1. **HPU Logistics**

**Cell Phones:**
- Can be provided by the Office of Study Abroad (OSA), or reimbursed if using personal phone (recommended; provide number to Kristen)

**Per Diem:**
- You will receive a per diem check for your meals, at 87% of the rates set by the U.S. Department of State (no need to keep receipts for your meals).
- Incidental will be reimbursed at 100%. You can request a travel advance from the Business Office. Please complete ReimbursableExpenses Log.
- Please review “simple itinerary” for accuracy.
- Refer to GE Faculty Leaders Expenses document for details.

**Travel-Card Reconciliation & Receipts:**
- In most cases, use Travel-Card for program-related emergencies
- Keep all receipts for Travel-Card charges.
- Use receipt books for companies who don’t provide them (e.g. tips for bus drivers; church donations)
- Return Reimbursable Expenses Log, Receipts & Travel-Card to OSA immediately upon return

2. **Emergency Procedures**

**What constitutes an emergency?**

For our purposes, 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 may include incidents that are “newsworthy” and reach U.S. news agencies (or Facebook) and cause alarm to parents or colleagues, including:
- Hospitalization of any length, serious illness or injury
- Participant becoming victim of a crime (e.g. theft, assault, rape, harassment)
- Participant accused of committing a crime or arrested
- Participant with emotional/psychological problems
- Disappearance, hostage-taking, or kidnapping of a student; death of a student
- Situation of concern in host country (e.g. natural disaster, political uprising; continuing strikes causing delays and increased program costs)
- Student with continued poor conduct throughout the program

*Explain to students that they are required to inform you about any medical emergency, even if the incident is not life-threatening - exaggerated rumors of the seriousness may reach parents, who will reach out to HPU for details.*

**Steps & Chain of Command**
- **Work with local authorities:** Tour manager/provider, hospital staff, police department, U.S. Consulates
- Call OSA (Heidi, Kristen, Chris) – numbers are on Emergency Cards in your packets
- OSA will work with Dean of Students, Counseling Services, Judicial Affairs & the Office of the Provost
- Keep a log of what occurred
Non-Emergencies
- In non-threatening cases (e.g. loss of passport; health concern that could worsen (e.g. general doctor’s office visit), please e-mail/text Heidi at hfischer@highpoint.edu or 336.953.0239

Addressing behavioral problems
- Participant Agreement & HPU Travel Release: all participants have signed these statements, which list expected behaviors and consequences for violation. In discussing conduct and discipline with students, please refer to these documents.
- **Recommended course of action:**
  - Verbal notification, with e-mail to OSA, copying the student
  - Written notification (if the discussion didn’t result in mutual understanding and if the behavior continues): inform and consult with OSA regarding the alleged violation
  - Dismissal: after discussion and authorization from OSA. We will ask student to sign a statement of financial and personal responsibility. This will become part of their judicial record.

3. **Checklist**

Prior to Departure
- OSA will provide students with information re: health & safety and emergency preparedness
- OSA will provide cards with local emergency numbers
- OSA will enroll students in the Smart Traveler Enrollment Program (STEP) with the Department of State
- OSA has purchased comprehensive travel insurance with STA Travel through CSA Travel Protection and Insurance Services; NAIC 11231. (Call 800-351-8109 & reference the individual’s policy number that was e-mailed to you or your students.)
- Check www.cdc.gov on information regarding immunizations and health issues. OSA will cover the cost of an office visit and any mandatory immunizations for all program leaders (but not updated vaccinations or routine immunizations such as tetanus)
- Carry all prescription drugs in original containers with their prescriptions
- Remind students that they MUST have their ISICs to board their flights
- Order your program cell phone at least two weeks prior to departure
- Provide OSA with your complete contact information

Upon Arrival
- Notify OSA once you have arrived safely & cleared customs
- Remind students of known risks, including transportation risks, pickpockets, etc.
- If using a local phone, share faculty cell phone number(s) with students and OSA
- Obtain student cell phone numbers (if applicable)
- Create a communication tree for students & implement the “Buddy System” (pair students so that at least one has a cell phone if possible)
- Designate primary and secondary meeting places (tour providers can assist)
- Create an Emergency Action Plan

In Case of Emergency
- Secure a safe location/appropriate medical care
- With insurance or medical advice questions, call 800-351-8109 & reference your policy number
- Contact or respond to directions of local authorities (see Emergency Information Card in packet)
- Call Heidi (336.953.0239) or Kristen (336.823.2865)