



Program Leader
Short-Term Program Guide
Health and Safety

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Introduction

A Program Leader (PL) is the individual designated to oversee and accompany any group activity that occurs off campus and, for the purposes of this guide, outside the United States. Typically, this will be a faculty member leading students abroad, though it may also be a graduate student appointed as the responsible lead. The PL role goes beyond traditional faculty duties of academic instruction or staff responsibilities tied to specific policies and procedures. In practice, PLs serve as the University’s on-site representative for multiple campus offices and must be prepared to manage these additional responsibilities throughout the program—including evenings and weekends. While this may sound demanding, a robust support system is in place to assist whenever needed. This section provides guidance for PLs during the program and while away from the DU campus.

Requirements

- Provide an on-site orientation meeting for participants.
- Report any incident that affects the health, safety, or security of program participants to DU by following the reporting procedure found here: <https://www.du.edu/international-travel/report-incident>.
- Ensure there is a designated “on duty” contact at all times.
- Comply with all FERPA, Title IX, and any other applicable state or federal laws.
- Complete any required Program Leader trainings or orientations (ex: Program Leader Orientation, Mental Health First Aid)

Guidelines

- Establish program specific conduct/academic expectation and don’t just rely on the DU Honor Code (i.e., adapt expectations to the situation abroad and your program).
- Become familiar with working with students in distress and the protocols for incident-specific scenarios.
- Have easy access to emergency contacts both off-campus and on.

Top 5 Things to Know as a Program Leader for During the Program

- Crisis24 (+1-443-569-8601 or via mobile app) and the DU [International Travel Health & Safety](#) (ITHS) team (intlsafety@du.edu) are your main contacts for emergency assistance throughout your program.
- It is important to re-familiarize oneself with the Program Leader Expectations document signed before the program was approved.
- You must report all incidents and crimes involving program participants to the appropriate DU office and you should not promise to be a confidential resource (you may have to provide victim and perpetrator names). This can be done via CRISIS24 (as appropriate) or here: <https://www.du.edu/risk/report-incident> or via email to intlsafety@du.edu
- You are considered on-call 24/7 during the program unless there is another designated “on duty”, responsible party.
- Minor illness, participant misconduct and mental health issues are generally the most prevalent situations which PLs must be prepared to deal with.

Support Network

Safeguarding PL and program participants’ health and safety is one of the primary functions of many offices at DU. With this in mind, a PL should never feel that they are alone should an incident disrupt a program, participant conduct becomes an issue, or if any question needs answering. In support of off-campus activities, the following are in place to assist as needed.

In case of a life or limb threatening emergency, you should contact the emergency numbers of your specific country and then contact DU as soon as possible. If there is no emergency number for the program location, refer to the research done prior to leaving for resources (i.e., your Crisis Plan or Contact Information Form). For a list of country specific emergency numbers:

https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf

Crisis24 24/7 assistance https://www.du.edu/international-travel/travel_assistance

If you want or need DU to know immediately of your situation, call CRISIS24 at +1-443-569-8601 or use the CRISIS24 mobile app and identify yourself as a member of the DU community who needs to reach DU.

The CRISIS24 assistance center will take down your information, create a case (as applicable), triage your situation, connect you with the appropriate regional, security, or medical expert, and pass your information along (as applicable) to the International Travel Health & Safety team who will then respond as applicable.

CRISIS24 can:

- Provide medical and dental referrals.
- Provide destination or event-specific advice.
- Assist in the replacement of lost or stolen travel documents.
- Arrange approved emergency medical, security, or natural disaster evacuation.
- Repatriate mortal remains.
- Coordinate insurance benefits and monitor care.

When calling CRISIS24, be prepared to provide:

- Your name.
- Your 87#.
- Brief description of the situation you are calling about.
- University department with which you are affiliated.

- Your location.
- Best contact information for the next 12 hours.
- A time and method of contact for DU or Crisis24 to respond (if applicable).
- What actions you wish to be taken.

It is important to note that one should call CRISIS24 as soon as possible, and before other travel arrangements are made should evacuation be necessary. Evacuation arrangements must be approved by DU and made by CRISIS24 to fall within the benefit coverage.

When you book (via Concur/CBT) or register your travel, your itinerary will be sent to CRISIS24 who will send you itinerary alerts and advisories should there be a potentially impactful event.

International Travel Health and Safety

DU employs a dedicated International Travel Health & Safety professional who collaborates with campus offices, national partners, and global stakeholders to reduce risk and provide support when incidents occur abroad. This role includes:

- Maintaining and updating emergency response guidelines
- Monitoring global events and emerging risks
- Delivering training and sharing critical safety information
- Coordinating DU's response and assistance during international crises or emergencies

If your situation is **not urgent** and can wait a few hours—considering time zone differences—please email intlsafety@du.edu for assistance.

International Travel Committee (ITC)

The International Travel Committee (ITC) is composed of key DU administrators representing critical areas across campus. The committee serves two primary functions:

- Emergency Response: Providing coordinated support during international emergencies that exceed the capacity of individual units.
- Policy Exceptions: Reviewing and considering requests for exceptions to the International Travel Policy.

When an emergency situation requires resources beyond any single support mechanism, the ITC can be convened to deliver a comprehensive, university-wide response.

U.S. State Department <https://travel.state.gov>

The U.S. State Department offers extensive resources for travelers, including destination-specific information, general travel guidance, and advice for special traveler populations. We strongly recommend reviewing this information before departure.

While abroad, the **Office of Overseas Citizens Services** can provide critical assistance. U.S. travelers can contact the nearest U.S. Embassy or Consulate, or call **+1-202-501-4444** (from overseas) for help with:

- Replacing a stolen or lost passport
- Understanding local criminal justice processes
- Locating missing persons
- Obtaining a list of English-speaking attorneys

These services can be invaluable in navigating unexpected challenges during international travel.

STEP (Smart Traveler Enrollment Program) <https://step.state.gov/>

STEP is a free service that allows U.S. citizens and nationals traveling or living abroad to register their trip with the nearest U.S. Embassy or Consulate. Enrollment provides several key benefits:

- Receive important safety and security updates from the embassy about your destination.
- Enable the embassy to contact you quickly in case of an emergency.
- Assist family and friends in reaching you during urgent situations.

We strongly recommend enrolling in STEP before departure to stay informed and connected while abroad.

Travel medical insurance <https://www.du.edu/risk/insurance-abroad>

All registered travelers on DU-related international travel are fully covered—at no cost to the traveler—under an accident, sickness, and emergency care insurance plan that works in tandem with our [24/7 travel assistance](#).

Your colleagues, peers, and family

Program Leaders (PLs) often collaborate with colleagues during program development and may share travel plans with family or friends. These individuals can be the most accessible and comfortable points of contact in a time of need, significantly strengthening your support network.

Ensure that anyone you've informed about your travel knows the **CRISIS24 emergency number** and understands they can relay urgent support requests to **+1-443-569-8601**. Doing so activates all available support mechanisms to help manage the incident effectively.

Activity Leader Responsibilities During the Program

While each program is unique and may involve additional duties, the following responsibilities apply to all Program Leaders (PLs) once abroad. A comprehensive list of expectations will be provided and signed prior to leading your first program:

- **Orientation:** Provide an initial on-site orientation to introduce participants to the host site and culture (this may be in collaboration with an on-site provider or program organizer).
- **Academic Oversight:** Ensure the academic integrity of the course and coordinate related activities.
- **Clear Communication:** Set and communicate academic and conduct expectations to participants.
- **Emergency Response:** Respond promptly to any emergency, serious incident, participant misconduct, or other threat to program success and participant health, safety, and security.
- **Wellness Monitoring:** Remain alert to signs of mental health or adjustment issues among participants, such as alienation, poor hygiene, missing class, mood swings, or other behavioral changes.
- **Incident Reporting:** Report any incident affecting participant health, safety, or security to DU.
 - For emergencies (or if preferred), call **CRISIS24 at +1-443-569-8601**.
 - For non-emergencies, email intlsafety@du.edu.
- **Liaison Role:** Act as the primary link between participants and individuals or entities providing program services.
- **On-Duty Contact:** Ensure a designated “on duty” contact is available at all times and that participants know who fulfills this role. Typically, this will be the principal PL, but may also include a second PL, a graduate student employed by the program, or an approved on-site affiliate.
- **Professional Representation:** Represent DU with maturity, integrity, and in compliance with all applicable laws, policies, and expectations.

Reporting Crimes and Incidents <https://www.du.edu/international-travel/report-incident>

Since knowing where and what to report can sometimes prove complicated, follow these general rules:

- Report anything that is remotely understood as a crime or threat to health to CRISIS24 or International Travel Health & Safety who will guide the PL through the appropriate channels.
- Understand that PLs are generally not considered “confidential resources.” One should make such clear to program participants, and must report all crimes to the institution, including the names of those involved even if a victim asks the PL not to do so.

FERPA <https://www.du.edu/registrar/other-student-services/privacy-ferpa>

FERPA (Family Educational Rights and Privacy Act) protects the privacy of student educational records. These records include grades, class lists, course schedules, disciplinary records, financial records, disability accommodation records, and certain payroll records.

As a Program Leader (PL), it is important to understand the following:

- **Permitted Disclosures:** Educational records may be shared only:
 - With another school official who has a legitimate educational interest.
 - In response to a subpoena.
 - With a contracted third party acting on behalf of the University.
 - In a health or safety emergency where the student’s well-being is at risk.
- **Parent/Guardian Requests:** Disclosure of educational records to parents or guardians is **not permitted without the student’s consent**. If contacted by a parent or guardian, simply explain that FERPA requires you to protect student privacy and recommend they contact the student directly.
- **Directory Information:** Certain information is not protected under FERPA and may be disclosed. This includes:
 - Name
 - Phone numbers
 - Email address
 - Photo
 - Major
 - Enrollment status (active or not)
- **General Advice**
 - Speak in generalities about the program.
 - Suggest that inquiries about a student be made directly to that student.
 - Never look up a student’s records when speaking to a parent or guardian.
 - Refer to your inability to discuss a student’s records as “bound by Federal law.”

Sample conversation:

- *Parent: “I understand my daughter is on your program and taking your course in Costa Rica. I’m nervous about her safety. Would you let me know the address of the hotel at which you are staying and the times she will be out of class?”*
- *PL: “I’m sorry, I can sympathize with being worried about a loved one, however due to federal law I can’t disclose who is participating in the program or its schedule. I can say that DU holds the safety of all students as its highest priority and if you’d like to hear more about our international health and safety resources you can contact International Travel Health & Safety. Perhaps speaking to your daughter directly will ease your mind.”*

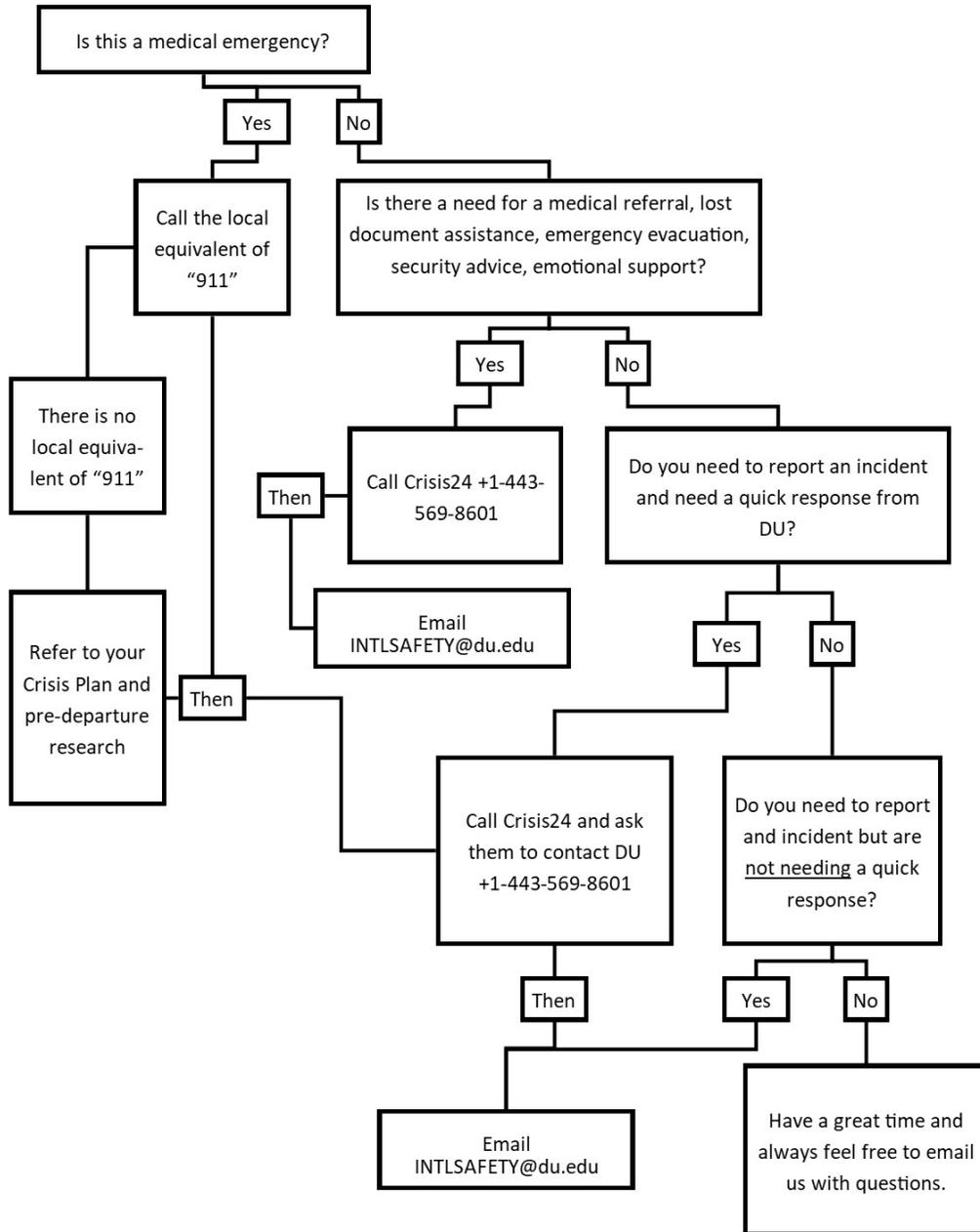
Communicating with family or the media

- Control Information Flow: Manage, as much as possible, the release of information outside your group.
- **Press Inquiries:**
 - All information for the media must be released through MarComm (Marketing and Communications).
 - If contacted by the press, refer them to MarComm or respond with: “We are not prepared to comment at this time.”
- **Parent and Family Concerns:**
 - Expect parents or loved ones to be distressed during an emergency—whether real or perceived.
 - To remain focused on the group and program needs, forward email inquiries to **International Travel Health & Safety** at intlsafety@du.edu.

Sample conversation:

- *Media: “We have information that you are leading a program in Italy with a group of undergraduate DU students. Given the recent earthquake and the resulting high casualties, can you confirm that all students are safe and provide us a list of names?”*
- *PL: “I’m sorry, my attention is focused on the well-being of our students at this time. If you wish to speak with a university representative, please contact DU’s media relations team.*

Whom to call when



On-Site Orientation for Participants

Providing an orientation shortly after arrival is just as important as pre-departure sessions—and is required for all programs. For many travelers, the experience becomes “real” upon arrival, making a refresher on cultural and logistical aspects essential for program success. While some orientations may be facilitated by regional partners, the Program Leader (PL) plays a critical role in setting expectations and managing the group.

A successful on-site orientation should include a review of pre-departure topics and, at minimum, cover the following:

- **Tour of the Area**
 - Conduct a city tour or review a map so participants can identify key landmarks and resources.
- **Transportation Options**
 - Clarify permitted and prohibited modes of transport.
 - Are taxis allowed? Is public transportation safe and reliable? What are the rules for renting vehicles?
- **Essential Locations**
 - Hospitals, pharmacies, clinics, grocery stores, banks, police stations, and the nearest U.S. Embassy/Consulate.
 - Have participants locate these on a map.
- **Emergency Contact Information & Communication Plan**
 - Ensure all participants have the PL’s number and CRISIS24 (+1-443-569-8601) saved.
 - If phone service is unavailable, confirm access to a satellite phone and establish a check-in schedule.
- **General Emergency Plan**
 - Identify meeting points if separated and clarify expectations for check-ins with the PL.
- **Health & Safety Guidelines**
 - Areas or neighborhoods to avoid, water safety, crime reporting procedures, and how to contact CRISIS24.
- **Cultural Norms**
 - Appropriate attire, expected public behavior, and local laws that need emphasis.
- **Academic Expectations (if applicable)**
 - Class schedules, assignment deadlines, and grading criteria.
- **Conduct Expectations**
 - Alcohol policies, curfew rules, and behaviors that could result in dismissal from the program.

Student Behavior and Expectations

The greatest challenges when leading a group off-campus are often not major emergencies, transportation disruptions, language barriers, or lost passports but are directly related to student behavior. Setting expectations of conduct and discussing behavior both prior to departure and again on-site (with periodic reminders) is essential and proven to lead to a successful program.

Guidelines for Student Behavior

DU students participating in off-campus activities are subject to the behavior expectations established by the program, the DU Honor Code, University policies, and all applicable local, state, federal, and host-country laws and regulations.

While academic standards remain consistent on and off campus, acceptable behavior may vary based on program location and cultural norms. Each program will also have unique guidelines tailored to its setting.

- **Failure to meet behavioral expectations may result in:**
 - Removal from an event or activity
 - Dismissal from the program

Students may also be removed—even if their actions are not explicitly covered by written rules—if the Program Leader (PL), in consultation with International Travel Health & Safety and relevant University offices (e.g., Dean of Students, Student Rights & Responsibilities, Equal Opportunity & Title IX), determines that the student is not acting with respect, integrity, or responsibility toward themselves or others.

- **Additional considerations:**
 - Certain behaviors may lead to referral to Student Rights & Responsibilities (SRR) for review under University policies or DU Honor Code standards. If violations are suspected, SRR will initiate the appropriate conduct process.
 - Some behaviors may result in local law enforcement pursuing criminal charges. The University may proceed with its SRR process regardless of pending criminal or civil proceedings, and may continue even after charges are resolved or if the student withdraws from DU or completes degree requirements.

Misconduct

Off-campus activities often have limited adjudication resources on-site, and communication with DU campus officials may be complicated by time zone differences or limited access to communication tools.

Key Guidelines for Program Leaders (PLs):

- **Criminal Violations:**

If a violation involves criminal activity and a police report and/or charges are filed, the PL must:

 - Cooperate with local authorities.
 - Consult with **International Travel Health & Safety** before providing any assistance for a participant to leave the country.
- **Discrimination or Harassment Concerns:**

If the PL receives information that may implicate the University's **Discrimination and Harassment Policy**, they must:

 - Submit a report through the **online reporting form** or email TitleIX@du.edu.
 - EOIX will work directly with the PL to provide support and coordinate the response.
- **Investigation Process:**

To minimize disruption to the program and its participants, all circumstances surrounding violations will be investigated and reviewed in an **orderly but expedited manner**.

Student Rights

- The student will be informed of the allegations against them.
- The student will have an opportunity to share their perspective:
 - With a member of the program staff, or

- If program staff cannot act as a neutral party (e.g., they are directly involved), with a designee from the sponsoring unit, **International Travel Health & Safety**, or a staff member from **Student Rights & Responsibilities (SRR)** as appropriate.

Determination of Responsibility

- After reviewing the allegations and hearing the student’s perspective, the program staff member will determine—based on a **preponderance of the evidence**—whether the student is:
 - **Not Responsible:** The incident is closed, and no action is taken.
 - **Responsible:** The program staff member may:
 - Issue a written warning and/or assign an educational outcome (e.g., impact on grade, additional assignment, warning of removal).
 - For repeated or serious violations, impose higher-level outcomes such as loss of privileges, program probation, or removal from the program.
- If a student is found responsible, the program staff member must complete an **International Incident Report** or notify **International Travel Health & Safety** for assistance.

Appeals

- Students may appeal **only if removal from the program is imposed:**
 - An appeal template will be provided.
 - Appeals must be submitted in writing via email to **Program Leaders** and the **International Travel Committee** at intlsafety@du.edu within **12 hours** of receiving the decision.
 - The appellate body will review and issue a decision within **24 hours**.
- **No appeal** will be allowed in cases where immediate removal is necessary for safety (e.g., sexual assault, violence, significant legal violations).

Additional Considerations

- At the discretion of program staff, the student may be suspended from all program activities during the review and appeal process.
- Alleged violations of the **DU Honor Code** or University policies will be referred to **SRR**.
- Alleged violations of local, state, or federal law will be subject to appropriate law enforcement actions and should also be reported to SRR. Per the DU Honor Code, students must comply with all local laws and regulations.

Communication and Documentation

Program Leaders must:

- Communicate promptly with appropriate DU personnel, including:
 - **International Travel Health & Safety**
 - **Director/Dean of the sponsoring unit**
 - **Dean of Students Office representative**
- Document all actions and communications thoroughly.

Written Warning

If, after reviewing the allegations and hearing the student's perspective, a **written warning** is determined to be the appropriate outcome, the warning should be sent to the student's **DU email address** (whenever possible) and include the following:

- **Date, time, and location** the warning was issued.
- **Detailed description** of the violation and why it did not meet program expectations.
- **Clearly stated expectations** moving forward, including:
 - The duration for which these expectations remain in effect.
 - Potential consequences for repeat or additional violations.
- **Final Warning Statement:** Indicate that this is the final warning and that any further violations will likely result in **immediate removal from the program**, with possible financial and academic penalties, including but not limited to:
 - Loss of any program fees paid.
 - Requirement to reimburse distributed financial aid.
 - Return travel at personal expense.
 - A grade of **"F"** or **"U"** as applicable.
- **Delivery and Documentation:**
 - Request a **delivery receipt confirmation** and **read receipt confirmation**.
 - CC International Travel Health & Safety on the email.

Sample Written Warning:

01/01/2026
10:00 AM
Florence, Italy

On 01/01/2026 at 11:00 am, I met with John Doe to discuss alleged violations of program expectations including excessive drinking to the point of intoxication, missing curfew, and missing class during the 2026 Medieval Art in Florence Program. The events in question took place on 10/01/2026.

Specifically, John Doe's roommates reported John Doe arriving home at 1:45 am on Monday, 01/01/2026. Curfew for the program is Midnight. Additionally, John Doe's roommates reported that John Doe was in an intoxicated state as they observed John Doe slurring words, blood shot eyes, stumbling, and a strong smell of alcohol coming from John Doe. At 8:00 am that morning, John Doe was expected to be present in class but was not. John Doe's roommates reported the incident from earlier in the morning to Dr. Stephenson, Program Staff. Dr. Stephenson asked John Doe why John Doe had missed the class and if the incident as reported by John Doe's roommates was accurate. John Doe admitted that John Doe had gone drinking, returned after curfew, and missed class due to being "hungover".

John Doe and I met to discuss the allegations. John Doe shared their perspective regarding the incident. John Doe accepted responsibility for the violations and expressed remorse.

After careful consideration of the information available, it is more likely than not that John Doe did violate program expectations. These program expectations were provided to all students, including John Doe prior to departure and upon arrival. As a result, this notice serves as a final written warning. *(If assigning other educational learning pieces here is an example)* John Doe will not be granted participation points for the missed class and will need to complete a summary of the topic discussed in class. This summary must be 1000 words. This will be due to Dr. Stephenson by noon on 01/04/2026 via OneDrive.

Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

Continuation of this behavior or any other behavior in violation of the program expectations will result in

further, escalated program status including probation and/or removal from the program. Please note, if a student is removed from the program, there are possible financial and academic penalties, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of “F” or “U” as applicable.

As this is a written warning, it is considered final and there is no route for appeal.

Sincerely,

Dr. Williams

Program Probation

If, after reviewing allegations and hearing the student’s perspective, program probation is determined to be the appropriate outcome, the notification must be sent to the student’s DU email address (whenever possible) and include the following:

- **Date, time, and location** when probation was issued.
- **Detailed description** of the violation, including why the behavior did not meet program expectations.
- **Clearly stated expectations** for future conduct, the duration of probation, and potential consequences for repeat or additional violations—including violations of probation terms.
- **Explicit warning** that further violations while on probation will likely result in immediate removal from the program, with possible financial and academic penalties, such as:
 - Loss of any program fees paid
 - Requirement to reimburse distributed financial aid
 - Return travel at personal expense
 - Assignment of a grade of “F” or “U” as applicable
- **Delivery and read receipt confirmations**, with a CC to International Travel Health & Safety.

Sample Notification of Program Probation:

01/10/2026
10:00 AM
Florence, Italy

On 01/10/2026 at 11:00 am, I met with John Doe to discuss alleged violations of program expectations regarding missing curfew during the 2026 Medieval Art in Florence Program. The events in question took place on 01/10/2026.

Specifically, John Doe’s roommates reported John Doe arriving home at 1:45 am on Monday, 01/10/2026. Curfew for the program is Midnight. At 8:00 am that morning, John Doe was expected to be present in class but was not. John Doe’s roommates reported the incident from earlier in the morning to Dr. Stephenson, Program Staff. Dr. Stephenson asked John Doe why John Doe had missed the class and if the incident as reported by John Doe’s roommates was accurate. John Doe admitted that John Doe had returned after curfew and missed class due to being “tired”.

John Doe and I met to discuss the allegations. John Doe shared their perspective regarding the incident. John Doe accepted responsibility for the violations and expressed remorse.

After careful consideration of the information available, it is more likely than not that John Doe did violate program expectations. These program expectations were provided to all students, including John Doe prior to departure and upon arrival. John Doe received a written warning on 01/01/2026 for violating program expectations, including missing curfew and class.

As a result, this notice serves as notification that John Doe is being placed on Program Probation for the

remainder of the program. (If assigning other educational learning pieces here is an example) John Doe will not be granted participation points for the missed class and will need to complete a summary of the topic discussed in class. This summary must be 1000 words. This will be due to Dr. Stephenson by noon on 01/04/2026 via OneDrive. John Doe's curfew for the remainder of the program will be 10 pm unless prior permission is granted by the Program Staff.

Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

Continuation of this behavior, or any other behavior in violation of the program expectations will result in John Doe's immediate removal from the program. Please note, if a student is removed from the program, there are possible financial and academic penalties, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of "F" or "U" as applicable.

As this is a status of Program Probation, it is considered final and there is no route for appeal.

Sincerely,

Dr. Williams

Removing a Student from the Program

A student may be removed from a program if they:

- Fail to meet the conditions of a prior **Written Warning** or **Program Probation**, or
- Commit a violation warranting **immediate removal**.

Behaviors that may lead to immediate removal include, but are not limited to:

- Sexual assault
- Acts of violence
- Significant violations of the law

Decision-Making Process

- The Program Leader (PL) is often in the best position to impose an outcome of immediate removal but should consult with **International Travel Health & Safety** whenever possible.
- International Travel Health & Safety will coordinate with appropriate stakeholders (e.g., Associate Dean or designee of the sponsoring unit, Student Rights & Responsibilities, Dean of Students Office).
- For non-immediate removal decisions, the appellate determination will be considered final.

Key Considerations

- Removal from the program is an **interim measure** to address urgent situations or repeated violations.
- Removal does not automatically affect student status at DU; this will be determined through the **SRR process**.
- When possible, removal should follow at least one written warning and clear notice that removal is a potential consequence.

Logistics for Removal

- PLs and International Travel Health & Safety will work together to arrange or assist the student in arranging travel.
- **Financial charges for travel should never be incurred personally by the PL or other University staff.**
- Whenever possible, the PL or designated program staff should escort the removed student to their point of departure (airport, train station, bus station) and confirm boarding.

Removal Notice

If a student fails to meet the outcomes of a written warning or program probation, engages in repeated or escalated behavior, or commits a violation so severe that immediate removal is warranted, the **Removal Notice** must be sent to the student's DU email address (whenever possible) and include:

- **Date, time, and location** when the Removal Notice was issued.
- **Detailed description** of the violation, including any sanctions or actions taken prior to removal.
- **Clear statement of removal**, specifying that:
 - The student is no longer enrolled in the program.
 - The student may not attend any program activities or associate with program participants or staff.
 - The student must vacate program accommodations by a designated date and time.
- Delivery and read receipt confirmations, with a CC to International Travel Health & Safety.

Sample Notification of Removal: Non-Immediate

01/10/2026
10:00 AM
Florence, Italy

On 01/17/2026 at 11:00 am, I met with John Doe to discuss alleged violations of program expectations regarding excessive drinking, missing curfew, and missing class during the 2026 Medieval Art in Florence Program. The events in question took place on 01/17/2026.

Specifically, John Doe's roommates reported John Doe arriving home at 1:45 am on Monday, 01/17/2026.

Updated 11/24/2025

15

Curfew for John Doe is 10 PM. At 8:00 am that morning, John Doe was expected to be present in class but was not. John Doe's roommates reported the incident from earlier in the morning to Dr. Stephenson, Program Staff. Dr. Stephenson asked John Doe why John Doe had missed the class and if the incident as reported by John Doe's roommates was accurate. John Doe admitted that John Doe had returned after curfew and missed class due to being "hungover".

John Doe and I met to discuss the allegations. John Doe shared their perspective regarding the incident. John Doe accepted responsibility for the violations and expressed remorse.

After careful consideration of the information available, it is more likely than not that John Doe did violate program expectations. These program expectations were provided to all students, including John Doe prior to departure and upon arrival. John Doe received a written warning on 01/01/2026 for violating program expectations, including excessive drinking, missing curfew and class and was placed on Program Probation for missing curfew and class.

As a result, John Doe is being removed from the program effective immediately, pending appeal. As John Doe will no longer be a student in the program, John Doe may not participate in any aspect of the program, is restricted to their assigned living quarters, may not associate with other program students and/or program staff except as needed to depart the program, and must leave the associated accommodation by 01/20/2026 at 17:00.

Dr. Stephenson will assist John Doe with travel plans to return to the United States. As John Doe is being removed from the program, there are possible financial and academic penalties which are the responsibility of John Doe, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of "F" or "U" as applicable. Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

To appeal this decision, please complete (FORM) and send via email to PLemail@du.edu and intlsafety@du.edu within 12 hours of this notification, specifically midnight, January 18, 2026.

Sincerely,

Dr. Williams

Sample Removal Notice - Immediate

02/20/2026

18:00

Cusco, Peru

On February 20, 2026 at 18:00, Jane Doe and Janet Palmer had been involved in a verbal argument regarding dirty dishes in their shared apartment which escalated to physical violence. The Program Leader and 10 Program Students reported they saw Jane Doe throw a glass coffee mug in the direction of a fellow program student, Janet Palmer, striking Janet Palmer in the head. Janet Palmer required immediate medical attention.

Given the level of violence demonstrated by Jane Doe resulting in injury requiring medical attention, Immediate Removal from the Program is being issued to Jane Doe. As this decision is made for the immediate health and safety of the program and its students; this decision is considered final and there is no route for appeal.

As Jane Doe will no longer be a student in the program, Jane Doe may not participate in any aspect of the program, is restricted to their assigned living quarters, may not have any contact with Janet Palmer, and must leave the associated accommodation immediately.

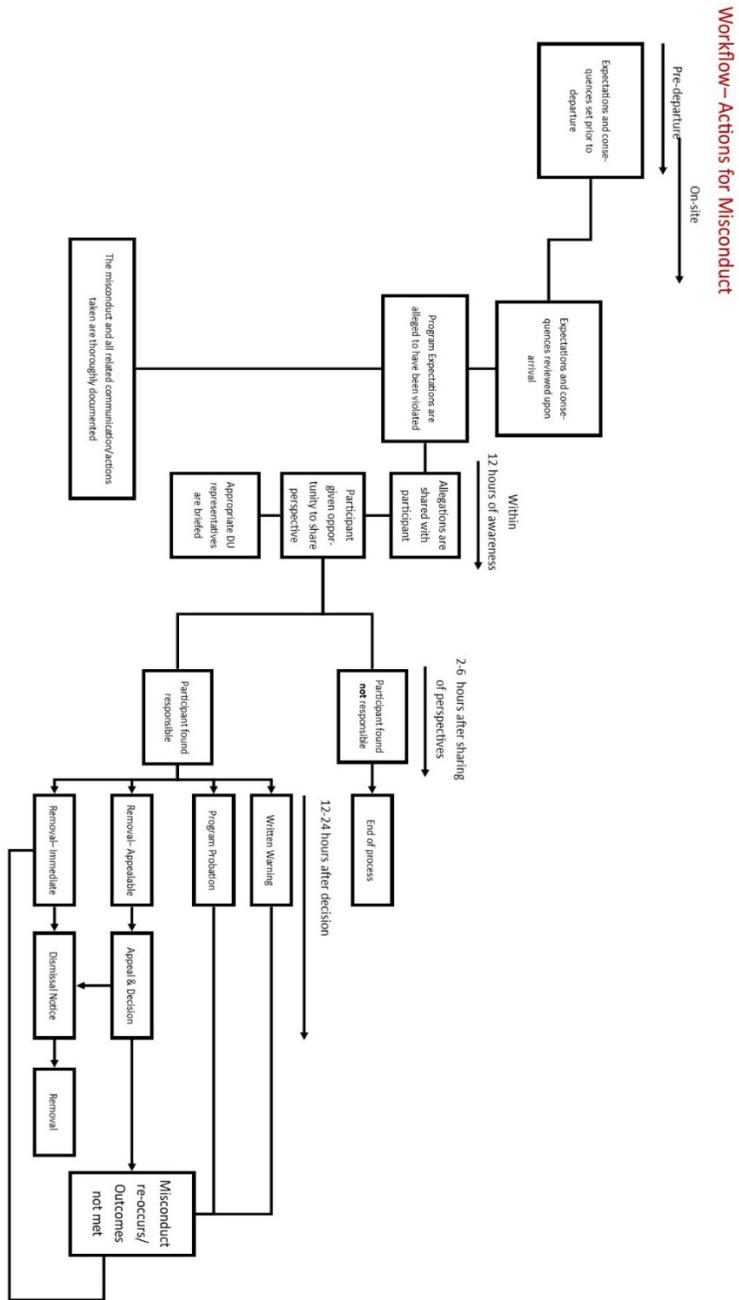
Dr. Stephenson will assist Jane Doe with finding a new temporary accommodation at the student's expense while travel arrangements are pending and coordinating travel plans to return to the United States. As Jane Doe is being removed from the program, there are possible financial and academic penalties which are the

responsibility of Jane Doe, including but not limited to, loss of any program fees paid, possible requirement to reimburse any distributed financial aid, return travel at personal expense, and a grade of "F" or "U" as applicable. Additionally, this information is being referred to the Office of Student Rights & Responsibilities for review.

Sincerely,

Program Leader

Workflow-Judicial Actions for Misconduct



Definitions for misconduct

- **Educational Outcome**
 - An impact on grade, an additional assignment, loss of privileges within a program, program probation, a warning of removal, etc.
- **Excessive Drinking**
 - When someone drinks alcohol to the point of impairment to perform simple tasks, or assignments, becomes a threat to themselves, others, or the program's objectives.
- **Program Probation**
 - When a student is disallowed from an aspect of a program such as attending scheduled meetings or events.
- **Program Staff**
 - The faculty or staff member employed by DU and designated in the International Group Program Proposal as being responsible for leading DU students or other program participants abroad and functioning in a teaching or supporting role.
- **Student**
 - An undergraduate, graduate, or professional student enrolled at DU who has committed to participate in an approved education abroad experience organized through DU.

What is an Off-Campus Emergencies/Crisis?

An emergency is a situation where the health, safety and well-being of a program participant is in immediate danger. Emergencies can occur on the individual or group level. The following is a list of *examples* of emergency situations, and is not an exhaustive list:

- Natural disasters (floods, hurricanes, earthquakes)
- Civil disorder
- Terrorist attacks
- Participant/PL/staff accidents
- Illness or injury
- Assault or rape
- Missing participant(s)
- Arrest
- Mental health problems
- Death of a participant
- Alcohol/drug abuse
- Serious participant misbehavior

Fundamental Principles for any Emergency/Crisis Procedure

- Prevent life-threatening situations without putting yourself in harm
- Facilitate a safe and calm atmosphere
- Ensure health and safety of participants
- Contact appropriate DU personnel
- Maintain communication channels
- Document as much information as possible

In-Country Emergency and Crisis Response

Program Leader Responsibilities

The Program Leader (PL) is responsible for the following emergency preparedness and response activities while

abroad:

- **Coordinate all response activities** and make timely decisions to ensure participant safety.
- **Monitor local conditions** and identify potential threats to the program or group.
- **Maintain functional emergency phone numbers** for the program, especially when changing locations.
- **Document and report signs of participant crises**, such as inappropriate behavior or illness.
- **Assess and act quickly during a crisis**, taking immediate steps to protect participants (e.g., evacuate a building, establish an alternate meeting location).
- **Document all actions taken by:**
 - Calling CRISIS24 (+1-443-569-8601)
 - Emailing intlsafety@du.edu
 - Filing an International Incident Report

DU Support Actions During an Emergency

Upon notification from the PL or during an emergency, International Travel Health & Safety and supporting units will:

- **Establish and maintain active communication** with the PL.
- **Document crisis details**, including:
 - Who is involved and the severity of the situation
 - Recommended actions from the PL (e.g., insurance assistance, local support, embassy/consulate info, transportation, communication support)
 - Local authorities or hospitals involved (e.g., police, ER, local doctor)
 - Information from credible local sources about safety conditions and social atmosphere (e.g., anti-American sentiment, need for escorts)
- **Share information** with the PL, including updates from U.S.-based sources (risk analysis, news, government advisories) and gather local insights from the PL. DU should also monitor U.S. media coverage to anticipate parent concerns.
- **Ensure PL access to participant emergency contact information** via online systems, email, or designated phone resources.
- **Document all decisions and actions taken** by DU during the crisis.

Working With Participants in Distress/Mental Health Cases

Trends in collegiate mental health show a significant increase in severe psychological concerns among students. The added stress of an off-campus experience—combined with distance from familiar support networks—can trigger new issues or exacerbate existing conditions.

Common challenges PLs may encounter include:

- Depression and anxiety
- Suicidal thoughts or ideation
- Increased alcohol use
- Self-destructive behaviors

To prepare for these situations, all Program Leaders (PLs) are required to complete **Mental Health First Aid certification** offered by DU: <https://studentaffairs.du.edu/mhfa>

Recognizing Emotional Distress

As a trusted authority figure, PLs should remain alert for signs of emotional distress, which may include:

- Noticeable changes in self-care or grooming
- Withdrawal from social interaction
- Tearfulness or frequent crying
- Hyperactivity or agitation
- Talking about death or suicide

Role of the Program Leader

While PLs are **not expected to act as mental health professionals**, participants may seek them out for guidance or support. For this reason:

- Be prepared to engage with participants who exhibit concerning behaviors or request help.
- Review any **self-disclosed medical history** collected prior to departure to anticipate potential needs.

If this situation arises the following tips can help guide a response:

- **Do not promise confidentiality.** Depending on what is disclosed you may be required by law to report the conversation, including participant names, to DU. The International Health & Safety Lead can assist in determining what must be reported.
- The PL should not, in most cases, diagnose the issue.
- **Meet with the participant one-on-one in a public**, yet private enough space to have a conversation. i.e., hotel lobby, public park.
- Let the participant know you have noticed something and are concerned.
- **Ask open ended questions** and avoid “why?” questions.
- **Be patient.** Allow for silences.
- Summarize and make sure the participant feels understood.
- **Suggest and encourage available resources.** CRISIS24 can arrange mental health counseling.

Conversation Starters for Students in Distress

- *“I’ve noticed you have seemed down lately. I’m worried about you and want to help.”*
- *“I’ve noticed that since Monday you have been avoiding Juan. I’m concerned and want to help.”*
- *“For the last few mornings, you seem extra tired and have been late to class. I want to help you get the most out of this experience.”*

What Helps	Not Helpful
It sounds like you may have a real illness that may be causing these thoughts and feelings.	It’s all in your head.
I may not understand exactly how you feel, but I care about you and want to help.	We all go through things like this.
You are not alone in this. I’m here for you.	You’ll get over this.
Talk to me. I’m listening.	Here’s my advice

Cancelled a Program

Deciding to cancel a program after it has begun, even when done for the best reasons, may result in negative responses from the participants and participant’s families. It is imperative than any consideration to cancel a program be done in consultation with International Travel Health & Safety who will convene with the appropriate on-campus personnel.

The PL, in consultations with the appropriate on-campus personnel, may decide to cancel the program in response to:

- Death of a program participant
- Kidnapping of program participant
- Outbreak of infectious disease at the program site
- A natural disaster that impacts the program’s success and safety of the participants

- A political or civic emergency
- Serious illness or injury suffered by the PL

Insurance coverage

As a registered traveler on [DU-related international travel](#) you are fully covered—at no cost to you—under an accident, sickness, and emergency care insurance plan that works in tandem with our 24/7 travel assistance. In most cases, there is no longer a need to purchase a supplemental plan or verify coverage with your domestic insurance provider. This plan includes 14 days' sojourn (personal travel) when it is connected to the DU-related travel.

Using insurance

If you are encountering a medical emergency call the local equivalent of "911". If there is no local equivalent, refer to one's pre-departure research where local hospitals or emergency services were identified.

If not a medical emergency, any traveler can call CRISIS24 at **+1-443-569-8601** when:

- You require a referral to a hospital or doctor.
- You are hospitalized and need to coordinate insurance benefits to pay the bill or need a guarantee of payment.
- The situation in your location is devolving, and you want to understand your evacuation options.

When you call the number above, please be prepared with the following information:

- Name of caller, phone #, relationship to traveler if not oneself
- Traveler's name
- College or department
- 87#
- A description of the traveler's condition/need
- Name, location, and telephone number of hospital (if applicable)
- Name and telephone number of the treating doctor (if applicable)

***Note, if seeking evacuation, it is important to call Crisis24 before making any travel arrangements. Only arrangements made by Crisis24 and authorized by DU are covered under the insurance benefits.**

Filing a claim

If a traveler incurs out-of-pocket expenses that fall within our benefits, they will need to file a claim. Contact intlsafety@du.edu for the claim form.

Incident specific scenarios

Arrest

Definition:

Participant has been legally incarcerated by local authorities.

Examples:

Drug or alcohol misuse, sexual misconduct, theft

Immediate Actions:

1. Monitor participant's safety, wellbeing, and confirm their location.
2. Contact CRISIS24 (+1-443-569-8601) for advice and to open a case. This will notify ITHS

Information to Gather:

- Describe nature of incident leading to participant's legal incarceration.
- Has the participant been detained or arrested?
- What agency has made the arrest? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses? (What are their names and contact info?)
- What rights have been granted?
- Has the U.S. Embassy /consulate been notified?
- Has the participant been given legal representation? If so, name and phone number.
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media)?
- Is the participant asking for assistance in contacting family?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. Contact CRISIS24 to open a case and get advice. This will notify ITHS
3. Collect written reports from witnesses (other participants) when appropriate
4. Visit participant if possible and appropriate
5. Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Convene the ITC
3. Contact appropriate additional DU staff and any provider staff who should be aware
4. Verify the participant has contacted the appropriate Embassy and is obtaining legal representation
5. Assist the participant in contacting the appropriate Embassy if necessary
6. Refer any media inquiries to MarComm

Follow-up:

1. Maintain incident documentation
2. Evaluate whether participant should be referred to the Office of Student Rights and Responsibilities
3. Coordinate with academic unit to resolve any academic credit issues
4. Continue to monitor CRISIS24 case notes

Know:

- One of the most essential tasks of the Department of State and the U.S. embassies and consulates abroad is to provide assistance to U.S. citizens incarcerated abroad. Consular Services, upon notification of arrest, can visit the prisoner, provide a list of attorneys, provide information on judicial procedures, notify family, etc.

Civil Unrest/ Terrorism

Definition:

Public disturbance that is caused by a group of people which impacts the ability to maintain the safety of program participants.

Examples:

Rioting, Political demonstrations that turn violent, Hate crime

Immediate Actions:

1. Avoid the area of unrest and shelter in a safe place until advised otherwise
2. Monitor participant's safety, wellbeing and confirm their locations
3. Contact CRISIS24 (+1-443-569-8601) for advice, possible evacuation, and to open a case. This will notify ITHS

Information to Gather:

- What is the nature of the unrest?
- How widespread is the unrest?
- Is there a target of the unrest?
- Where is each program participant currently located?
- Is the location of the program participants safe? Long term or short term?
- What advice have local authorities given for response/ precaution?
- Has the U.S. embassy been notified? When? Who was the contact person there?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. Contact all participants to determine their needs and whereabouts
3. Contact CRISIS24 to open a case and get advice. This will notify ITHS

4. Monitor the U.S. Embassy and State Department websites for current information
5. Gather group in one location if safe to do so and shelter in place
6. Identify participant responsibilities and provide them with specific emergency evacuation plans
7. Ensure that all travelers have their passport and can access it at a moment's notice.

DU:

1. Begin an event log; gather background information and obtain as many details as possible
2. Convene the ITC (as applicable)
3. Contact appropriate additional DU staff
4. Contact the "Emergency Evacuation" provider (CRISIS24) to establish action plan should one be needed
5. Contact the appropriate Embassy for advice and monitor the Embassy and State Department websites
6. Collect and organize information for an evacuation manifest (Passport number, exp. Date, country of issuance, date of birth, name as it appears)
7. Provide program participants with specific emergency evacuation plans
8. Coordinate in-country transport of participants if needed
9. Arrange alternative lodging and/ or support services if needed
10. Refer any media inquiries to MarComm

Follow-up:

- Maintain incident documentation
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor CRISIS24 case notes

Know:

- Registering with the U.S. Dept of State through the STEP program provides the nearest U.S. Embassy the information they need to send alerts and warnings directly to you as well as assist in evacuation if necessary.
- DU provides for Emergency Evacuation due to political instability that is a threat to the health and safety of its travelers. The decision to evacuate must be made by Crisis24, ITHS, and DU administration.

Death

Definition:

The end of life for a person.

Examples:

The permanent absence of heartbeat and spontaneous breathing

Immediate Actions:

1. Call the 911 equivalent as applicable
2. Contact CRISIS24 (+1-443-569-8601) for advice, to initiate repatriation of remains, insurance coordination, and to open a case. This will notify ITHS

Information to Gather:

- What are the known details surrounding the death?

- Where are the remains being kept? Hospital? Other facility?
- If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- What is the country's death protocol?
- Does the family want the remains returned to the U.S.?
- Are counseling services available on-site?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. If death occurs outside of a hospital, contact local authorities to report it
3. Contact CRISIS24 to open a case and get advice. This will notify ITHS
4. Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized. Likely, shelter in place at the accommodation
5. Make counseling services available to program participants
6. PL should not contact the family of the deceased

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Convene the ITC ensuring the Dean of Students office is aware to initiate death protocol
3. Contact appropriate additional DU staff
4. Ensure that counseling services are available to program participants
5. Engage with Crisis24 on repatriation. (The process may take much longer than a family expects)
6. Refer any media inquiries to MarComm

Follow-up:

- Maintain incident documentation
- Make sure a repatriation claim is initiated with insurance company
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor CRISIS24 case notes

Loss/ Theft of Credit Card

Definition:

Participant's credit card or debit card has been lost or stolen.

Examples:

Participant has been robbed; Participant has changed locations but forgotten card

Immediate Actions:

1. Report card lost/stolen to the issuing agency
2. Consider reporting any crime to the local police (if advisable to do so)
3. Report any situation that involved theft, physical violence to intlsafety@du.edu
4. Contact Crisis24 if there is any injury involved and medical attention is necessary

Information to Gather:

- Has the participant notified the bank and or police?
- What was the bank/police's advice?
- Has a police report been filed? What is the case number? Who was the contact?
- What access to other sources of money does the participant have? Additional cards, cash, family?
- Where/ when did this happen?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. Contact CRISIS24 to open a case and get advice. Depending on the severity of the case, this will notify ITHS
3. If card was left behind, call last location and see if it has been found
4. Call bank and cancel card
5. File a police report (if advisable to do so)
6. Assess financial need for remainder of program and what access to funds the participant has

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Assist where possible in helping the participant communicate with appropriate offices
3. Recommend the participant call their bank and family for assistance. DU may be able to assist through Student Outreach and Support: <https://studentaffairs.du.edu/student-outreach-support>

Follow-up:

- Maintain incident documentation

Know:

- Any loans given by the PL, fellow participants or 3rd party are not guaranteed and unlikely to be reimbursed by DU.

Loss/ Theft of Passport

Definition:

Participant's passport has been lost or stolen.

Examples:

Participant has been robbed; Participant has changed locations but forgotten passport

Immediate Actions:

1. Report passport lost/stolen to the issuing embassy
2. Make an appointment for an emergency replacement at the nearest embassy or consulate. The passport holder will likely need passport photos and to attend the appointment alone.

3. Consider reporting any crime to the local police (if advisable to do so)
4. Contact Crisis24 if there is any injury involved and medical attention is necessary and to open a case, get advice, and notify ITHS. There may be Trip Interruption financial assistance through our insurance.

Information to Gather:

- Has the participant notified the police?
- What was the police's advice?
- Has a police report been filed? What is the case number? Who was the contact?
- Where/ when did this happen?
- When will the passport be needed next for travel or as part of the program itinerary?
- Has the embassy been notified?
- Does the participant have a copy and passport photos for replacement?
- Is there time to have renewal before the next flight? If not, what are the options for lodging and booking new travel?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. If passport was left behind, call last location and see if it has been found
3. Call nearest embassy/ consulate to report the loss and make appointment for replacement
4. Contact CRISIS24 to open a case and get advice. This will notify ITHS
5. Call local police and file a police report if advisable to do so
6. Keep in mind that participant may have to enter Embassy/Consulate without the PL. Ensure the participant has all documentation necessary prior to appointment
7. If travel adjustments must be made, work closely with appropriate personnel at DU

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Assist where possible in helping the participant communicate with appropriate offices
3. Familiarize yourself with replacement process on the website of the nearest Embassy
4. Email the participant a copy of their passport information on file if needed and available
5. Assist with any necessary travel adjustments when possible

Follow-up:

- Maintain incident documentation

Know:

- In most cases you will need to get a passport photo prior to arrival at the Embassy or Consulate. You will also likely need an appointment. While an Embassy or Consulate can often arrange same day, emergency replacement, this is often not the case outside normal business hours of Mon-Fri 8-5.

Mental Health

Definition:

Any mental state which prevents the person from normally continuing the activities the person

was capable of performing before the onset of symptoms.

Examples:

Depression, extreme homesickness, suicidal thoughts

Immediate Actions:

1. Monitor participant's safety, wellbeing, and confirm their location
2. Address the situation with the traveler using skills learned in the Mental Health First Aid course
3. Contact CRISIS24 (+1-443-569-8601) for advice, medical referrals, insurance coordination, and to open a case. This will notify ITHS

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the person a danger to themselves or those around them?
- What symptoms have been noticed?
- Does the person require emergency medical evacuation?
- Has the person sought medical assistance? Where, when?
- How long have the symptoms been observed? Is this a known preexisting condition?
- What is the prognosis?
- Is the person confined to the hospital? Hotel? Other facility?
- Does the person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

1. Assist in contacting the travel assistance company, CRISIS24 (+1-443-569-8601) or local emergency responders as needed for medical or counselling referrals and possible evacuation
2. If suicidal ideations are observed/suspected, ask directly, "Are you having thoughts of suicide?" or "Are you thinking about killing yourself?" – Asking the direct question does not increase the risk of the person attempting suicide.
3. Begin an event log: gather background information and obtain as many details as possible
4. Ensure person is receiving appropriate care and perform well-fare checks as appropriate
5. Offer yourself as a caring person until professional assistance has been obtained. Do not diagnose.
6. Being respectful of the person's privacy, ensure other program participants are aware that you are working on an issue and know what they should be doing while the situation is stabilized
7. If relevant, help person gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. CRISIS24 will often coordinate with the insurance company, and these documents may not be necessary, but it's not a bad idea to get them.

DU:

1. Begin an event log: gather background information and obtain as many details as possible

2. Contact appropriate additional DU staff (i.e., Counseling Center)
3. Take action as necessary to remove participant from program and/or make arrangements for medical evacuation or family visit
4. Refer any media inquiries to MarComm

Follow-up:

- Maintain incident documentation
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor CRISIS24 case notes

Know:

- DU's counseling services are very limited in what it can provide over the phone to participants while abroad. CRISIS24 can provide referrals to mental health providers which is covered by insurance.

Misconduct

Definition:

Any action or behavior repeated or isolated that violates local law, DU Student Honor Code, reasonable expectations of adult behavior, the rights of other program participants and/ or impedes the progress of the course/ program/ itinerary.

Examples:

Excessive drinking, drug use, abuse, vandalism, disrespectful behavior, unexcused and repeated absence, refusal to follow instruction

Immediate Actions:

1. Discuss the misconduct with the alleged perpetrator and any possible DU victims
2. Work with any local authorities involved as necessary without "litigating" the case
3. Notify the appropriate offices at DU (i.e., Title IX, ITHS, SRR)
4. Provide a written warning with consequences of repeat behavior to the alleged perpetrator or discuss possible immediate dismissal with ITHS as applicable

Information to Gather:

- What are known details of incident?
- Who is involved?
- Is the person a danger to themselves or those around them?
- What behavior has been observed?
- Has the person been given a warning or been talked to?
- Does the person require immediate removal from the program?
- Are the local authorities or 3rd parties involved?
- How long has the behavior been going on?
- Is there any known cause for the behavior?
- Is the person confined to the hospital? Hotel? Other facility?
- Does person want to return to the U.S.?
- What are other participants saying about this person's behavior?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. Review the conduct protocols in this guide to ensure due process is provided
3. Discuss behavior with person and inform them that a violation of the established program expectations may be grounds for immediate removal from the program
4. Contact DU (intlsafety@du.edu) and make an initial report and form a communication plan
5. If necessary, insist that person remain isolated while situation is resolved
6. Ensure other program participants are aware that you are working on an issue and know what they should be doing while the situation is stabilized

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Contact appropriate additional DU staff (i.e., Title IX, SRR, Dean)
3. If determined helpful, speak with the misbehaving person and detail the repercussions of their actions
4. Take action as necessary to remove participant from program as applicable

Follow-up:

- Maintain incident documentation
- Report any contact the person continues to have after being dismissed from program
- Coordinate with the Office of Student Rights and Responsibilities for appropriate sanctions
- Coordinate with academic unit to resolve any academic credit issues

Know:

- DU largely relies on the opinion of the PL when deciding to remove a participant from a program. If appropriate, DU can arrange transportation to the airport, purchase a return flight and place the charges on the person's DU account. In many cases, this will be presented as an option along with said person paying a change fee to leave the country immediately. DOCUMENTATION OF ALL EVENTS AND MITIGATING CONVERSATIONS IS EXTREMELY IMPORTANT.

Natural Disaster

Definition:

A natural event that causes heavy damage and/or loss of life.

Examples:

Earthquake, Hurricane, Flood, Volcanic eruption

Immediate Actions:

1. Avoid the area of damage and shelter in a safe place until advised otherwise
2. Monitor participant's safety, wellbeing, and confirm their locations
3. Contact CRISIS24 (+1-443-569-8601) for advice and to open a case. This will notify ITHS
4. Monitor local news and advice
5. Ask all US travelers to register with in the STEP program if they have not. Non-US travelers should identify similar services with their embassy.

Information to Gather:

- What is the nature of the disaster?
- How widespread is the damage?
- Is there a likelihood of a continuing safety risk?
- Where is each program participant currently located?
- Is the location of the program participants safe? Long term or short term?
- What advice have local authorities given for response/ precaution?
- What advice has the U.S. Embassy given?
- Is travel restricted?
- What are available travel options?
- What is the availability of resources? Food, water, shelter, medical supplies/ attention?
- Have local authorities imposed protections and/ or restrictions?
- Is evacuation desirable? If so, when, where, how?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. Contact all participants to determine their needs and whereabouts
3. If in immediate danger or needing medical attention, contact the local equivalent of 911
4. If directly impacted and in need of assistance, contact CRISIS24 to open a case and get advice. This will notify ITHS
5. Monitor the U.S. Embassy and State Department websites for current information and sign up for CRISIS24 alerts if you have not done so
6. Gather group in one location if safe to do so
7. Identify a source of resources. Food, water, shelter, medical facilities
8. Identify participant responsibilities and provide them with specific emergency evacuation plans
9. Ensure all travelers have access to their passport at a moment's notice

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Convene the ITC
3. Contact appropriate additional DU staff
4. Monitor the Embassy and State Department websites
5. Contact the "Emergency Evacuation" provider (CRISIS24) to establish action plan should one be needed
6. Collect and organize information for an evacuation manifest (Passport number, exp. Date, country of issuance, date of birth, name as it appears)
7. Provide program participants with specific emergency evacuation plans
8. Coordinate in-country transport of participants if needed
9. Arrange alternative lodging and/ or support services if needed
10. Refer any media inquiries to MarComm

Follow-up:

- Maintain incident documentation
- Coordinate with Enterprise Risk Management and Crisis24 regarding any evacuation needed

- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor any CRISIS24 case notes

Serious Illness

Definition:

Any illness which prevents the ill person from normally continuing the activities the person could perform before the illness occurred.

Examples:

High Fever, gastrointestinal problems, severe allergic reaction, other illness requiring hospitalization

Immediate Actions:

1. Monitor participant's wellbeing, assess severity, and confirm their location
2. Contact CRISIS24 (+1-443-569-8601) for advice, medical referrals, insurance coordination, and to open a case. This will notify ITHS

Information to Gather:

- What are known details of incident?
- Who was involved?
- How did the illness occur?
- Does the ill person require emergency medical evacuation?
- Has the ill person sought medical assistance? Where, when?
- How long has the illness been going on? Is it from a preexisting condition?
- What is the prognosis?
- Is the ill person confined to the hospital? Hotel? Other facility?
- Does ill person want to return to the U.S.?
- Has anyone else been notified? Family, media, insurance company?

Action Steps:

On-site:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Ensure ill person is receiving appropriate care
- c) Contact CRISIS24 to open a case and get advice. This will notify ITHS
- d) Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
- e) Help patient to gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. CRISIS24 will often coordinate with the insurance company and these documents may not be necessary, but it's not a bad idea to get them.

DU:

- a) Begin an event log: gather background information and obtain as many details as possible
- b) Convene the ITC
- c) Contact appropriate additional DU staff

- d) Act as necessary to remove participant from program and or make arrangements for medical evacuation or family visit
- e) Refer any media inquiries to MarComm

Follow-up:

- o Complete incident report
- o Coordinate with academic unit to resolve any academic credit issues
- o Continue to monitor CRISIS24 case notes

Serious Injury

Definition:

Any injury, other than a fatal injury, which prevents the injured person from normally continuing the activities the person could perform before the injury occurred.

Examples:

Severe lacerations, broken or distorted limbs, skull, chest, or abdominal injuries, unconsciousness

Immediate Actions:

1. Monitor participant's wellbeing, assess severity, and confirm their location
2. Contact CRISIS24 (+1-443-569-8601) for advice, medical referrals, insurance coordination, and to open a case. This will notify ITHS

Information to Gather:

- o What are known details of incident?
- o Who was involved?
- o How did the injury occur?
- o Are rescue operations needed?
- o Has the injured person sought medical assistance? Where, when?
- o Is the injured person confined to the hospital? Hotel? Other facility?
- o If necessary, has incident been reported to local law enforcement? What agency, case number, contact person?
- o Does injured person want to return to the U.S.?
- o Has anyone else been notified? Family, media, Crisis24?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. Ensure injured person is receiving appropriate care
3. Contact CRISIS24 to open a case and get advice. This will notify ITHS
4. Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
5. Help patient gather medical documents including itemized bill with procedure codes/ ICD9 Codes and descriptions in the native language. CRISIS24 will often coordinate with the insurance company, and these documents may not be necessary, but it's not a bad idea to get them.

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Convene the ITC (as applicable)
3. Contact appropriate additional DU staff
4. Act as necessary to remove participant from program and or make arrangements for medical evacuation or family visit
5. Refer any media inquiries to MarComm

Follow-up:

- Maintain incident documentation
- Coordinate with academic unit to resolve any academic credit issues
- Continue to monitor CRISIS24 case notes

Sexual Assault

Definition:

Sexual contact or behavior that occurs without the explicit consent of the victim.

Examples:

Rape, inappropriate touching

Immediate Actions:

1. Monitor participant's wellbeing, and confirm their location
2. Ask the victim if they would like to file a police report and/or see a physician (discuss this with Crisis24 first to determine local customs or reactions)
3. Contact CRISIS24 (+1-443-569-8601) for advice, medical referrals, insurance coordination, and to open a case.
4. Directly notify ITHS so a Title IX report may be filed

Information to Gather:

- What are known details of incident?
- Who was involved?
- Where is the accused?
- Is the person allegedly responsible a program participant, faculty, staff, local, etc.?
- Has victim sought medical assistance? Where, when?
- Has incident been reported to local law enforcement? What agency, case number, contact person?
- Does the victim want to seek medical assistance?
- Does the victim want to report to local law enforcement?
- Are there witnesses?
- Is counseling available? In English? Where?
- Does victim want to return to the U.S.?
- Has anyone else been notified? Family, media, Crisis24?
- What are the country's laws regarding the report of a sexual assault? Will victim and accused be detained? Will victim experience an unwelcome reaction from authorities? (Department of State or Crisis24 can assist with this)
- What is the local cultural outlook on sexual assault? Does the culture support a woman's right to file a police report?

Action Steps:

On-site:

1. Ensure victim is safe and separated from accused
2. Begin an event log: gather background information and obtain as many details as possible
3. Do not promise to be a confidential resource. DU employees MUST report the incident, including names of victims to the Title IX coordinator
4. Tell the victim that it is not his/her/their fault
5. Do not force victim to seek medical attention or to file a report
6. Contact DU (intlsafety@du.edu) and make an initial report and form a communication plan
7. If victim desires counseling or medical attention, contact CRISIS24 (+1-443-569-8601) for local facility
8. Assist in contacting family if victim desires such
9. Gather information regarding possible implications of reporting assault to law enforcement (i.e.: passport taken)
10. The Department of State can be called at +1-202-501-4444 (from overseas) or Crisis24 to determine appropriate next steps based on country.
11. Get victim medical treatment if victim desires to do so
12. Report assault to law enforcement if victim desires to do so

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Convene the ITC (as applicable)
3. Contact Title IX coordinator and report. Names of victim and accused, if known, are required
4. Contact the appropriate Embassy for advice on country specific laws. Alternatively, Crisis24 may provide advice.
5. Take action as necessary to remove victim and/or accused from program
6. Refer any media inquiries to MarComm

Follow-up:

- Maintain incident documentation
- Refer victim for additional counseling
- Coordinate with academic unit to resolve any academic credit issues

Unexplained Absence of Participant

Definition:

Participant has not arrived at the pre-determined meeting location and has been unable to be contacted for an inordinate amount of time.

Examples:

No return from night out, did not disembark booked flight

Immediate Actions:

1. Attempt to reach the missing person via email, phone, social media
2. Gather as much information as possible about the person's last whereabouts and state of wellbeing from those associated with the program

3. Contact CRISIS24 (+1-443-569-8601) for advice and to open a case. This will notify ITHS
4. Contact local authorities if advisable to do so and report a missing person

Information to Gather:

- When and where was the missing person last seen?
- Was the missing person seen with someone else?
- Who was the missing person's last contact?
- How was the person traveling? Plane, train, foot?
- How long has the person been missing?
- What was the missing person wearing when last seen?
- How familiar is the missing person with the location/ resources available?
- Who might the missing person contact?
- When/ where would the missing person be expected next?
- Are there search/ rescue services available locally?
- Is the participant on any medications or have a significant medical history?
- Photograph, description, passport number.
- If contacted, where should the missing person go to reunite?

Action Steps:

On-site:

1. Begin an event log: gather background information and obtain as many details as possible
2. Ask those associated with the program if they have any information about the missing participant's whereabouts
3. Contact CRISIS24 to open a case and get advice. This will notify ITHS
4. Contact host family/ hotel/ airport/ train station, hospital etc. to inquire about missing person and see what resources are available. (e.g., Can the participant be paged over loudspeakers?)
5. Remain at expected meeting point or proceed to next as appropriate
6. Determine location of all other program participants and organize as a group in one place
7. Ensure other program participants are aware of what is happening and know what they should be doing while the situation is stabilized
8. Contact local police, if determined necessary
9. Contact the U.S. Embassy, if determined necessary

DU:

1. Begin an event log: gather background information and obtain as many details as possible
2. Convene the ITC (as applicable)
3. Contact appropriate additional DU staff
4. Verify travel plans where appropriate
5. Attempt to contact missing person
6. Contact participant's emergency contact for information, if determined necessary

Follow-up:

- Maintain incident documentation

Know:

- If you are concerned about a U.S. citizen who is traveling abroad, you can call the State Department at +1-888-407-4747. The Embassies and Consulates abroad can use the information gathered to check with local authorities to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate. If necessary, they may personally search hotels, airports, hospitals or even prisons. Unless given express permission by the traveler, they cannot share the location of the traveler.