Off-Campus Activity Leader (OCAL)

Know before you go.

- **Module 1** – Logistics
- **Module 2** – Conduct
- **Module 3** – Student in Distress
- **Module 4** – Incident Management
Agenda

- Support Network
- Travel Registry
- ITART
- Health Insurance
- International SOS
- Who you bring
- Orientations
Your Support Network

- **International Health and Safety (IHS):** When you need a timely response.
  1. For non-emergencies (lost passport, minor injury/illness, assistance with conduct issues, resource guidance) to severe incidents (non-life threatening injury/illness, theft)
  2. [https://global.cornell.edu/travel](https://global.cornell.edu/travel)
  3. intlsafety@cornell.edu

- **International SOS:** When you need advice or assistance.
  1. For medical referrals, security intelligence, emergency evacuation, or to contact Cornell after hours
  2. +1 215-942-8478
  3. [https://global.cornell.edu/247-travel-assistance](https://global.cornell.edu/247-travel-assistance)
Your Support Network

You are not alone.

- International Travel Advisory and Response Team (ITART)
- Global Operations
- Office of Global Learning
- Care and Crisis Services
- Risk Management and Insurance
- Cornell Health
- Office of Emergency Management
- University Relations
- Counseling and Psychological Services
- Overseas Security Advisory Council (OSAC)
- U.S. State Department
- PULSE
Cornell provides a secure registry system for faculty, staff, and students to record travel plans and contact information. Should there be an emergency—natural disaster, terror attack, or even an emergency at home—this helps IHS locate and contact you in order to provide resources you may need.

Registration is:

- Mandatory for all students and staff traveling internationally on Cornell-related business
- Mandatory for all faculty traveling internationally with students
- Strongly encouraged for faculty traveling on Cornell-related business
- Not for personal travel (vacation)
- Not for domestic travel

Confirm your student’s registrations by asking for their confirmation email.
Elevated-Risk Destinations

Otherwise known as those needing ITART approval

While there is inherent risk associated with all travel, certain regions of the world call for heightened caution and additional preparation to ensure the health, safety, and security of the Cornell community. The International Travel Advisory and Response Team (ITART) has identified a list of countries deemed, elevated-risk.

ITART pre-approval:

- Is mandatory for all students, alumni, the public and faculty/staff traveling with students
- Can take up to 6-8 weeks
- Can be done by the off-campus activity leader (OCAL) for the group

For information, refer to Cornell Policy 8.5—Risk Management for International Travel
Health Insurance

Each student is responsible for securing health insurance that will provide overseas benefits.

Coverage must:
- Provide a minimum of $250,000 / year in benefits
- Cover pre-existing conditions
- Provide inpatient and outpatient mental health coverage

Students on the Student Health Plan (SHP) have adequate international coverage.

It is often the case that travelers will have to pay out of pocket and seek reimbursement.

https://studenthealthbenefits.cornell.edu/requirements/students-studying-abroad
Coverage differs between Endowed Plans and Contract College Plans. Contact your provider directly for more information.

Endowed Plans
Provide enhanced coverage for international travel on Cornell business. Must access help for medical attention through Aetna International: +1 877 301-5042
https://hr.cornell.edu/benefits-pay/health-plans/endowed-health-plans/aetna-international-business-travel

Contract College Plans
To maximize benefits call +1 804-673-1177 to locate a Blue Cross Blue Shield participating facility. Inpatient care may have no out-of-pocket expense. Outpatient care may require reimbursement.
Faculty, staff, and students working or traveling abroad on university business have access to emergency medical, travel, and personal security assistance 24/7 anywhere in the world. When you call International SOS (ISOS) at +1 215-942-8478 and reference ID# 11BSCA827281, a staff member can:

- Refer you to a reputable medical facility that, if necessary, speaks English.
- Offer first-aid advice to stabilize minor injuries for transport.
- Provide security intelligence or give advice regarding your travel plans.
- Assist with replacing lost documents.
- Arrange a medical, security, or political evacuation (with Cornell’s approval).

If evacuation is sought, please call +1 215-942-8478 prior to making travel arrangements. ISOS does not reimburse for arrangements made by the traveler.
Bringing “Companions”

Students perceive OCAL guests as:
- Part of an OCAL’s “vacation”
- Paid for by the “program fee”

Difficulties arise for Cornell and vendors when:
- An accident occurs and companions are not covered by Cornell’s emergency assistance.
- Program budget is approved and then an “extra” person is asked to be accommodated (single vs. double room; entrance fees; transportation).
- Activities paid for as a group, by the participants, cannot include a non-paying participant.

Plain and simply:
- Your priority needs to be the students in your care, and a sick or injured companion compromises that priority.

In general, OCALs are discouraged from bringing abroad children, spouses, friends, pets or others who are not acting as official OCALs and employees/volunteers of Cornell.
Pre-Departure Meetings

Setting expectations

Experienced OCALs stress how important these meetings are as they not only provide an opportunity to discuss program logistics, but are a time to set behavior expectations, allow for community building, and make the upcoming experience “real” before the excitement of travel disrupts focus.

The meetings should include:
- What to do between now and departure
- Logistics of the travel
  - Documents, arrival, accommodation, finances, packing, communication
- Conduct
  - Not a vacation, drinking, participants as ambassadors, program rules, dismissal
- Destination-specific information
  - Language, culture, weather, transportation, health matters, safety matters
For many travelers, the experience becomes real once they arrive in country. A reminder of cultural and logistical aspects of the program is key to a successful program.

This orientation should include:
- Tour of the general area
- Local transportation options
- Location of hospitals, pharmacies, grocery stores, banks, etc.
- Emergency contact information and communication plan
- Health and safety information
- Neighborhoods to avoid, drinking the water, where to get help
- Cultural norms
- Academic/conduct expectations
Assigning Program Assistants

Students as assistants

Program assistants are Cornell students with relevant knowledge, experience, or skills that will positively contribute to the off-campus activity.

- Expectations and responsibilities must be clearly defined using the Off-Campus Activity Program Assistant Contract.
- All Program Assistants must attend the “Taking Students Abroad” workshop.  
  https://global.cornell.edu/travelers/safety-and-security
- Given the nature of the work, you are strongly encouraged to work with graduate students over undergraduates.
Everything Clear?

If you have **ANY** questions or concerns, please contact intlsafety@cornell.edu
Module 2

OCAL Conduct
Agenda

Responsibilities
Dos and Don’ts
Scenarios
I acknowledge that I am expected to conduct myself with the utmost professionalism and maturity while on any off-campus Cornell activity, as I am representing Cornell University.
Responsibilities

- Contact the Manager of International Travel Health and Safety immediately if there is an emergency affecting the health or well-being of a student(s) while on an off-campus activity.
  - intlsafety@cornell.edu for a timely institutional response (most situations)
  - +1 215-942-8478 to have someone at Cornell contacted immediately (critical incidents)

- Report any knowledge of sexual assault/discrimination/stalking/domestic violence to the Title IX Office.

- Be reachable by the students in your care 24/7 throughout the off-campus activity.

- Follow policies, procedures, code of conduct outlined by Cornell, the norms and laws of the location you are visiting, and, when appropriate, the partner institution.

- Accompany students on program excursions, field trips, cultural events, etc., included as part of the off-campus activity. Do not leave students in the “care” of a tour guide when the excursion is part of the program.

- Provide due care to students with medical conditions or students with disabilities. If a student is requesting accommodations, she or he must follow the regular university policies in requesting those accommodations.
- Representing any off-campus activity as a “Cornell activity” if not properly approved. If there is any question, ask intlsafety@cornell.edu.
- Engaging in illegal activities (including taking drugs). You are bound by the law of the country in which you are visiting and U.S. law and Cornell policy.
- Excessive use of alcohol. Remember you are on-call 24 hours a day, which requires sound judgment.
- Encouraging unsafe or unethical behavior in students.
- Negotiating contracts on behalf of Cornell or any of its entities.
- Harming a student or colleague (physically, emotionally, or financially).
- Allowing students to drive motor vehicles.
- Engaging in amorous relationships.
Two of your students knock on your hotel door at 3am and are obviously distressed. The students tell you that they were at a bar with a third female student and several local men they met earlier that evening. As the evening progressed, the third student refused to return to the hotel with them and decided to remain with the men saying she would be back soon. The two students are now worried, since she has failed to return and will not answer her phone.

If there is anything that can be done at the moment to find the missing student and/or calm the rest, you should take action. Calm the students and gather more information; who were the men, what bar, etc. Can you try calling the student? Is the bar still open and close enough to go check?
One of your male students has sparked up a conversation with a local girl. They seem to be interested in one another. Knowing that the student is sharing a room with another student, you suggest that if he needs some “privacy” he can use your single room for the next couple hours.

Is this appropriate?

Absolutely not.
Remember

Keep a thorough record and retain all documentation regarding any incident, situation, or concern.

At minimum, document dates, times, places, parties involved, actions taken, and brief description of events.
Everything Clear?

If you have **ANY** questions or concerns, please contact intlsafety@cornell.edu
Module 3

Students in Distress
Agenda

Why are we discussing this?
Mental health concerns
Factors
Warning signs
Role of OCAL
Talking to students
Resources
Scenarios
Trends in collegiate mental health show stark increases among students with respect to seeking mental health care, and increases in anxiety, depression, and suicidal ideation.

OCALs are, in some cases, bound by federal, state, and university law and policies to respond to particular situations and inform Cornell.

Every year Cornell students experience mental health concerns while participating in off-campus activities.

Why Discussion Is Necessary
Mental Health Concerns

- Depression
- Anxiety
- Eating Disorders
- Suicidal Thoughts
- Self-Destructive Behaviors
- Sexual Assault/Abuse
- Bipolar Disorder
- ADHD
- Obsessive-Compulsive Disorder
- Alcohol and Other Drugs
Stressors Abroad

- Actual legal freedoms that don’t exist back home (drinking age)
- Stress of travel
- Exhaustion
- Financial worries
- Frustration with unfamiliar (language, peers, daily routine)
- Lack of medications or deciding not to take them
- Lack of familiar support groups (doctors, family, friends)
- Sense of “freedom”… from aspects of “regular” life that help keep issues in check to act and behave in ways not otherwise considered “normal”
- Unfamiliar environment
Signs of Emotional Distress

Keep an eye out for:

- Marked change in self-care or grooming
- Irritability
- Lack of energy
- Losing interest in previous satisfying activities
- Bizarre or strange behavior
- Withdrawal from social contact
- Sadness or tearfulness
- Talking or writing about death or suicide
  Passive, active, specific or nonspecific
- Noticeable cuts, bruises, or burns
- Hyperactivity or very rapid speech
Role of the OCAL

- Unique relationship between student and OCAL
  A protective factor for mental health is a consistent and trusting relationship with another person
  Ongoing and continuous – changes are more easily detected because of frequent interaction
  Perceived as knowledgeable and helpful
  Complicated by role as evaluator

- OCALs are often the first ones turned to when student feels distress

- Not expected to be a psychologist, therapist, or counselor

- Expected to be an authority figure and trusted resource who has access to and knowledge of additional resources
Engaging a Student in Distress

What To Do

- Meet with student one-on-one
  - In hotel lobby, on a walk
  - NOT IN YOUR OWN OR THEIR HOTEL ROOM if avoidable
- Let the student know you have noticed (be specific with what you have observed) and are concerned
- Ask open-ended questions and avoid “why” questions
- Be patient, non-judgmental, and empathetic
  - Allow for silences
Engaging a Student in Distress

What To Do

- Summarize and make sure the student feels understood.
- Suggest and encourage use of resources.
- Know and establish your boundaries.
- Avoid making promises of confidentiality.

ALL INCIDENTS/ SITUATIONS THAT MAY LEAD TO OR HAVE HAPPENED THAT AFFECT A STUDENT’S WELL BEING MUST BE REPORTED.

The manager of International Travel Health and Safety can help you determine what level of confidentiality is appropriate and required.
Avoid making promises of confidentiality.

The manager of International Travel Health and Safety can help you determine what level of confidentiality is appropriate and required.

In cases of sexual assault, OCALs should explain that the Title IX officer will honor a victim’s confidentiality request in all but a few exceptional circumstances, such as to prevent harm to the victim or others.
I've noticed you have seemed down lately, I am worried about you and want to help.

I've noticed that since Monday you have been avoiding Steve. 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.
<table>
<thead>
<tr>
<th>Tips</th>
<th>What Helps</th>
<th>Not Helpful</th>
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<tbody>
<tr>
<td></td>
<td>It sounds like you may have a real illness that may be causing these thoughts and feelings.</td>
<td>It’s all in your head.</td>
</tr>
<tr>
<td></td>
<td>I may not understand exactly how you feel, but I care about you and want to help.</td>
<td>We all go through things like this.</td>
</tr>
<tr>
<td></td>
<td>You are important to me. Your life is important to me.</td>
<td>You have so much to live for; why do you want to die?</td>
</tr>
<tr>
<td></td>
<td>Tell me what I can do now to help you.</td>
<td>What do you want me to do? I can’t change your situation.</td>
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<td></td>
<td>You might not believe it now, but the way you’re feeling will change.</td>
<td>Look on the bright side.</td>
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<td>You are not alone in this. I’m here for you.</td>
<td>You’ll get over this.</td>
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<td></td>
<td>Talk to me; I’m listening.</td>
<td>You’ll be fine. Stop worrying.</td>
</tr>
<tr>
<td></td>
<td>You are not alone in this. I’m here for you.</td>
<td>Here’s my advice...</td>
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</table>
OCAL Reactions

- Gossiping about the student situation
- Touching students
- Telling students they have a mental or physical problem
- Using questions indicating judgment or bias
- Hiding the student situation from Cornell
- Dismissing the student’s situation as temporary or not important
- Forcing a student to file a police report or seek medical assistance, unless directed to do so by Cornell
- Trying to be the student's therapist
Resources

- If appropriate, the local equivalent of “911”
- International SOS at 1-215-942-8478
  Our membership includes 5 free sessions of virtual (telecom) mental health counseling per incident
- Manager of International Travel Health and Safety at INTLSAFETY@cornell.edu
- Cornell Health’s Counseling and Psychological Services (CAPS) is available for counseling prior to and after a program.

Important: CAPS cannot provide telephone counseling due to NYS Law and therefore is not a good resource for direct contact with students while abroad. They will however be consulted when appropriate.
At the beginning of the program, Angela was enthusiastic and talkative. After about 7 days you notice that she is not joining the group during free time, is usually falling behind on walks and not paying attention.

Do you need to let Cornell know about her behavior?

Based on this scenario, it would be best to speak to Angela in private first and assess the situation. Asking her what she is enjoying about the program so far and letting her know that you noticed a change in behavior and are concerned can be a good way to encourage dialogue. Pay attention to her non-verbal cues and allow for silence while she responds. If it becomes apparent that she is distressed or has experienced something beyond normal “homesickness” or if you are unsure as to what to make of her responses, yes, contact Cornell for guidance.
You’ve noticed that Jax goes out drinking almost every night, and in the last three nights has started having “a few” in his hotel room prior to going out. One night you are awoken by several students coming back after a night out. As you get ready to go down and tell them to get inside and quiet down, you hear Jax say “I don’t want to go to bed yet….I’d rather kill myself than have to go to sleep before this wine is gone.” After a quick reprimand, they go to bed and sleep it off. Two days later you overhear Jax tell another student “I think this weekend I’ll go check out that cliff diving we saw at the edge of town. It should be fun, and I’m not afraid to die.”

Is this enough mention of suicide/ death to warrant contacting Cornell?

Yes. The first mention was enough to warrant contacting Cornell. All threats of suicide or talk of one’s death should be taken seriously and reported. The Center for Collegiate Mental Health reported that in 2017, 34 percent of students seeking services seriously considered attempting suicide. It is okay to ask a student if he/she is serious about suicide threats. The excessive drinking is also reason to speak to Jax and contact Cornell if the behavior continues or is beyond your ability to control alone.
You are told by one of your students, Jane, that another student, Felicia, has confided in her that she was sexually assaulted three nights ago. Jane was asked not to tell anyone but was scared and didn’t know who else to turn to. According to Jane, Felicia does not want Cornell involved and wants to put it behind her.

Do you contact Cornell?

Absolutely. To remain in compliance with Title IX, you must report any and all suspected or known cases of sexual assault, regardless of the student’s wish for confidentiality.
Remember

All incidents, situations and concerns regarding student, staff, and faculty health, safety, and general well being must be, at the very least, reported in a timely manner to the manager of International Travel Health and Safety.

Keep a thorough record and retain all documentation regarding any incident, situation, or concern. At minimum, document dates, times, places, parties involved, actions taken, and brief description of events.
Everything Clear?

If you have ANY questions or concerns, please contact intlsafety@cornell.edu
Agenda

Who to call
Likely problems
Clery Act
Campus Security Authority
Title IX
Scenarios
Getting in touch with Cornell

- intlsafety@cornell.edu for situations requiring a timely institutional response
- +1 215 942-8478 for International SOS who can contact Cornell
- +1 607 255-1591 for manager of international travel health and safety
- +1 607 255-224 for Cornell’s Title IX coordinator
- +1 607 255-6224 for Office of Global Learning
Quick guide: whom to call

Whom to call when

Is this a medical emergency?
- Yes
  - Call the local equivalent of "911"
- No
  - Is there a need for a medical referral, lost document assistance, emergency evacuation, security advice, emotional support?
    - Yes
      - Call International SOS +1-215-942-8478
    - No
      - Do you need to report an incident and need a quick response from Cornell?
        - Yes
          - Call International SOS and ask them to contact Cornell +1-215-942-8478
        - No
          - Do you need to report and incident but are not needing a quick response?
            - Yes
              - Have a great time and always feel free to email us with questions.
            - No
              - Email INTLSAFETY@cornell.edu
  - There is no local equivalent of "911"
    - Refer to your emergency safety plan and pre-departure research
Most likely problems

- Alcohol misuse
- Minor illness/injury
- Distress
- Lost documents
- Group dynamics
Fundamentals for any emergency

- Prevent life-threatening situations without putting yourself at harm.
- Facilitate a safe and calm atmosphere.
- Ensure health and safety of participants.
- Maintain communication channels.
- Document as much information as possible.
Federal law enforced by U.S. Department of Education

Requires annual reporting of crime and fire statistics on any “University-Controlled Property”

Extends to Study Abroad
- Classroom space abroad, hotels, buses booked by Cornell, etc.

International Health and Safety can help determine if reporting is necessary: intlsafety@cornell.edu

http://clerycenter.org/summary-jeanne-clery-act
https://www.cupolice.cornell.edu/campus-watch/annual-security-report/
Who is a CSA?

“Any official of the institution who has significant responsibility for student and campus activities”

includes Off-Campus Activity Leaders traveling abroad with students
Campus Security Authority

CSA Responsibility

- Report to the institution those allegations of Clery Act crimes
- Must report regardless of whether the victim chooses to report
- Must report even if the victim or reporter states they have reported

Not reporting a Clery Act crime may result in $35K fine to the university and a reduction in the federal financial aid available to students at that institution.
Clery Act Crimes are broken down into three categories:

1. **Criminal offenses**: homicide, sexual offenses, robbery, aggravated assault, burglary, motor vehicle theft, arson, dating violence, domestic violence, stalking

1. **Hate crimes**: any of the above, plus theft, simple assault, intimidation, vandalism or destruction of property **motivated by hate or bias**

1. **Arrests and referrals for disciplinary action**: weapons, drug violation, liquor law violation

https://www.cupolice.cornell.edu/campus-watch/crime-definitions/
Title IX at Cornell

Cornell University is committed to providing a safe, inclusive, and respectful learning, living, and working environment for its students, faculty, and staff members. To this end, through Cornell University Policy 6.4, the university provides means to address bias, discrimination, harassment, and sexual and related misconduct, including gender-based harassment, sexual harassment, sexual assault, domestic and dating violence, stalking, and sexual exploitation.

We share the responsibility for creating a safer, more caring campus culture in which bias, harassment, and violence have no place—and every member of our community is free to flourish. Cornell University complies with applicable state and federal statutes, including Title IX of the federal Higher Education Amendment of 1972.
Title IX
Cornell Policy 6.4

“Prohibited Bias, Discrimination, Harassment, and Sexual and Related Misconduct”

- Sets forth the university’s processes governing questions, concerns, and reports of bias, discrimination, harassment, and sexual and related misconduct, and investigations and resolutions of claims of prohibited conduct.
- The university has designated different types of prohibited conduct as well as procedures for resolution of reports under Policy 6.4 that correspond best with the university’s different constituencies: students, staff, and faculty.
Title IX
Policy 6.4 Prohibited Student Conduct

- Dating Violence
- Domestic Violence
- Sexual Assault
- Sexual Exploitation
- Sexual and Gender-Based Harassment
- Stalking
- Aiding Prohibited Conduct
- Attempting to Commit Prohibited Conduct
- Retaliation
- Violating an Interim Measure
Communicate to the student their rights

Tell Students:
“You have the right to make a report to Cornell University Police, local law enforcement, and/or state police or choose not to report; to report the incident to Cornell; to be protected by Cornell from retaliation for reporting an incident; and to receive assistance and resources from Cornell.”

In addition to reporting, a student may choose to:
• File a Formal Complaint with the Title IX office
• File Criminal Complaint with the police and ask to pursue prosecution

Respect the student’s decisions.
**Tell Students:**
“All Cornell offices and employees who cannot guarantee confidentiality will maintain your privacy to the greatest extent possible. The information you provide to a nonconfidential resource will be relayed only as necessary for the Title IX Coordinator to investigate and/or seek a resolution.”

The University offers a number of confidential resources for individuals who:

- are unsure whether to report prohibited conduct
- seek counseling or other emotional support

These resources are accessible with or without making a report to the University.
Title IX
Remember, before reporting to local authorities...

CULTURAL NORMS
LAWS
ACCESS TO RESOURCES

CAN BE VASTLY DIFFERENT ABROAD

Contacting the nearest Embassy or Consulate can help you navigate these differences. The U.S. State Department can be reached from overseas at +1 202 501-4444.
Cornell faculty and staff members, with the exception of “Confidential Resources,” are required to consult with the Title IX Coordinator or a Deputy Title IX Coordinator when they become aware of an alleged incident of sexual and related misconduct under Policy 6.4 that involves a student as either the complainant or respondent.
Title IX
How to Consult

The options below fulfill the Staff and Faculty Duty

FILL IN THE ONLINE REPORTING FORM
Visit Biasconcerns.cornell.edu to submit information to the Title IX coordinator and initiate Cornell’s internal record-keeping

CONTACT THE TITLE IX COORDINATOR
Call 607-255-2242
Email titleix@cornell.edu
Meet in person at Day Hall

CONTACT INTERNATIONAL TRAVEL HEALTH & SAFETY
Call 607-255-1591
Email intlsafety@cornell.edu
Meet in person at Day Hall
You and your students are sitting at a train station waiting for your train to arrive. One of your students realizes that their cell phone has been taken from their purse, which was next to them. They did not notice the theft but are certain it occurred at the train station.

**Should you file a Clery Report?**
No. Because there was no threat of violence, this is not robbery (a Clery crime). This is simple theft, which is not a Clery crime. Additionally, the crime did not happen on Cornell-controlled property, which would include hotels booked by Cornell, and is therefore not reportable.

**Should you report this to intlsafety@cornell.edu?**
Yes. All incidents should be reported to Cornell so that at the very least there is a record of the incident and Cornell can report the incident to the proper Cornell office if necessary.

**Should you file a local police report?**
This is up to the student. It is advisable that they do, so that there is a record of the incident, but it may not produce results.
You and 5 of your 8 students are taking part in scheduled activities in China at noon (12 hours ahead of New York). The other 3 students have elected to remain at the hotel. Suddenly a strong earthquake strikes the region. You and the 5 students with you are uninjured but will not be able to return to the hotel until the trains or buses start running again. You can walk, but it would take you 1.5 hours.

**Should you call International SOS?**

Yes. Ensure that you and those with you are safe. Quickly attempt to ascertain the status of the additional 3 students by calling the hotel. Whether you are able to reach the hotel or not, call +1 215 942-8478 or email INTLSAFETY@CORNELL.EDU with the information you know.

**Should you wait for the bus/train, or walk back to the hotel?**

You should take the safest mode of transportation, not the fastest. It may take longer to walk, but aftershocks may affect train safety. Are roads clear enough for buses to travel? The decision will need to be made on the ground.
Remember

Keep a thorough record and retain all documentation regarding any incident, situation, or concern.

At minimum, document dates, times, places, parties involved, actions taken and brief description of events.
Everything Clear?

If you have **ANY** questions or concerns, please contact intlsafety@cornell.edu