# HANDBOOK FOR LEADING INTERNATIONAL PROGRAMS

(4/8/15)

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All Program Leaders must sign and return this page to the International Center

I hereby acknowledge that I have received the University of Hartford Handbook for Leading International Programs and will provide all necessary information to the International Center within a reasonable time before departure. I will abide by the policies stated therein and by any decision regarding the operation or conduct of this program made by the University's International Situation Management Team. I agree to submit a program report to the International Center upon my return and understand that my expenses will not be reimbursed until I do so.

Leader Name: ________________________________
Signature: ________________________________
Date: ________________________________

1) Leader’s US emergency contact information, include name, phone numbers, and email:
   ______________________________________
   ______________________________________
   ______________________________________

2) Leader’s local 24/7 phone and email contact details while abroad:
   ______________________________________
   ______________________________________

3) Check off that each of the following have been given to the International Center
   ____ Copy of your passport
   ____ Daily Itinerary for the trip
   ____ Hotel contact details for each location the group and leader are staying
   ____ Flight details for the group, only if flying as a group
FIRST STEPS FOR INTERNATIONAL PROGRAM DIRECTORS IN A CRISIS

1. Notify the Co-Chair of the International Situation Management Team (ISMT) immediately. If you cannot reach her by trying all of the telephone numbers listed below, call the next person on the list until you are able to reach someone. When you do, inform them of the nature of the crisis, your location, the location of students and program leaders and all relevant details available to you.

   a. ISMT Co-Chair: Sarah O’Leary  
   Work telephone: 860-768-5101  
   Home telephone: 203-219-0773  
   Email: saoleary@hartford.edu

   b. ISMT Chair: Chuck Colarulli  
   Work telephone: 860-768-4749  
   Home telephone: 860-306-4969  
   Email: colarulli@hartford.edu

   If you are unable to reach the above numbers, call Public Safety 24/7 @ 860-768-7985. Public safety will keep trying the numbers above until an ISMT member can be reached.

2. Assess the situation and any threats or dangers it poses to University of Hartford program participants or employees.
   a. What specific threats or dangers do they face?
   b. What immediate steps can and should be taken to help reduce the harm, danger or threat level for our participants and employees?
   c. Are the participants and employees safer remaining in their present location(s) or in alternative location (if the latter, where)?

3. Contact all University of Hartford program participants and employees.
   a. Determine whether they are accounted for and safe within one hour or as soon thereafter as is practicable;
   b. Determine and record their present locations; and
   c. Instruct them concerning where to go and what to do in light of the crisis.

4. Update the Co-Chair of the ISMT continuously, throughout the crisis and regularly in the hours and days following regarding the condition, safety and location of participants and employees, and to pass along new information as it becomes available or conditions change.

5. Maintain a written log of the crisis. Include specific dates, times, actions taken and all other relevant details, beginning with your first notice of the crisis and continuing through its completion.

*Calls from parents and relatives should be referred to Sarah O’Leary; Director of the International Center, contact information is above.

*Inquiries from the media should be referred to  
John Carson, Vice President of University Relation, 860.768.4273, jcarson@hartford.edu  
Mildred McNeill, Senior Director, Office of Communications, 860.768.5234, mcneill@hartford.edu
Important Contact Information for students

UH Study Abroad Office
Monday- Friday, 9:00 AM- 5:00 PM, Eastern Standard Time:

Sarah O'Leary
Director of International Studies
200 Bloomfield Avenue, West Hartford, CT 06117
T 860-768-5101 I F 860-768-4876
E saoleary@hartford.edu  W hartford.edu/international
Office Hours: 9:00 AM- 5:00 PM, Monday-Friday (closed weekends and holidays)

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UNIVERSITY OF HARTFORD
TEL: 860-768-4100  www.hartford.edu
BURSAR 860-768-4205  FAX: 860-768-4521
FINANCIAL AID: 860-768-4296  860-768-4961
RESIDENTIAL LIFE: 860-768-7792  860-768-7902
SASC 860-768-4999  860-768-4886
PUBLIC SAFETY  860-768-7777  (24-hr. Emergency line)

IF YOU ARE ABROAD AND HAVE URGENT HEALTH, SAFETY, OR SECURITY CONCERNS:

- Contact your Program Leader immediately.
- During regular business hours, Monday – Friday 9:00 AM-5:00 PM EST contact
  - Sarah O’Leary, Director of International Studies, 860-768-5101 or saoleary@hartford.edu
  - Meaghan Murphy, International Program Administrator, 860-768-5100 or meamurphy@hartford.edu
- If you need to reach a University of Hartford staff member outside of regular business hours contact
  - The University of Hartford Public Safety 24-Emergency line at: 860-768-7777.
  - Try to remain calm. Provide details about the situation, nature of your university travel
    (individual, group, etc.), your current location, and any concerns. Public Safety will contact the
    appropriate individuals who can assist you.

IN A MEDICAL OR SECURITY EMERGENCY:

Call UnitedHealthcare Global collect at 410-453-6330. Provide the UH ID #324301 (also located on the
UnitedHealthcare Global ID card).

UnitedHealthcare Global will evaluate the situation and will assist you. UnitedHealthcare Global will alert
the University of Hartford.

For additional information and instructions about UnitedHealthcare Global, see page 15.
In a crisis situation, the IC will work closely with the Program Leader. The IC will work to manage the crisis state-side while the program leader is the crisis manager on site in most situations. The IC will work to provide you the support that you need.

**Program Leaders-Safety Protocol & prevention**

It cannot be stressed enough the importance of preparing students prior to travel, upon arrival and throughout the program of the importance of safety best practices and prevention, behavioral expectations and emergency assistance from the University of Hartford. Program leaders must play an active role in this.

**Preventative Measures/Risk-Management**

The International Center (IC) routinely monitors the safety and security conditions in each country where the University of Hartford sends students, faculty and staff. The Center monitors these conditions using such resources as the U.S. State Department and UNITED HEALTHCARE GLOBAL, the University’s international emergency assistance provider. When conditions warrant, the University’s International Situation Management Team (ISMT) is notified of potential security risks and may be requested to evaluate a program and make a determination about its viability and advisability, given security and health risks.

A variety of issues that affect countries where UH sends students and employees abroad may be severe enough that these issues will be brought to the attention of the ISMT. The manner in which these issues may be learned are through reviews of the consular information sheet; U.S. Department of State Travel Warnings; information provided by other institutions; concern expressed by a faculty leader, UH department or news media.

**Emergency Response**

The IC is also charged with the responsibility of coordinating the management of emergencies affecting participants in University of Hartford-sponsored study abroad programs. Assuring the safety and well-being of students, faculty and staff who are involved or participating in UH sponsored programs abroad is of the highest importance, and all reasonable actions will be taken to accomplish this.

While acknowledging that no single plan can address all contingencies, the IC recognizes the importance of establishing, in advance, policies and procedures that are designed to safeguard the safety and well-being of study abroad participants and to limit the University’s legal liability. These policies and procedures, described in this document, will serve to guide the program leader’s response to crises affecting programs abroad.
An emergency is any event or situation that poses a threat to the health, safety, or security of University of Hartford students, faculty, or staff abroad. This includes medical emergencies and hospitalization, crime incidents, sexual assault, natural disasters, missing persons, political upheaval or evacuation, death, etc. The (emotional) well-being of students, faculty, or staff may also be threatened. Emergencies may be real or perceived.

As a University of Hartford Program Leader, you are responsible for handling an emergency situation. Prior to the program and throughout the program, emphasis should be placed on safety best practices and prevention. The International Center is committed to offering the necessary resources to staff, students, parents, advisors and faculty as they relate to in-country emergency contacts and support services, travel and medical insurance, country-specific information, and additional web resources. Prior to departure, students will be issued a pre-departure and health/safety packet. Faculty will be issued a Faculty Handbook, 1st Steps with information about the program details, health & safety issues, culture shock & re-entry, transportation, accommodation, and more.

Sometimes an event occurs that is interpreted by a student or parent to be an emergency when it is not, in fact, an emergency. This is what is called a “perceived emergency.” Several examples of a perceived emergency would be

**Real emergencies** are those that pose a genuine and sometimes immediate risk to, or that have already disturbed, the safety and well-being of participants. These include such occurrences as coups and other civil disturbances; natural and man-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnappings; and terrorist threats and attacks.

**Perceived emergencies** are those which pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university. Perceptions of threat can arise out of a number of things, including the media, the distortion of information provided by a participant in communicating home or out of the nervousness of a family member or student with little or no international experience. All calls to the IC will be treated seriously and a thorough assessment of the situation will take place.

Ø A parent continues to call because their son or daughter has not contacted them to check in. They are concerned that they are missing or worse.
Ø A student’s electricity is temporarily out in their apartment.
Ø A student’s credit card or checking account is frozen.
Ø A student’s wallet, laptop, etc. has been stolen or pick-pocketed.

In a perceived emergency circumstance, program leaders are responsible to make the judgment call about the seriousness of the matter and respond appropriately. In example 1, a good response is to locate the student as soon as possible and strongly encourage them to notify their parents immediately to alleviate their concern. Often the student is in the honeymoon stage of being abroad and has not stopped to phone home. Unfortunately we can’t force anyone to call home, but we can strongly advise them to do so as soon as possible.
EMERGENCY RESPONSE  Most safety and emergency response is common sense, but as leaders, it helps to have a plan already in mind in the face of unfortunate or stressful events. These guidelines are set to protect the safety and wellbeing of the students as well as yourself and the University of Hartford as it relates to proper emergency response. In the case of an emergency, program leaders need to follow the guidelines below.

1. IDENTIFY THE PROBLEM(S) AND ACCURATELY ASSESS THE SITUATION
   Use student accounts, the local U.S. Embassy or consulate, local authorities, the media, etc. Be careful not to respond based on rumors. Verify information with more than one source.

2. ENSURE THE SAFETY OF THE STUDENT
   If a legitimate concern has been identified, first ensure the safety of the student. Are they in a safe location? Do they need medical attention? Do they need counseling?

3. CONTACT THE APPROPRIATE LOCAL AUTHORITIES. NOTIFY THE INTERNATIONAL CENTER
   The local authorities may include the ambulance, police, fire department, counseling services, US embassy, etc. All of the in-country contact emergency information will be given you prior to departure. Know where to find it and keep the information handy. Contact the International Center.

4. FOLLOW UP WITH THE STUDENT AND INTERNATIONAL CENTER
   After the student is secure and stable, document the incident and send a copy to the International Center. Record the student's account and reactions to what happened and send a copy of their account to IC. Check in with the student as appropriate for the duration of the program and make a note of when and where you met with the student and write a brief account of what was discussed. Give the IC a recommendation about continual follow-up upon completion of the program. For example, a student may need or desire follow-up counseling services on campus.

5. HOW YOU RESPOND
   You must promptly respond to an emergency. In the age of social media, the chances of an incident getting to the parents, friends, or even the media before the school, is extremely high. You must report the incident to the IC immediately so that we can work with you proactively to manage the situation. You need to react to an emergency in a calm and efficient manner ensuring that the details are taken in a factual way without emotion to ensure that you can explain the incident accurately to the IC. Once the trip is over and everyone is back home, it becomes harder to recount the accuracy of the event if legal action develops at a later date. Additionally, human nature for most is to admit guilt before any real evidence dictates any admission.

6. TAKE CARE OF YOURSELF
   Remember you are leading this program, so in the event of an emergency you need to address your basic needs of food, water and rest. We want to ensure your health and safety as much as the students.
In order to protect the health and safety of all participants and program leaders, we ask the students and leaders take an active role in their preparation for the program. Below are listed the responsibilities for the IC, program leaders and students.

**International Center Responsibilities**

♦ **Provide health and safety session** for program leaders including guidelines with respect to emergency response and documentation, resources available, policies and procedures.

♦ **Provide all participants with the Student Handbook** - UH Travel Policy, Code of Conduct (1 warning policy), Waiver and Release Form, Emergency Contact Details

♦ **Provide students with the Health & Safety Handbook** - assessing health needs, importance of disclosing any potential health, psychological or medical concerns, traveling with medications, acceptable behavior, registration with DOS, money matters, communication

♦ **Provide all participants and program leaders with Emergency Card** - pocket sized card with important local telephone and emergency numbers for locale

♦ **Maintain a developed list of “good practices”** to provide useful practical guidance to program leaders, participants, parents, guardians.

♦ **Be in regular contact** with program leader and sources in the US and abroad about health, safety, and security issues.

♦ **Respond to expressions** of health, safety, and/or security concerns by students, parents, faculty or staff.

♦ **In cases of serious health problems**, injury, or other significant health and safety circumstances, maintain good communication among program and all others who need to know. The International Center expects that all participants on UH international programs take an active role in their preparation before travel and continue to act reasonably and responsibly throughout the program.

**Student Responsibilities**

♦ **Conduct your own research** on the country(s) you are visiting with particular emphasis on health and safety concerns, social and cultural norms and customs, and political situations.

♦ **Consider your physical and mental health**, and other personal circumstances, when applying for or accepting a place in a program; make available to the sponsor accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.

♦ **Assume responsibility for all the elements** necessary for your personal preparation for the program and participate fully in orientations.

♦ **In consultation with your family doctor**, obtain all necessary immunizations and prescriptions for the program abroad.
♦ Obtain and maintain insurance coverage and abide by any conditions imposed by the carriers.

♦ Inform parents/guardians/families, and any others who may need to know, about your participation in the study abroad program, provide them with emergency contact information, and keep them informed of your whereabouts and activities.

♦ Understand and comply with the terms of participation, codes of conduct, and emergency procedures of the program, and obey host-country laws.

♦ Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the program leader before and/or during the program.

♦ Avoid all illegal drugs and excessive consumption of alcohol.

♦ Behave in a manner that is respectful of the rights and well being of others, and encourage others to behave in a similar manner.

♦ Accept responsibility for your own decisions and actions.

♦ Become familiar with the procedures for obtaining emergency health and law enforcement services in the host country.

♦ Follow the program policies for keeping program leader informed of your whereabouts and well being.

Program Leader Responsibilities

♦ Play an active role in preparing students prior to travel, upon arrival and throughout the program of the importance of safety best practices and prevention, behavioral expectations and emergency assistance.

♦ Make yourself available to students before and during the program and listen to concerns they have and respond in a polite, sensitive and reasonable way.

♦ Host a mandatory pre-departure orientation with all students, work to create a positive group dynamics before you go

♦ Maintain a list of contact numbers for all participants and conduct an in-country orientation upon arrival.

♦ Know that when you are leading a program you are acting on the part of yourself, the students and the University of Hartford. You are the face of the University on the ground, the actions you take and the decisions you make reflect directly on you and the University.

♦ When responding to a crisis follow the guidelines laid out in this manual, as you are responding, ask yourself if what you are doing is a reasonable response or decision, when in doubt call the IC.

♦ When responding to a crisis react in a calm and efficient manner ensuring that the details are taken in a factual way without emotion.
♦ Be in regular contact with the IC in the event of a health, safety or security emergency.

♦ Document everything, keep a log and report any health and safety issues to the IC.

♦ Make yourself aware of local laws, customs and conditions, and healthcare system.

♦ Know the resources available to you as a program leader including the address of the US Embassy, local UNITED HEALTHCARE GLOBAL telephone number and policy

♦ Submit a Leader Report to the IC upon return to the US.
Faculty and Staff often become involved in designing short-term programs abroad because they understand the impact it can have on a students’ education and overall enrichment. The International Center is here to partner with you to make your program as successful as possible. It is our goal to help you achieve the academic rigor, cross-cultural understanding and logistical fluidity that is vital to making your program a success.

Leading a group on a short-term program abroad is an intense and rewarding experience. It is an experience that carries with it an enlarged faculty and leadership role. In addition to being the professor, you will also be the advisor to, cultural interpreter for, and advocate for students as they negotiate the challenges of a new culture. You are also the university’s legal representative and thus must be prepared to assume a leadership role and be in touch with the University’s International Situation Management Team should a crisis arise for either an individual student or the group.

Please familiarize yourself with the State Department’s current Travel Warning List at [www.travel.state.gov](http://www.travel.state.gov) and the University of Hartford's Travel Warning Policy, included in this handbook. The Travel Warning Policy restricts University-sponsored travel to those countries or regions of countries for which the State Department has issued a Travel Warning that includes any of the following phrases:

- orders departure of U.S. dependents and non-emergency personnel;
- recommends that any U.S. citizens remaining in the country should depart;
- (strongly) warns U.S. citizens against (all) travel to the country(region); or
- warns (urges) U.S. citizens to defer (all) (non-essential) travel to the country (region).

It is important to establish from the beginning that this is not a trip, tour or vacation. Students are expected to prepare for your program, fully participate in it, and meet the overall learning objectives you set forth.

As you look over your proposed itinerary, determine what could possibly go wrong at each step along the way and how those issues would be dealt with. Lost baggage, missed flights, the illness of a student or of the program director, and lack of transportation on arrival have all been known to happen, and you must be prepared to deal with them.
University of Hartford Travel Policy
(revised by ISMT 12/10/08)

Introduction

The University of Hartford is committed to providing a broad spectrum of international experiences for our students, faculty, and staff. We strongly encourage study abroad in University-approved programs, participation in other credit and non-credit international experiences, and faculty international research. At the same time, in the face of the safety risks in the world today, we are also committed to protecting the health and safety of students, faculty, and staff when they journey outside the borders of the United States.

We strongly recommend that before traveling to any part of the world, students, faculty, staff, and other members of the University community (hereinafter referred to as “others”) familiarize themselves with the U.S. Department of State website (http://travel.state.gov), paying particular attention to the “Current Travel Warnings” section which lists countries and regions about which the U.S. Government has serious concerns for American travelers, and the “Public Announcements” section which articulates health and safety issues in various countries or regions. Although the University of Hartford does not prohibit travel to countries for which “Public Announcements” have been issued by the State Department, we urge all travelers to consider seriously the risks in visiting such locales. It is the responsibility of the individual traveler to consult the State Department website to obtain current information about the health and safety conditions of the proposed destination.

In addition, all individuals traveling or studying abroad on a University program or an affiliated program must sign the appropriate “Assumption of Risk and Release of Liability” form. All individuals participating in University-sponsored programs or approved affiliated programs abroad must also obtain UnitedHealthcare Global coverage from the Study Abroad Office of the International Center (Gengras Student Union 328) before departure.

Nothing in this policy shall serve to extend to any University of Hartford student, faculty, or staff the right to engage in University-sponsored travel abroad, and the University reserves the right to cancel any University-sponsored travel at any time, regardless of whether prior approval has been granted.

1.0 Policy Governing Travel to Countries on the State Department’s “Current Travel Warnings” List

In order to protect the health and safety of its undergraduate and graduate students, faculty, staff, and others, the University of Hartford restricts University-sponsored travel in those countries or regions of countries for which the State Department has issued a Travel Warning that includes any of the following phrases:

• orders departure of U.S. dependents and non-emergency personnel;
• recommends that any U.S. citizens remaining in the country should depart;
• (strongly) warns U.S. citizens against (all) travel to the country(region); or
• warns (urges) U.S. citizens to defer (all) (non-essential) travel to the country (region).

Click here to view current Travel Warnings on the State Department’s website (http://travel.state.gov).

Any reference to “Travel Warning” in this document refers to the specific kinds of warnings referenced above in 1.0.

When the State Department Warning (1.0) targets a specific region(s) of a country, but not the country as a whole, travel is only restricted in those regions identified by the Travel Warning specified in 1.0 above. For example, a University of Hartford program or an affiliated program in Madrid would not be affected by a Travel Warning (1.0) that applied to the Basque region of Spain. A faculty member’s participation in a conference in Manchester, England would not be affected by a Travel Warning (1.0) that applied to London only.
2.0 Student Travel

2.1 No University of Hartford student is permitted to embark on study abroad in the country/region under a Travel Warning (1.0 above), nor are any short-term programs led by University faculty permitted to depart as long as the Travel Warning (1.0 above) is in effect. This restriction applies to the University’s own study abroad programs, University-sponsored travel programs (e.g., sports teams, performing groups, volunteer activities, organized tours for community members, or alumni, etc.), and study-away experiences sponsored by affiliated programs. Approval for University-sponsored study abroad or travel in these locations is suspended for the duration of the Travel Warning (1.0 above).

2.2 If a student receives formal approval to participate in a program location prior to the issuance of a Travel Warning (1.0 above) or to the development of a critical situation, the University’s approval will be suspended until such time as the Travel Warning has been lifted or the critical situation is no longer a concern.

2.3 In the event that a Travel Warning (1.0 above) is issued or a critical situation arises while a University of Hartford student is participating in a University or an affiliated program already in progress, the University’s International Situation Management Team (ISMT) will do all that it reasonably can to facilitate actions that will improve the safety of the individuals in the program.

2.4 If a University of Hartford student chooses on his or her own to apply for “active status” and to enroll in a study abroad program or pursue any academic work in a country/region where a Travel Warning (1.0 above) has been issued prior to or during the process of applying for study abroad, the student will not receive:
   • support or advice from any University of Hartford office or department,
   • University of Hartford grants, stipends, or financial aid to support research or travel in the affected areas,
   • UnitedHealthcare Global coverage issued through the University of Hartford, or
   • pre-approved credit for the work undertaken in that location.

An exception to this provision of pre-approved credit may be made in cases in which students return to their home countries (they must possess the passport of that country) and are under their parent(s)’s or guardian’s care. With special permission, these students can receive prior approval for courses taken in their home countries.

3.0 Faculty and Staff Organizing Group Travel Experiences in Countries on the State Department’s “Current Travel Warnings” List

No University of Hartford sponsored travel programs may embark for affected areas while the Travel Warning (1.0 above) is in effect. This restriction applies to the University’s own study abroad programs, University-sponsored travel programs (e.g., sports teams, performing groups, volunteer activities, organized tours for community members, or alumni, etc.), and study-away experiences sponsored by affiliated programs. Approval for University-sponsored study abroad or travel in these locations is suspended for the duration of the Travel Warning (1.0 above).

A Travel Warning must be lifted before a University-sponsored trip may depart. In the case of University of Hartford programs already underway when a Travel Warning for the country/region is issued or a critical situation arises, the University’s International Situation Management Team (ISMT), in consultation with the faculty member on site and other knowledgeable sources, will do all that it reasonably can to facilitate actions that will improve the safety of the individuals in the program.

4.0 Staff Travel

4.1. Before traveling to a region of the world on university-related business, staff are required to familiarize themselves with the U.S. Department of State website (http://travel.state.gov) and carefully assess the health and safety risks posed by travel to a particular area.
4.2 Normally, staff may not use any monies paid from a University of Hartford administered account to support travel to countries/regions that have been designated by the State Department “Travel Warning” specified in 1.0 above.

4.3 If staff make the personal decision to travel to countries/regions that have been designated by State Department “Travel Warning” specified in 1.0 above and to use their own funds to support this travel, they do so as private individuals with no connection to the University of Hartford.

4.4 An exception to the policy articulated for staff (4.2; travel to high-risk regions) may be granted under extraordinary circumstances. Staff who seek personal exceptions to this policy should submit in writing a rationale for travel that contains the following:

- Details about the geographic environment of the work and its relation to security issues;
- Information about travel advisories or warnings of other countries (e.g., Britain, Australia, New Zealand, Canada) about the country under the U.S. State Department Warning;
- The local support structure available to the individual and evacuation plans in case of an emergency;
- The individual’s familiarity with and experience of the locale, its language, and culture prior to this trip;
- The importance and significance to the University of the staff member’s travel and the necessity of doing the work in that particular locale;
- Documentation that the staff member has appropriate health insurance coverage in the locale in question;
- Documentation about whether the location is covered under the University’s UnitedHealthcare Global assistance program (travel to some high risk regions may involve additional payment beyond what is included in the premium);
- A signed copy of the “Assumption of Risk and Release of Liability, High-risk Regions” form should be included with the request for an exception.

4.5 This rationale (5.2.1) must be submitted to the individuals who supervise the program, department, and college/school that are funding the trip. Each of these supervisors must review the submitted materials and provide a written assessment of the proposed travel based on its feasibility, importance, and necessity. Each assessment should also contain a recommendation about whether the travel should be permitted to proceed with University support. The staff member’s rationale and the supervisors’ assessments must be submitted to the International Situation Management Team, who will review the documents and decide whether to allow the travel to proceed with University support. The decision of the International Situation Management Team is final and not subject to appeal.

5.0 Faculty Consulting, Travel, and Research

5.1 The University of Hartford encourages faculty to develop international connections and to pursue international research. We do, however, strongly recommend that before traveling to a region of the world, faculty familiarize themselves with the U.S. Department of State website (http://travel.state.gov) and carefully assess the health and safety risks posed by travel to a particular area. A faculty member traveling for professional reasons must check the State Department’s “Current Travel Warnings.”

5.2 A faculty member who for professional reasons (e.g. research, teaching at an international university, attending a conference) wishes to travel to a region which falls under the State Department “Travel Warning” specified in 1.0 above and whose travel/research costs are paid from a University-administered account (whether its own monies or those received through external granting agencies) may undertake such travel only after completing the steps outlined below and receiving the appropriate approvals.
5.2.1 A rationale for the proposed professional activities must be filed with each program, department, or school that is funding the trip. It must contain the following:

a. Details about the geographic environment of the work and its relation to security issues;

b. Information about travel advisories or warnings of other countries (e.g., Britain, Australia, New Zealand, Canada) about the country under the U.S. State Department Warning;

c. The local support structure available to the individual and evacuation plans in case of an emergency;

d. The individual’s familiarity with and experience of the locale, its language, and culture prior to this trip;

e. The academic importance and significance of the program/research to the faculty member and the necessity of doing the work in that particular locale;

f. Documentation that the faculty has appropriate health insurance coverage in the locale in question;

g. Documentation about whether the location is covered under the University’s UnitedHealthcare global assistance program (travel to some high risk regions may involve additional payment beyond what is included in the premium);

h. A signed copy of the “Assumption of Risk and Release of Liability, High-risk Regions” form should be included.

5.2.2 This rationale (5.2.1) must be submitted to the individuals who supervise the program, department, and college/school that is funding the trip. Each of these supervisors must review the submitted materials and provide a written assessment of the proposed travel based on its feasibility, importance and necessity. Each assessment should also contain a recommendation about whether the travel should be permitted to proceed with university support. The faculty member’s rationale and the supervisors’ assessments must be submitted to the International Situation Management Team, who will review the documents and decide whether to allow the travel to proceed with University support. The decision of ISMT is final and not subject to appeal.

5.3 If faculty make the personal decision to travel to countries/regions that have been designated by State Department “Travel Warning” specified in 1.0 above and use their own funds to support this travel, they do so as private individuals with no connection to the University of Hartford.
UNIVERSITY OF HARTFORD STUDY ABROAD
ASSUMPTION OF RISK AND RELEASE OF LIABILITY

I, ___________________________________, am a student/participant at the University of Hartford (name) (hereinafter “the University”). I wish to participate in a University-approved research or study-abroad program (“the Program”) known as

_____________________________________________________________________
(program title and/or description)

to be conducted from _____________________________ to _____________________. (date) (date)

In consideration for being permitted to participate in the Program, I hereby agree and represent that:

1. I have carefully identified, reviewed and considered the risks of travel to my destination(s), including by reading the most recent relevant U. S. State Department (“DoS”) Travel Warning(s) available through http://travel.state.gov, as well as the University of Hartford Travel Warning Policy revised December 10, 2008, attached to this form.

2. I have or will secure health insurance to provide adequate coverage for any injuries or illness that I may sustain or experience while participating in the Program. By my signature below I certify that I have confirmed that my health care coverage will adequately cover me while outside the United States, and hereby release on behalf of myself, my heirs, executors, administrators and assigns, the University, its employees, officers and regents from any responsibility or liability for expenses incurred by me for injuries or illnesses (including death) that I may incur because of those injuries or illnesses.

3. I understand that, although the University will attempt to maintain the Program as described in its publications and brochures, it (or its partners in the Program) reserves the right to change the Program or program activities, in its sole discretion, and may do so at any time with or without notice, and that the University, its employees, officers, regents and agents shall not be responsible for any expenses or losses that I may sustain because of these changes.

4. I understand the University reserves the right to remove me from the Program at any time should my actions or general behavior, in the sole discretion of the University, be determined to impede or obstruct the progress of the Program in any way.

5. I understand that there are unavoidable risks in study and travel outside the United States, and I hereby release and promise not to sue on behalf of myself, my heirs, executors, administrators and assigns, the University, or its employees, officers, regents and agents, for any damages or injury (including death) caused by, derived from, or associated with my participation in the Program (including those discussed in the preceding three sections), except for such damages or injury as may be caused by the gross negligence of willful misconduct of the employees, officers, regents and agents of the University. It is my express intent that this release shall bind the members of my family and spouse if I am alive, and my heirs, executors, administrators and assigns if I am deceased, and shall be deemed as a Release, Waiver, Discharge, and Covenant Not to Sue the above-named parties.
6. I agree that should any provision or aspect of this agreement be found unenforceable, that all remaining provisions of the agreement will remain in full force and effect.

7. I represent that my agreement to the provisions herein is wholly voluntary, and further understand that, prior to signing this agreement, I have the right to consult with the advisor, counselor, or attorney of my choice.

8. I agree that, should there be any dispute concerning my participation in the Program that would require the adjudication of a court of law, such adjudication will occur in the courts of, and be determined by the laws of, the state of Connecticut.

9. This agreement represents my complete understanding with the University concerning the University’s responsibility and liability for my participation in the Program, supersedes any previous or contemporaneous understanding I may have had with the University on this subject, whether written or oral, and cannot be changed or amended in any way without my written concurrence.

10. I hereby certify that I was born on _____________________. I am, therefore, at least eighteen years of age or, if not, that I have secured below the signature of my parent or guardian as well as my own. I enter into this Assumption of Risk and Release of Liability of my own free will and accord, voluntarily and without duress.

____________________________________
Student signature

____________________________________
Date

____________________________________
Signature of parent or guardian (if under 18)

____________________________________
Date

____________________________________
Relationship: parent or guardian

In case of emergency, contact:

____________________________________
Name

____________________________________
Telephone

____________________________________
Address

____________________________________
Email

Revised 12/10/2008
This is the Application and Admission Policy that all participants completed

**Application Policy**
All applicants must meet the minimum requirements for acceptance into any short-term study/travel abroad program. Please review the below Short-term Admissions Policy

- Applications are reviewed on a rolling basis. Only complete applications, those that include the application form and deposit, will be reviewed. Programs may fill prior to the official application deadline. Late applications are considered on a space-available basis.
- The minimum GPA requirement for all short-term programs is 2.5 unless otherwise noted on the program page.
- Applicants are required to be in good financial standing at the time of application. Students who owe over $1,000 will not be considered until their balance is below $1,000.

**Application Deposit**
A deposit must accompany an application. Applications are accepted on a rolling basis and no application is processed without the deposit. The deposit is applied to the program cost and is not an additional fee. All fees, including the application deposit, are refunded to students who are not accepted into the program.

**Program Balance**
The balance of the program cost is due by the Payment Deadline (approximately 2 months after the Application Deadline - see program details for exact dates). A student who does not meet this deadline may incur a $150 late penalty and will not be registered for the program until the balance is paid in full.

**Cancellation Policy**
Once a student has been officially accepted into a program, students become subject to the standard cancellation policy as follows:

Program cancellations and requests for refunds must be made in writing. Refunds and cost liability are determined based on the date when written cancellation notice is received from the student.

If a student withdraws 61 days or more prior to the program start, the University of Hartford will refund the admission deposit and any program fees paid.

If a student withdraws 45-60 days prior to the program start date, the University of Hartford will refund any program fees paid except the admission deposit.

If a student withdraws 1-44 days prior to the program start date, the University of Hartford will refund only those fees which the University of Hartford has not incurred on behalf of the student.

If a student withdraws on or after the program start date no refund will be issued.
Checklist Prior to Departure:

Please forward the following materials to the Study Abroad Office

- The complete group itinerary, including flight details for everyone in the group, daily itinerary and hotel contact details
- your 24/7 phone and email contact information while abroad
- your US emergency contact information
- a photocopy of the first page of your passport

Before Departure Check That You Have the Following:

- valid passport (expiration date at least six months after program ends)
- valid visa (if needed) [www.state.gov](http://www.state.gov)
- copies of provider contracts
- required immunizations (where applicable) [www.cdc.gov](http://www.cdc.gov)
- a list of your in-country contacts (including emergency assistance phone number and local police)
- U.S. Consulate or Embassy telephone and fax numbers and e-mail address
- a photocopy of the first page of each participant's passport
- a participant list with emergency contact information

The Study Abroad Office will provide:

- Pre-departure meeting co-hosted with the faculty member with topics to include health and safety, financial matters, travel documents, and cultural adjustment
- UHCG cards and coverage information to each participant of the program
- Cell phone arrangements for faculty member when requested in advance
- Emergency Cards for entire group, please distribute this upon arrival
- Registration for each participant with the U.S Embassy online when provided with passport information prior to departure
- Copies of the 1st page of each participant’s passport
- Participant list document with emergency contact information
- Assistance with any non-emergency issues during the course of the program

Check that all students have obtained the Study Abroad Participant Handbook. All students must forward the following materials to the Study Abroad Office

- Signed copy of Assumption of Risk and Release of Liability Form including emergency contact information
- Signed copy of Code of Conduct
- Copy of first page of passport
Travel Arrangements

- The housing and travel arrangements for some study abroad program are arranged by third party providers that are chosen by the faculty member him or herself. If you make program arrangements yourself and directly contract with providers, every effort should be made to check on the reliability, reputation, and safety record of each service provider you are considering employing (bus companies, hotels, etc.). Service providers must have insurance that covers their operations.

Establishing Ground Rules for the Program

Both the personal experiences of faculty who have led study abroad programs here at the University of Hartford and the national literature suggest that faculty/leaders need to set firm behavior expectations for students before departure from the USA.

At the pre-departure orientation, faculty must

1. Read aloud and explain the University’s “Behavior Contract” and have students sign it.

2. Remind students that this is a study abroad program not a vacation, trip or tour and re-affirm the academic goals and expectations of the course.

3. Set a policy for the group about what happens if a student decides not to return to his or her room for the night—whom should they call in this circumstance? I would recommend that you insist that they let a roommate or another student know where they will be. This avoids a lot of worry on the part of the instructor and the other students and prevents unnecessary calls to the police.

4. If a student is terribly homesick and wishes to return home, listen carefully and empathically, urge him/her to talk with parents or guardians. If he/she still wishes to leave, encourage him/her to make travel plans to leave, again in consultation with parents or guardians.

5. Insist that all students get a guidebook or maps for the areas that you will be visiting. Tell them in advance that they will be responsible for finding their way around after an initial orientation to the area.

6. Give students a cell phone number where they can reach you anytime in case of emergencies.

7. If students plan to travel independently over the weekend, make sure that they give you information about where they are going and where they will stay. Weekend Travel Forms will be provided at the Pre-Departure meeting. You are responsible for obtaining this information once overseas.

During the Program: Some tips

1. Be sure to program in bathroom breaks every 2 hours. In many European countries the only bathrooms are in the museums or in cafes, so students should be warned in advance that they may have to pay for food in order to use a toilet.

2. Use a buddy system when on excursions, this will prevent you from leaving a site with one less student.

3. Establish a safe meeting place with students in case there is an emergency. In many instances the hotel itself may be a good spot to plan to gather.

Emergency Procedures
1. Procedures to follow if you need to dismiss a student from the course because of behavior issues.

- If the student violates the behavior contract, warn the student once both verbally and in writing. See STUDENT WARNING FORM at the end of this booklet. Sign the form, have the student sign the form, fax it as soon as possible to the Study Abroad Office 8690-768-4726.
- If the behavior continues after the warning, withdraw the student from the class officially and inform the student that he or she can no longer participate in the course and must return home. Inform the Study Abroad Office that you have done this. Keep a specific written record to the date of your action and the circumstances that led you to withdraw the student.

2. Procedures to follow in case of an emergency that affects the whole group (natural disaster, war, terrorist attack, kidnapping etc)

- Immediately gather students together in the pre-determined safe place.
- Call the head of the International Situation Management team and the Director of the International Center:
  
  Chuck Colarulli, Work: 860-768-4749; Cell: 860-306-4969
  

This team has been designed to work with you during an emergency to insure the health and safety of all participants.

- Contact UHCG to discuss the plans they are making to deal with the emergency situation.

3. Procedures to following in the case of an individual student emergency (serious illness, etc)

- Make sure that the student is taken to an appropriate medical facility. In your packet of materials and online at the UHCG website is the UHCG list of reliable medical facilities in your host area. This may require using a private ambulance service or a taxi (as public ambulances often must take the patient to a public hospital where the care may not be up to U.S. standards).
- Contact parents/emergency contact to provide information about the situation.
- Immediately call the head of the International Situation Management team and the Director of the International Center:
  
  Chuck Colarulli, Work: 860-768-4749; Cell: 860-306-4969
  

- Maintain communication with the parents/ or the designated emergency contact person as the situation unfolds and try as far as possible to respect the parents wishes regarding the handling of the situation.
- If a student is involved in a serious accident and is required to be medically evacuated or repatriated contact UNITED HEALTHCARE GLOBAL to discuss the plan of action. UNITED HEALTHCARE GLOBAL will also assist in medical, dental, and dental referrals. UNITED HEALTHCARE GLOBAL will assist in repatriation of mortal remains. Please carefully review the UNITED HEALTHCARE GLOBAL Program before departure.

Behavior Issues

Student
Students studying abroad on short-term programs are expected to adhere to reasonable academic and behavioral norms. Failure to do so can result in their dismissal from the Study Abroad Experience. Please make sure that all of the students on your program have read, discussed with you, and signed the *Short-term Study Abroad Behavior Contract*, a sample of the document has been provided in this handbook.

A Student Warning Form has been provided in this handbook. If a student’s behavior requires a warning by any of the faculty leaders, please fax a copy of that warning to the International Center.

*Substance Abuse*: many countries have very harsh laws on the possession and/or consumption of controlled substances. Students caught with illegal drugs are subject to local laws of the country in which the student is traveling or living. In addition, personal involvement or association with others involved with drugs of any kind will be considered misconduct abroad and can lead to dismissal from the program.

**Program Leader**

The University reserves the right to remove you from the Program at any time should your actions or general behavior, in the sole discretion of the University, be determined to impede or obstruct the progress of the Program in any way.
Study Abroad Code of Conduct

Program Name: _____________________________
Program Dates: _____________________________

I understand that while abroad, I am part of a community of University of Hartford students. I also represent the University of Hartford and the USA in the eyes of my international hosts. Therefore I promise to adhere to the following rules:

- Be on time for classes, excursions, bus departures, etc.
- Attend all class meetings, participate in group excursions, etc.
- Be attentive and respectful in class and on visits to all monuments, churches etc.
- Behave appropriately (no unruly, violent, drunken or disruptive behavior) in the hotels, residences, in class or on excursions, etc.
- Observe the laws and standards of acceptable conduct regarding dress, manners, and drug/alcohol use of the country or countries through which I am traveling.

I understand that I will receive one warning from the Program Leader for violating this Code of Conduct. This warning will be documented and sent to the International Center. I understand that if I make an additional violation, I will be withdrawn from the course and the trip. I will then be sent home and will incur the additional costs of such arrangements and will receive no refund for the program or credit for the course. My parents/guardians will be informed of this action. I understand that neither the program nor the US Embassy can obtain release from jail if I am jailed for any reason. I am responsible for informing the course instructor of any plans to travel during free time before, during, and after the period of the program. I understand that neither the University of Hartford, nor its staff, are responsible for any non-program sponsored travel.

Name (Please print): ________________________________
Signature: ________________________________________
Date: _____________________________________________
Medical Insurance
Students are required to have medical insurance that covers them outside of the United States. Carefully review your current medical insurance policy to make sure you will be covered. Insurance coverage varies widely; it is your responsibility to know your coverage.

- Become familiar with your program’s health insurance and emergency assistance.
  - What is covered under the Medical Insurance Plan?
  - How are prescription drugs covered?
  - What if I have a pre-existing condition, am I covered?
  - What is the process for filing a claim?
  - Do I have to pay a deductible? What is a deductible?
  - If I receive a bill for services I received, what should I do?

- Read and carefully consider all coverage for your policy
- Consider your physical and mental health, and make any concerns known to the International Center so that we can provide you the support you need to have a successful experience. Planning for a safe and healthy study abroad experience will greatly benefit you if you should need assistance while abroad.
- Discuss insurance coverage with parents/guardians/families.
- When outside of the United States, you will likely be asked to pay for your medical care first and then will need to seek reimbursement. Ask your provider how this might be handled.

UnitedHealthcare Global

Important instructions for using UnitedHealthcare Global services are discussed in the UnitedHealthcare Global brochure (included in your pre-departure folder). We ask that students and parents keep a copy of the brochure and make sure that it is accessible at all times during the overseas program. The wallet card, which contains the University of Hartford’s group identification number and the Emergency Response Center phone numbers on the back, should be carried by students at all times when they are overseas. Students are automatically enrolled with UnitedHealthcare Global, so there is no need to activate the card.

The services provided by UnitedHealthcare Global range from telephone advice and referrals to full-scale evacuation by private air ambulance. The UnitedHealthcare Global network of multilingual specialists operates 24 hours a day, 365 days a year from UnitedHealthcare Global Emergency Response Centers around the world. Your membership, provided by the University of Hartford, protects you against a variety of difficulties that could arise while you are abroad. The coverage is designed to supplement the policies, procedures and support staff which the University of Hartford already has in place.

It is important to understand that, although UnitedHealthcare Global will offer our students travel, medical and security advice and services, as well as online access to information which many insurance companies do not offer, UnitedHealthcare Global is NOT health insurance. The University of Hartford continues to require all students attending our programs to maintain health insurance coverage that meets the standards set forth by the University of Hartford’s Student Health Service and to make certain that their policies cover them while abroad.
Whenever you are traveling or living abroad, you can access up-to-date reports on more than 170 countries worldwide on health issues, medical care and vaccination requirements via the UnitedHealthcare Global website—your home page for travel, health and safety information (located at https://members.uhcglobal.com). The website also contains online security tools including global monitoring, country specific information and travel tips. **We strongly encourage all students to visit the website to gain information about the country and regions they are traveling to.**

**Creating a Global Intelligence Center Account**

1. Visit [https://members.uhcglobal.com](https://members.uhcglobal.com)
2. Select “Create User.”
4. Create a unique username and password and accept the User Agreement.
5. Click “Register Now,” complete final information and click “Finish.”

Be sure to retain your username and password for future Global Intelligence Center access.

Use the Global Intelligence Center to access:
- Your program description, UnitedHealthcare ID Card, travel links and tips.
- World Watch® - a security and travel intelligence searchable by country and city.
- Medical Intelligence Reports – a medical database of common diseases, medical challenges, and precautions such as recommended immunizations for your destination.

While you are abroad, your first contact should always be the director of your overseas program, as instructed during your orientation. If you are traveling, and/or in an emergency situation where you are not able to reach that person, you should contact UnitedHealthcare Global who will work to meet your needs immediately and will contact a University of Hartford’s staff member in the United States.

Please be aware that some of UnitedHealthcare Global services outlined in the brochure carry additional charges. These services are addressed in the section titled **Expenses Not Covered**. Should you request a service which has an additional charge, UnitedHealthcare Global will inform you in advance and will require a credit card number in order to activate the service.

Students will be charged for the **UnitedHealthcare Global Program** as part of the program fee.
Frequently Asked Questions about UnitedHealthcare Global

What is UnitedHealthcare Global?
UnitedHealthcare Global is a leading provider of international travel assistance services. UnitedHealthcare Global has been assisting travelers worldwide by utilizing highly trained, multilingual coordinators in conjunction with an extensive information and communication system to provide medical and travel related assistance.

UnitedHealthcare Global is the University of Hartford emergency travel assistance program. All study abroad faculty, students and staff who participate on a University approved program overseas are covered by UnitedHealthcare Global and can obtain emergency medical, travel, and personal security assistance 24 hours a day, anywhere in the world.

Your SECURE program provides you with access to the 24/7 UnitedHealthcare Global Emergency Response Center and includes emergency medical, political and security evacuation and repatriation. Please read the full SECURE Program Description for a complete description of services and benefits. These services are subject to certain Conditions, Limitations, and Exclusions also described in the program description.

When Should I contact UnitedHealthcare Global?
Coordinators are available 24 hours a day, 365 days a year. Many times people assume that the services are to be used only in serious cases. Be assured that UnitedHealthcare Global is there to help you with any type of problem regardless of the severity.

What if Local Medical Facilities are Inadequate?
If, through our medical management, it is determined that local medical providers are inappropriate for treatment, UnitedHealthcare Global will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

What Happens If I am Hospitalized?
It is important to notify UnitedHealthcare Global as soon as possible so your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. UnitedHealthcare Global will then update your family, employer/organization and personal physician as appropriate and assist you until you have returned home or have received final treatment.

How to Use UnitedHealthcare Global Travel Assistance Services

1. Always carry your UnitedHealthcare Global ID card when traveling.
2. If you suffer a medical emergency, go immediately to the nearest physician or hospital without delay and then contact UnitedHealthcare Global.
3. For help with medical, travel, and security problems, call UnitedHealthcare Global using one of the country-specific toll-free numbers printed on the back of the card. If you are in a country not listed, call the Emergency Response Center collect (1-410-453-6330). There is no cost to this call!
4. A multilingual Assistance Coordinator will ask your name, your organization’s name, your member ID number shown on the ID card (#324301) and a description of the situation.
5. Assistance will be given and UnitedHealthcare Global will monitor your case until the situation is resolved.
UnitedHealthcare Global Phone Numbers
UnitedHealthcare Global Assistance Coordinators are available 24/7 to help you with travel emergencies. For immediate assistance, contact UnitedHealthcare Global through one of the toll-free numbers listed below or call the multilingual Emergency Response Center collect.

UnitedHealthcare Global Emergency Response Center
Baltimore, Maryland, USA
*Call Collect: 1-410-453-6330*

<table>
<thead>
<tr>
<th>Country/Region</th>
<th>Phone Number/s</th>
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<tbody>
<tr>
<td>Australia and Tasmania</td>
<td>1-800-127-907</td>
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<tr>
<td>Brazil</td>
<td>0800-891-2734</td>
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<tr>
<td>France and Monaco</td>
<td>0800-90-8505</td>
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<tr>
<td>Germany</td>
<td>0800-1-811401</td>
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<tr>
<td>Israel</td>
<td>1-809-41-0172</td>
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<tr>
<td>Italy, Vatican City and San Marino</td>
<td>800-877-204</td>
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<tr>
<td>Japan</td>
<td>00531-11-4065</td>
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<tr>
<td>Mexico</td>
<td>001-800-101-0061</td>
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<tr>
<td>Philippines</td>
<td>1-800-1-111-0503</td>
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<tr>
<td>Republic of South Africa</td>
<td>0800-9-92379</td>
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<tr>
<td>Spain and Majorca</td>
<td>900-98-4467</td>
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<tr>
<td>Switzerland and Liechtenstein</td>
<td>0800-55-6029</td>
</tr>
<tr>
<td>Thailand</td>
<td>001-800-11-471-0661</td>
</tr>
<tr>
<td>U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man</td>
<td>0800-252-074</td>
</tr>
<tr>
<td>United States, Canada, Puerto Rico, US Virgin Islands, Bermuda</td>
<td>1-800-527-0218</td>
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TOLL-FREE ACCESS * - The numbers below must be dialed from within the country. If your location is not listed or the call will not go through, call the **24-hour UnitedHealthcare Global Emergency Response Center COLLECT: 1-410-453-6330.**
UnitedHealthcare Global: A List of Travel Assistance Services:

Medical Assistance Service
- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payments
- Transfer of Insurance Information to Medical Providers
- Coordination of Medication, Vaccine, and Blood Transfers
- Assist in Replacement of Corrective Lenses and Medical Devices
- Dispatch of Doctors and Specialists
- Transfer of Medical Records
- Continuous Updates to Family, Employer, and Home Physician
- Hotel Arrangements for Convalescence

Medical Evacuation and Repatriation Services—Coordination and Cost
- Emergency Medical Evacuations
- Transportation to Join Hospitalized Member
- Return of Dependent Children
- Transportation After Stabilization
- Repatriation of Mortal Remains

Travel Assistance Services
- Assist in the Replacement of Lost or Stolen Travel Documents
- Emergency Travel Arrangements
- Transfer of Funds
- Legal Referrals
- Translation Services
- Message Transmittals
- Emergency Pet Housing and/or Pet Return

Worldwide Destination Intelligence
- Pre-Travel Information
- Travel and Health Information
- Real-Time Security Intelligence

Personal Security Services—Coordination and Cost
- Political Evacuation Services
- Security Evacuation Services
- Transportation After Political or Security Evacuation

This document is only a partial description of benefits. Please refer to the program description for full details regarding the benefits, coverages, conditions and limitations of this UnitedHealthcare Global travel assistance program.
University of Hartford
INCIDENT REPORT FORM

Student Name: Male/Female: Date of Birth:
Program Name & Date: Incident Date & Time:

Check only one type of incident:

Injury___ Illness ___ Behavioral___ Crime___ Other (describe)________________________

Location of Incident:

Complete the following sections as applicable

TYPE OF INJURY OR ILLNESS:

Describe how incident occurred:

Describe in more detail the location of the injury and the cause:

State all parts of body and type of injuries involved (e.g. bruised right elbow):

Was treatment received for this injury?

___No medical treatment – reporting only
___Declining treatment at this time
___Treatment was/will be provided

Treatment was provided by: ___Self ___Emergency Room ___Clinic/Hospital

___Other (please specify):

If treatment was provided, name and location of medical provider:

Name of physician/hospital: ______________________________________________________

Address: ____________________________________________________________________

Physician/hospital phone number: _______________________________________________

Narrative: Describe the incident completely. Include how the incident happened, any medical treatment given, and the final outcome. Attach the physician’s or other care provider’s report if the victim was examined by one. Include any observations or suggestions regarding how the incident could have been prevented.
TO BE COMPLETED WITH THE ATTENDING PHYSICIAN (if applicable):

Date & Time of appointment:

Hospital or Clinic name:

Diagnosis:

Treatment & recommendation:

Restrictions to activities:

Physician’s signature: Date:

Physician’s name (printed): Tel. #:

DRUG ADMINISTERED:

<table>
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<tr>
<th>Date</th>
<th>Drug, Dosage &amp; Frequency</th>
<th>Description of Drug</th>
<th>Notes</th>
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TYPE OF BEHAVIORIAL MISCONDUCT:

___Assaultive behavior   ___Biased behavior   ___Drug/alcohol/tobacco violation
___Failure to follow directions   ___Runaway   ___Sexual activity   ___Verbal abuse
___Suicidal ideation   ___Harassment   ___Failure to particpate
___Refusal to particpate   ___Several classes missed Other ________________

Please describe in detail the misconduct that occurred and what actions were taken: Was a verbal warning given?
Crime Report

Date of Report: __________ Reported to (IC Staff): __________________________

Date of Incident: __________ Reported by (on-site): __________________________

Program Name: ________________________________________________________

Location of Incident: ____________________________________________________

Victim: ___ Male  ___ Female  ___Student  ___Faculty  ___Staff

Type of Crime:  ___Assault  ___Mugging  ___Sexual Assault/Rape  ___Battery
                   ___Pick pocketing  ___Theft  Other___________________________

Was alcohol involved? Yes/No

Was a police report filed? Yes/No   Is a copy available?

Detailed description of incident:

Follow up:

ADDITIONAL COMMENTS BY LEADER:
All reports must be sent to the IC Director as soon as possible after the event. The IC Director will confirm with the Leader that the incident form was received.

Fax number: 860-768-4726

Email: saoleary@hartford.edu