the program participants.
- Close contact of unvaccinated individuals: must quarantine for 14 days after contact. The period may be shortened to 7 days after a negative Covid-19 test result (PCR) performed on the 5th day after contact.
- Close contact of persons who have had the disease before: Quarantine is not required if they have had Covid-19 within 90 days before this contact, unless symptoms appear or the program leaders decide to require it. A Covid-19 test (PCR) should be conducted 5 days after the contact. The cost of the required tests shall be covered by the program participants
- The particular conditions of the Special Program (intensity of contact between participants, duration and characteristics of the program, etc.) will be taken into consideration to determine whether adjustments to the above criteria are required.

What is UNIVERSITY'S protocol for confirmed cases of Covid-19 within the facility?

1. Close the area in which the confirmed case was found for 48 hours to clean and disinfect it.
2. Request quarantine or isolation to the infected person; this individual cannot access the campus facilities during that period.
3. Investigate and analyze close contacts; this should consider the characteristics of the location where the close contacts occurred (size, ventilation, etc.), the health conditions of the

exposed persons (if they are fully vaccinated or if they have been ill with Covid-19 in the previous 90 days).

4. Instruct quarantine for those who had close contact, if applicable.

4.b Specific measures applicable to Special Programs

1. If any participant of the Special Program presents symptoms that may be associated with a potential COVID-19 infection, an antigen test (rapid antigen test) will be required. If the result is negative, the program will continue reinforcing all social distancing and prevention measures mentioned in Chapter 1.
2. If a COVID test results in a positive outcome, the procedure will be as follows:
 - a. The infected person should undergo quarantine following the described institutional protocols.
 - b. If the room in which the affected person is staying is a double occupancy room, he/she must be placed in a single room for the duration of his/her quarantine. Expenses incurred because of this situation shall be covered by the institution of origin.
 - c. The group leaders, in consonance with UNIVERSITY'S Student Mobility Office, will discuss whether the program is still viable under these circumstances. If either of the parties declines to proceed with the implementation of the activities, the rest of the program will be canceled. In this case, the terms and conditions specified in Chapter 3c of this protocol will apply.
 - d. If by mutual agreement, the group will proceed with the program, it will be necessary to modify the activities. Those events or visits that require the participation of external contributors (guest professors, lecturers, personalized visits, etc.) cannot be carried out in a face-to-face format. In this case, the contents will be restructured to favor virtual learning, if possible. Any campus visits to UNIVERSITY will be subject to the applicable protocols that are valid at that moment.
3. The activities may resume without restrictions once all participants in the group have undergone a PCR laboratory test with a negative result. This applies only after the fifth day counting from the first close contact with the infected person during his/her transmission period.
4. Missed activities (conferences, visits, or any other program component) have no guarantee of reimbursement or rescheduling under such circumstances.

Education Abroad Emergency Protocol

Loyola University New Orleans' Education Abroad Emergency Protocol (the Protocol) has been designed expressly to safeguard the well-being of program participants and to protect the University's interests. The procedures set forth below are to be followed by the study abroad program directors and university administration, staff, faculty, and students in order to effectively prepare for and rapidly respond to emergencies in Loyola's Education Abroad Programs*.

The Protocol becomes effective in situations where students and employees become ill, suffer accidents, are the victims of muggings and assaults, find themselves caught up in potentially violent political situations, fail to return on time to programs at the end of long weekends or other situation that the director or participant deems an emergency. While it is of course impossible to plan for all contingencies involving our programs abroad, the Protocol provides procedures that will allow us to react in a responsible and levelheaded way when emergencies do arise. We need to be able to provide, in a consistent and predictable way, for the safety and well being of our students and all other participants. It is the responsibility of program directors and other university administrators to follow the procedures outlined below and of program directors to inform the students in their group about these procedures during their orientations.

What is an emergency?

An emergency is any circumstance that poses a genuine risk to, or that has already disturbed the safety and well-being of program participants. Emergencies will include, though not be confined to, the following types of events and incidents:

1. Disappearance or kidnapping of a participant;
2. Criminal assaults against program participants;
3. Sexual assault or rape;
4. Serious illness, physical or emotional, injury or death;
5. Hospitalization for any reason;
6. Arrest, incarceration, or deportation;
7. Terrorist threat or attack;
8. Local political crisis;
9. Natural disasters.

A "**perceived emergency**" results from events that are not immediately threatening to the health or safety of program students or staff, but which may be viewed as such by family and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

What should the university do to prepare for emergencies abroad?

1. Provide annual training for study abroad directors.
2. Provide annual training to University Police dispatchers.
3. Require an initial risk management assessment of all university-sponsored activities taking place outside the U.S. and annual risk management assessments.
4. CIE will provide general information in semester pre-departure orientation and in the on-line summer orientation for non-law programs.

* For purposes of this document, Education Abroad Programs include all university-sponsored, campus-originated activities that take place outside of the U.S.

What should Program Directors do to prepare for emergencies?

1. Program Directors, except those in the College of Law, must work with the Center for International Education to ensure that all students complete all required documents online through the CIE website. The information will be accessible online by University Administrators including the Provost's office, Risk Management, the Deans, the Vice-President for Student Affairs, the Director of Counseling and University Police, as well as the program directors. The College of Law must maintain this information for all participants.
2. The following items will be required as part of the application process
 - a. A signed responsibility and insurance statement including a statement that the student has received and understood the orientation materials, including the Protocol.
 - b. 2 emergency contact numbers.
 - c. Copies of passports (and visas if appropriate) or passport numbers.
 - d. Information on health and safety:
 - i. In the initial brochure, the following statement should be included: "The Center for International Education (CIE) will be happy to discuss health care concerns you may have related to study abroad. Because of the particular challenges, both mental and physical, that integration into a new culture and learning environment place on an individual, if you are currently receiving treatment for any chronic illness it is strongly recommended that you talk with CIE or your doctor about plans to manage your health condition abroad. "
 - ii. Information on the university required study abroad health insurance with instructions on using the insurance abroad.
 - iii. The brochure may include a statement to this effect: This program includes activities that may involve using public transportation, negotiating stairs, taking long walks, and attending scheduled classes. If you have any concerns about your ability to perform any of these activities or have other special needs or disability-related concerns, contact CIE at cie@loyno.edu or (504)864-7550 (or the Law School for Law Programs).
 - iv. Post acceptance health form with specific questions about a student's health. (example available from CIE)
3. All programs must include medical evacuation, repatriation, and 24/7 assistance as part of the program fee. CIE will identify an appropriate insurance and submit lists to the insurance company for all programs utilizing the CIE online application system. The College of Law must submit their own lists to the insurance company. CIE will identify an appropriate insurance and submit lists to the insurance company for all programs utilizing the CIE website. Programs will be required to pay the insurance premium.
4. At a minimum, the following information should be provided to all students during the pre-departure and on-site orientation. (Please note that pre-departure orientation may only consist of written materials for non-Loyola students.)
 - a. Consular Information Sheets and U.S. State Department Travel Warnings (if applicable). If there is a Travel Advisory issued during a program, CIE or the

- College of Law will notify the director who will then notify the students of the change. (See applicable refund policy at the end of this document.)
- b. Emergency Contact Numbers for program directors and university officials to be provided to students and parents. The emergency contacts will include:
 - i. Program director or On-site coordinator in host country. All Program Directors must have a cell phone that works in the host country - either a US or foreign number. Directors must provide students, parents and university administrators with the complete number including the country and city code if using a local number in the host country.
 - ii. University Police
 - iii. Center for International Education or College of Law Emergency Number
 - c. Cover safety and security issues specific to the country. Advise the students to avoid travel to or through any location where tensions exist and travel may be dangerous.
 - d. Procedures for a medical emergency:
 - i. Students should be informed that they are required to notify the program director about any medical emergency, and that the program director in turn is required to contact CIE or the College of Law for law programs. This information will be treated with the strictest confidentiality, and will be shared by the program director on a “need to know” basis only. If the crisis involving the student is grave enough to jeopardize his or her safety or well being, the emergency contact he/she has provided at the time of registration will be informed.
5. Directors will leave a detailed written program itinerary with CIE or the College of Law with written instructions on how they can be contacted in an emergency.
 6. For semester long programs, the director and/or students must register with the U.S. embassy or consulate in the host country or countries. Where it is appropriate, this type of notification should be provided to the local authorities at the program site.
 7. Prior to the arrival of the students on site: if the students in the group are to be housed with local families, inform the families that they are required to notify the on-site coordinator or director if there is an emergency involving a student. If the students are housed in a residence system or rented house inform the local housing supervisor that he or she must notify the on site coordinator if an emergency occurs.

What should Students do to prepare for emergencies?

1. Be familiar with all materials sent to you by your program or the Center for International Education including the Consular Information Sheets on your host country and the Center for Disease Control Travelers Information.
2. Review the Emergency Protocol.
3. Know how to use the study abroad health insurance information and keep a copy of the card with you at all times along with the 24/7 assistance phone number.
4. Make 2 copies of your passport. Leave one with your family and bring one with you on your trip and keep it separately from your passport. While you are traveling, protect your passport. Use a money belt or neck pouch.
5. Keep the program director's and university emergency numbers with you at all times.
6. Learn as much as you can about your country before you go.

7. Register with the U.S. Embassy, <https://travelregistration.state.gov/ibrs/ui/>.
8. Develop with your family a plan for telephone or e-mail contact, so that in case of emergency you will be able to communicate with your parents directly about your safety and well-being.
9. Familiarize yourself with local laws and customs of the countries to which you are traveling. Remember, while in a foreign country, you are subject to their laws.
10. Bring a credit card or make sure to have access to additional funds in case of an emergency.

What to do in the case of an emergency

For the Program Director

1. In an emergency, the director's first responsibility is to safeguard the safety and well being of program participants. The director should do whatever is necessary to assure this, whether this means obtaining prompt and appropriate medical attention, Embassy intervention or police protection.
2. When all has been done to assure the participants' well being, the director should contact the University Police and brief the dispatcher in detail about the situation. University Police will then contact the director of CIE or a designated representative for further action on the emergency. CIE and Risk Management will work with University Police to ensure that all dispatchers have the information and training needed to respond to emergency calls related to Loyola's international programs. If the study abroad program director is unable to call University Police: email, and fax could be used as a last resort or a text message can be sent to the CIE emergency number.

University Police: (504)865-3434

CIE Emergency Number: (504)289-4485

3. In an emergency, the director should urge participants to contact parents as soon as possible to advise them of their personal situation. Wherever necessary, the director must facilitate such contact.
4. As necessary, the director should notify the local U.S. Embassy or Consulate about the crisis, and follow whatever procedures they may require. If there is a continuing risk to the welfare of the students (during a terrorist threat, for example), the director should ask the appropriate Embassy or Consular Official to advise him/her on a regular basis about the evolution of the crisis, and about how the students should respond.
5. In a medical emergency, the director or appropriate designee should accompany the student to an appropriate health care provider. CIE or the College of Law for law programs should be contacted and made aware of the situation. No details should be shared unless the participant grants permission. If a medical emergency is critical and parents should be informed, CIE or the Provost should make contact with the parents.
6. During an on-going crisis, the director should keep CIE or the College of Law for law programs informed on a regular basis, daily or as need dictates.

7. Depending on the acuteness of the crisis, the crisis response team may be assembled to decide on a course of action that the director and students need to follow.
8. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, the director should **tell the students to keep a low profile**; tell them to avoid demonstrations, confrontations or situations where they could be in danger; avoid behavior that could call attention to themselves; avoid locales where foreigners or U.S. Americans are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label them as U.S. Americans.
9. In the event of a significant crisis, students have the option of returning to the U.S. Every reasonable effort will be made to allow them to continue their academic program on campus, and to be housed appropriately as well. Refund policies are outlined below.
10. Faculty members and students will be evacuated or sent home if a situation deteriorates to the point where the degree of risk to participants is deemed unacceptable. If this unlikely event were to happen, the crisis response team, in consultation with the director, the U.S. Embassy and State Department, and appropriate individuals on the home campus, would develop an evacuation plan in as much detail as possible.

For the student

1. If there is an emergency, you should immediately contact the Program Director. His/her responsibility is to make sure that you are safe. The director will be in touch with Loyola and will recommend appropriate steps depending on the situation. Follow the director's instructions.
2. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, **keep a low profile**; avoid demonstrations, confrontations or situations where you could be in danger; avoid behavior that could call attention to yourself; avoid locales where foreigners or U.S. Americans are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label you as U.S. Americans.

For CIE and the Crisis Response Team

Upon receiving a call from the director of an Education Abroad program (or from faculty, parent or other source) involving a serious injury, death, or emergency, University Police will:

1. Start a log of all calls and activities.
2. Get the following information from the director:
 - Name of caller and of victim(s), if any
 - Brief description of accident, injuries, and/or emergency, the steps that have been taken and the status.
 - Location of caller- street, city, country
 - Location of accident or emergency. How close is it to students and staff?
 - Phone, cell phone, fax, or beeper number where caller is
 - Find out if rescue squad, local law enforcement, U.S. embassy/consulate have been called if appropriate?
 - Has any information been released to the media?

If an emergency – real or perceived – occurred, ask for *detailed* answers to these questions:

- What impact, if any, did any emergency have on availability of food, water, and medical supplies?
 - What was the target of unrest, if the event was political?
 - What is the intensity of the emergency or of the political unrest?
 - Are there military or emergency personnel at the site of the emergency?
 - Is continuation of classes feasible?
 - How able are our students and staff to travel in the country?
 - What is the advice of the nearest U.S. embassy or consulate?
3. University Police will contact CIE or the College of Law for law programs with the above information.
 4. CIE or the College of Law for law programs will consult with Risk Management to determine if a meeting or conference call with the Crisis Response Team needs to be called.
 5. The Crisis Response Team may include the following individuals depending on the nature of the crisis or may be the Education Abroad Committee plus the Director of University Police and the Director of Counseling and Health Services.
 - Director, CIE
 - Associate Provost
 - Deans
 - Director of Risk Management
 - Director of University Police
 - Designated program directors
 - Director of Public Affairs and External Relations
 - Director, Counseling and Health Services
 - Vice President for Student Affairs (or designee)
 4. DO NOT MAKE ANY STATEMENT TO THE PRESS. Notify the director of Public Affairs of any statements made to the media by the program director. Refer inquiries to the director of Public Affairs and record all calls and activities.
 5. If an emergency has occurred, call the U.S. Department of State Citizen Emergency Center at 1-888-407-4747 (from overseas: 202-501-4444) for suggestions or assistance.

Emergency Cancellation or Termination of Programs

If based on the recommendation of the Crisis Response Team, the provost determines that a program should be cancelled or terminated due to an emergency or crisis situation, the process for notification and refunds will be determined by the Crisis Response Team. Public Affairs will be notified so that all university communications will be consistent.

Countries with Level 3 or 4 Travel Advisories

If, prior to the commencement of a program, the U.S. State Department or Center for Disease Control issues a Level 3 or 4 Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 7 days to students and the Program Director by the Center for International Education. Students must be permitted to withdraw and every effort made to find an alternate program. Students shall be refunded any fees.

If, during the course of a program, the U.S. State Department or Center for Disease Control issues a Level 3 or 4 Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 72 hours to students and students must be permitted to withdraw. Every effort will be made to allow students to complete their coursework after their return. Students shall be refunded any fees not already expended.

Normally Loyola will suspend approval of study abroad while a Level 3 or 4 Travel Advisory is in effect unless an application for a waiver of this policy is approved. Without approval of the waiver application, university support is withdrawn and no academic credit will be awarded for programs in those countries nor will federal financial aid be granted for study in such locations.

Sample



Study Abroad Faculty Meeting Agenda

- Responsibilities of faculty abroad
- Pre-departure requirements for faculty
- Items for review
- Pre-departure orientation for students
- Handling emergencies abroad
- Mental health, alcohol and drugs on study abroad
- Reports, evaluation and budgets
- Open discussion

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Responsibilities as Faculty Abroad

- Academics
- Finances and Logistics
- Student Affairs and Services Abroad
- Health, Safety, and Security
- Emergency Response
- Faculty Leader Travel Policies

Student Support and Policies

- Code of conduct
- Program policies
- Laws of host country
- Support services

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Pre-Departure Requirements for Faculty

- Go to studyabroad.loyno.edu, click on Login/Register on top right and login with your LOYNO credentials
- Click on your new or continuing program application
- Complete post-acceptance requirements
 - Proof of COVID-19 vaccination
 - Accompanying family (if applicable)
 - Faculty/staff emergency information
 - Study abroad program emergency contact numbers
 - Health insurance questionnaire
 - Learning content

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Items for Review

- Study abroad forms -- Student Release, Emergency Information, Health Information Questionnaire
- Study abroad insurance
- Emergency Protocol for Directors and Students
- Report Forms
- Title IX Reporting
- Program Report

Pre-Departure Orientation for Students

- At a minimum, the following information should be provided to all students during the pre-departure and on-site orientation.
 - Consular Information Sheets and U.S. State Department Travel Advisories
 - Emergency Contact Numbers for program directors and university officials Safety and security issues specific to the country. Advise the students to avoid travel to or through any location where tensions exist and travel may be dangerous.
 - Procedures for a medical emergency: Students should be informed that they are required to notify the program director about any medical emergency, and that the program director in turn is required to contact CIE or the College of Law for law programs. This information will be treated with the strictest confidentiality, and will be shared by the program director on a "need to know" basis only. If the crisis involving the student is grave enough to jeopardize his or her safety or well being, the emergency contact he/she has provided at the time of registration will be informed.
- COVID-19 protocol
- Travel medical insurance and trip insurance

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LewerMark Study Abroad Insurance

- Plan information: <http://www.lewermark.com/loyolastudyabroad/>
- Max. benefit of \$250,000 but higher limits available
- Coverage for dates of programs but students can purchase additional days of coverage
- In-patient and out-patient medical coverage, mental health, medical evacuation, return of mortal remains, bedside visit, search and rescue, lost or stolen baggage, loss of passport, travel delay, political, security, natural disaster evacuation

| | | | |
|---|---------------------------------------|--|---|
|  | LewerMark Student Insurance |  | GBG <i>Insurance Without Borders™</i> |
| Student Name | | | |
| Group: | Loyola University New Orleans | | |
| GBG ID#: | 210998851 | | |
| Policy: | SGP021340 / Worldwide | | |
| Effective Date: | 2 Jan 2022 | | |
| End Date: | 15 Jan 2022 | | |
| Deductible: | USD 0 | | |
| Co-Ins: | 0% | | |
| Co-Pay: | \$0 | | |

Emergency Medical Assistance/Pre-authorization/Benefit Verification

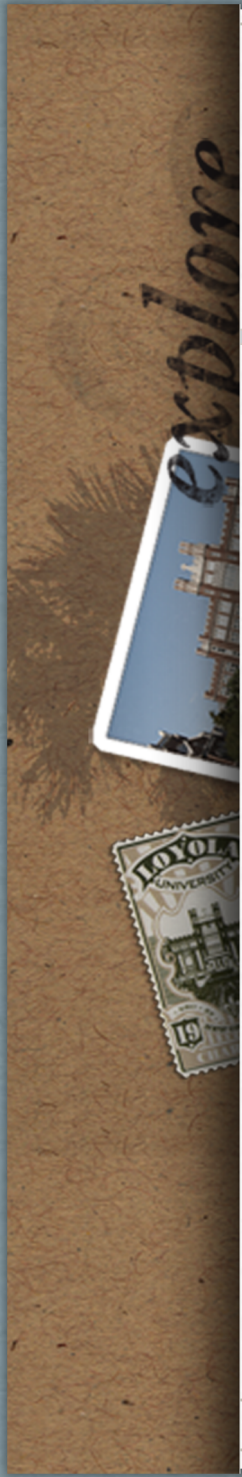
24 Hour Customer Service
U.S./Canada Toll-free: 1.866.914.5333
Worldwide Collect: 1.786.814.4125
Email: GBGAssist@gbg.com

Claims Submission

Online: eclaims@gbg.com

Mail to GBG:
27422 Portola Parkway, Suite 110
Foothill Ranch, CA 92610 USA





Emergency Protocol -- What is an emergency?

- A genuine risk to or that has already disturbed the safety and well-being of program participants
- Perceived emergency results from events that are not immediately threatening to the health or safety of program students or staff, but may be viewed as such by family and friends at home or by the media.

Preparing for Emergencies: CIE Responsibilities

- Faculty training
- Information sent to Directors prior to departure
 - Student list with emergency contacts
 - Copies of passports or passport numbers
 - Student responses to Health Information Questionnaire
 - Emergency cards for students listing numbers to call in an emergency
- Health questionnaire to Counseling and list of participants to student affairs
- Enroll group in LowerMark insurance
- Ensure that the group completes pre-departure requirements Abroad Portal (Terra Dotta)

Preparing for Emergencies: Director Responsibilities

- Complete forms at <http://studyabroad.loyno.edu>
 - Waiver for a Loyola Exchange/Faculty-run program in a Country with a Level 3 or 4 Travel Advisory (if applicable)
- Pre-departure orientation for students
- Review students' application and post-acceptance materials
- Review Emergency Protocol
- Make sure all participants know how to reach out when a situation arises. You are required to be available to students 24/7 in the event of an emergency.

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Preparing for Emergencies: Student Responsibilities

- Complete forms at <http://studyabroad.loyno.edu>
 - Acknowledgment and acceptance of risk
 - Health forms
 - Waiver for Study in a Country with a Level 3 or 4 Travel Advisory, if applicable
- Be familiar with all materials sent
- Follow program policies/Code of Conduct/laws of host country
- Review the Emergency Protocol
- Know how to use the study abroad health insurance information and keep a copy of the card with you at all times along with the 24/7 assistance phone number
- Make copies of passport
- Carry emergency card
- Learn about the country and local laws and customs
- Develop a plan for communicating with family
- Bring a credit card/back-up way of accessing money for emergencies

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What to do in an emergency?

- Program Director
 - Safeguard Students
 - Contact University Police to report (24/7 number) or CIE Emergency number
 - Have students call parents
 - If necessary, notify U.S. Embassy
 - Reporting forms
 - In on-going crisis, the director should keep CIE informed

Mental Health, Alcohol and Drugs Abroad

- Case Manager and Staff Counselor
University Counseling Center
Loyola University New Orleans

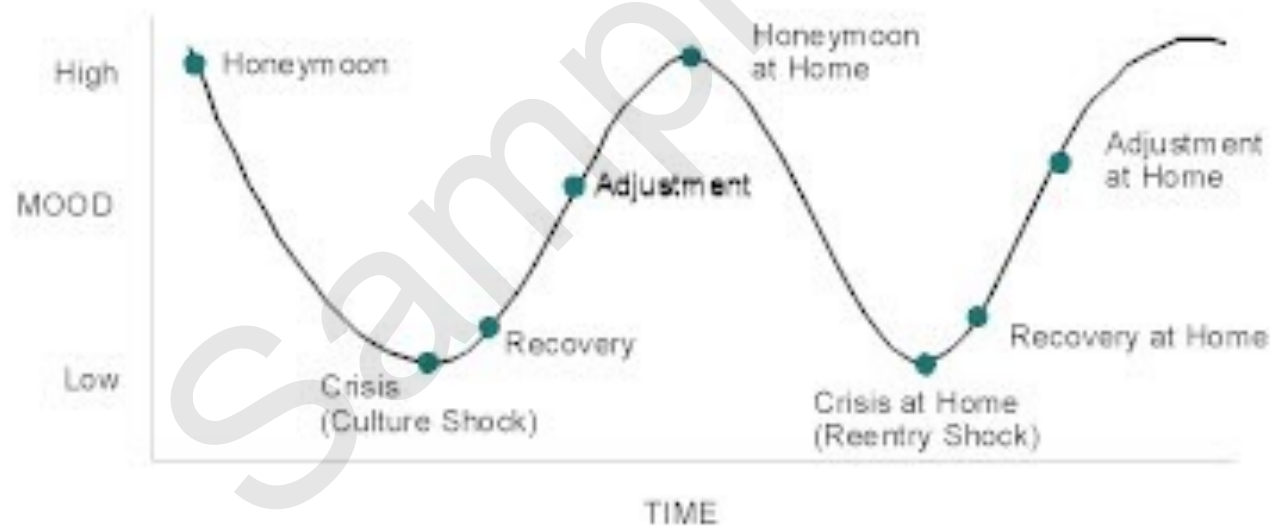
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Study Abroad During COVID-19

- Requirements
- Preparations
- On-the-ground experience
- Setting students' expectations
- Testing
- Preparing for and responding to COVID-19 emergencies

Cultural Adjustment

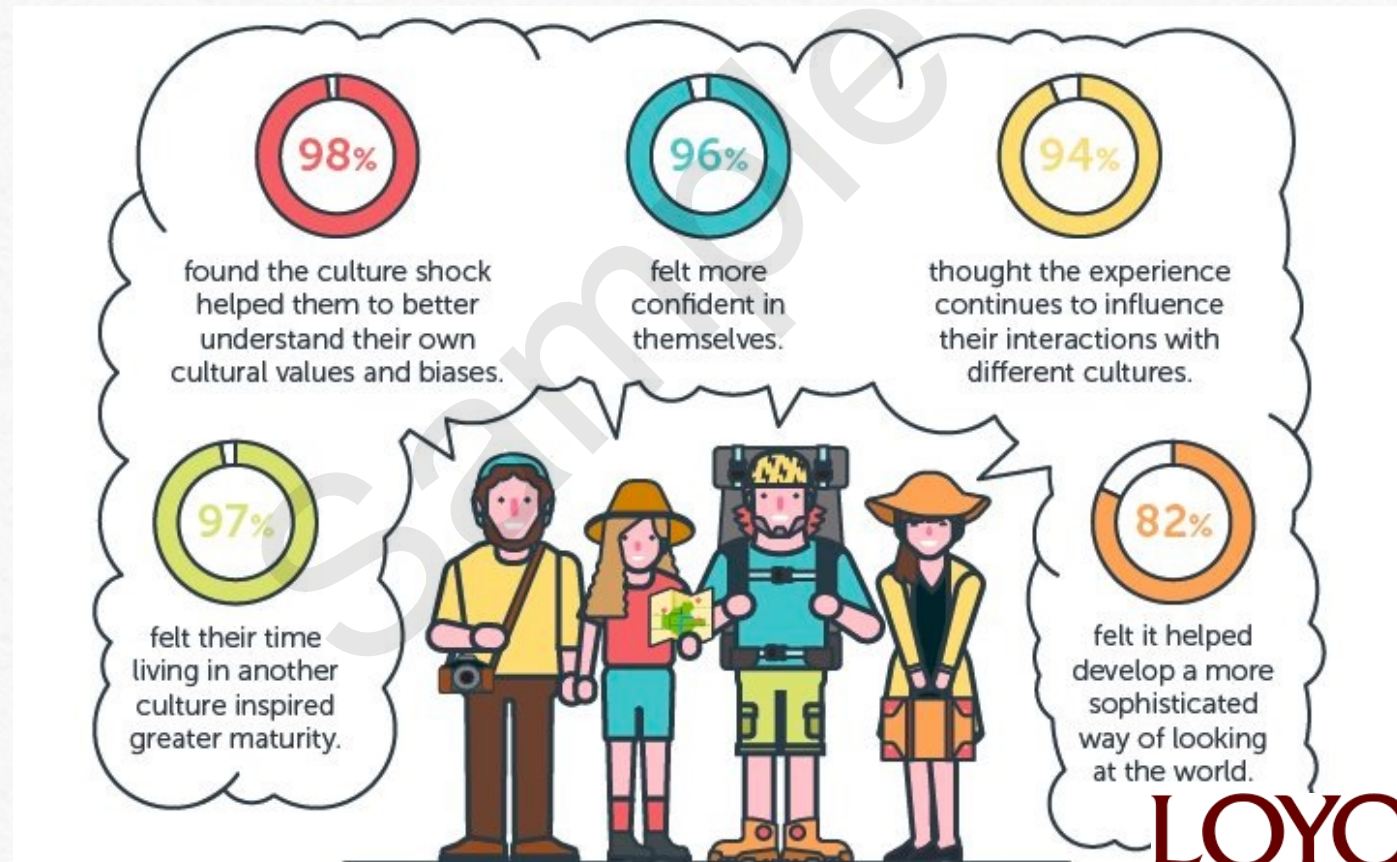
Figure 2. The W-Curve of Intercultural Sojourning



Based on Oberg (1960), and Gallahorn & Gallahorn (1963)

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Cultural Adjustment



<https://www.worktheworld.com/blog/why-culture-shock-is->

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Reports, Evaluation and Budgets

- Study Abroad Director Report
 - Did the program proceed as planned?
 - Personal evaluation
 - Strengths of program that should be continued
 - Challenges or weaknesses that should be changed
 - CIE changes
 - Final program budget
- Expense reporting
- Continuing program application

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Case Studies

Sample

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