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
United Healthcare Global
Who you bring
Orientations
Your Support Network

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

- **Cornell University Police Department:** When you need an immediate response.
  - For critical incidents (life threatening injuries, violent crime, arrest, missing persons)
  - 607-255-1111

- **United Healthcare Global:** When you need advice or assistance.
  - For medical referrals, security intelligence, emergency evacuation
  - 410-453-6330
Your Support Network
You are not alone

- International Travel Advisory & Response Team (ITART)
- Global Operations
- Office of Global Learning
- Care and Crisis Services
- Risk Management & Insurance
- Cornell Health
- Office of Emergency Management
- University Communications
- Counseling and Psychological Services
- Overseas Security Advisory Council (OSAC)
- U.S. State Department
- PULSE
Travel Registry
You’ve registered, how about your students?

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 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) have 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 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 which 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
Health Insurance
Faculty/Staff

- 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
    - 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 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.
United Healthcare Global
This is not health insurance

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. By calling United Healthcare (UHC) Global at 1-410-453-6330 and referencing ID# 343211 a staff member can:

- Refer you to a reputable medical facility that speaks English if necessary
- 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 this number prior to making travel arrangements. UHC Global does not reimburse for arrangements made by the traveler.
Bringing “Companions”

- Students perceive 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, can not include a non-paying participant

- Plain and simply:
  - The 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 children, spouses, friends, pets, etc 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.

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
  - Language, culture, weather, transportation, health matters, safety matters
For many travelers, the experience becomes “real” once they arrive in country and a reminder of cultural and logistical aspects of the program is key to a successful program.

Should include:
- Tour of the general area
- Local transportation options
- Location of hospitals, pharmacies, grocery stores, banks, etc
- Emergency contact info and communication plan
- Health & safety
  - Neighborhoods to avoid, drinking the water, where to get help
- Cultural norms
- Academic/conduct expectations
If you have ANY questions or concerns please contact intlsafety@cornell.edu
Module 2

OCAL Conduct
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 & 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)
  - 607-255-1111 for an immediate institutional response (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.
Responsibilities

- 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 US law and Cornell policy.

- Excessive use of alcohol. Remember you are on-call 24 hours a day which will require 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.
Scenarios

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 and 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

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 increase in reported, severe psychological problems among students—particularly anxiety & depression.

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

Situations arise every year on Cornell, off-campus activities in regards to student mental health.
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
- Frustration with unfamiliar (Language, peers, daily routine)
- Financial worries
- Lack of medications or deciding not to take them
- Unfamiliar Environment
- 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”
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 distressed
- 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
  - hotel lobby, on a walk
  - NOT YOUR OWN OR THEIR OWN 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 & Safety can help you determine what level of confidentiality is appropriate and required
Confidentiality

Avoid making promises of confidentiality.

The Manager of International Travel Health & 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.
Talking About It

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.

Conversation Starters
<table>
<thead>
<tr>
<th>What Helps</th>
<th>Not Helpful</th>
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<tbody>
<tr>
<td>It sounds like you may have a real illness that</td>
<td>It’s all in your head</td>
</tr>
<tr>
<td>may be causing these thoughts and feelings</td>
<td></td>
</tr>
<tr>
<td>I may not understand exactly how you feel,</td>
<td>We all go through things like this</td>
</tr>
<tr>
<td>but I care about you and want to help</td>
<td></td>
</tr>
<tr>
<td>You are important to me. Your life is</td>
<td></td>
</tr>
<tr>
<td>important to me</td>
<td></td>
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<tr>
<td>Tell me what I can do now to help you</td>
<td></td>
</tr>
<tr>
<td>You might not believe it now, but the way</td>
<td></td>
</tr>
<tr>
<td>you’re feeling, will change</td>
<td></td>
</tr>
<tr>
<td>You are not alone in this. I’m here for you.</td>
<td></td>
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<tr>
<td>Talk to me I’m listening</td>
<td></td>
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<tr>
<td>Look on the bright side</td>
<td></td>
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<tr>
<td>You’ll get over this</td>
<td></td>
</tr>
<tr>
<td>You’ll be fine. Stop worrying</td>
<td></td>
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<tr>
<td>Here’s my advice</td>
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<tr>
<td>You have so much to live for-why do you want to</td>
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<tr>
<td>die</td>
<td></td>
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<tr>
<td>What do you want me to do? I can’t change your</td>
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<tr>
<td>situation</td>
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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”
- United Healthcare Global at 410-453-6330
  - They can provide referrals to counselors and appropriate physicians in your area
- Manager of International Travel Health & Safety at INTLSAFETY@cornell.edu
- Cornell Police Department at +1 (607) 255 - 1111, 24 hours a day, collect calls accepted
  - Your information will be taken and Cornell will contact you back
- Cornell Counseling and Psychological Services (CAPS) is available for counseling prior to and after a program

**Important:** CAPS can not provide telephone counseling due to NY 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 the student 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 awoke 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 over hear 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 regarding Jax?

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% of students seeking services seriously considered attempting suicide. It is ok 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, 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 to who else to turn. 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 to the Manager of International Travel Health & Safety in a timely manner.

Keep a thorough record and retain all documentation regarding any incident, situation and 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
- 607-255-1111 (Cornell Police) for situations requiring an immediate institutional response
- 607-255-1591 - Manager of International Travel Health & Safety
- 607-255-2242 - Title IX Coordinator
- 607-255-6224 - Office of Global Learning
Quick guide on whom to call

- Is this a medical emergency?
  - Yes: Call the local equivalent of "911"
  - No: Is there a need for a medical referral, lost passport assistance, emergency evacuation, political evacuation?
    - Yes: Call UHC Global +1-410-453-6330
    - No: Do you need to report an incident and need an immediate response from Cornell?
      - Yes: Email INTLSAFETY@cornell.edu
      - No: Do you need to report an incident but are not needing an immediate response?
        - Yes: Call the Cornell Police Department +1-607-255-1111
        - No: Have a great time and always feel free to email us with questions.

- There is no local equivalent of "911"
  - Refer to your emergency safety plan and pre-departure research
    - Then: Email INTLSAFETY@cornell.edu
For more detailed information on what to do in an emergency, including scenario specific action plans visit:

https://global.cornell.edu/travelers/emergencies-abroad
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
Clery Act

- 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 & Safety can help determine if reporting is necessary - intlsafety@cornell.edu

- 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”

Including 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 the 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

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

3. **Arrests and referrals for disciplinary action** – weapons, drug violation, liquor law violation [https://www.cupolice.cornell.edu/campus-watch/crime-definitions/](https://www.cupolice.cornell.edu/campus-watch/crime-definitions/)
Title IX

“No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance”
Prohibits:

Sex discrimination (different treatment based on biological sex).
Sexual harassment (including, stalking, domestic violence, and dating violence).

Requires institutions to:

Perform immediate investigation and take prompt and effective steps to end sexual violence, prevent its recurrence, and address its effects.
The Department of Education has stated that universities know or should know all information possessed by “responsible employees” which it defines as:

Any employee who has the authority to take action to redress sexual harassment; who has been given the duty of reporting incidents of sexual harassment or other student misconduct to the administration OR whom a student could reasonably believe has this duty or authority.

Responsible employees includes all Off-campus Activity Leaders
OCALs must immediately report information (including the names of the people involved) concerning sexual harassment, stalking, domestic violence, and dating violence to the Title IX Coordinator AND the Manager of International Travel Health & Safety, even if a victim asks the employee not to.

Title IX Reports should be made online at: biasconcerns.cornell.edu
For urgent questions regarding Title IX please contact our Title IX Coordinator:

Chantelle Cleary
607-255-2242
cc2669@cornell.edu
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 sitting 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 NY). 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 busses start running again. You can walk but it will take you 1.5 hours.

Should you call the Cornell police 24 hour emergency number?
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 +1-607-255-1111 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 busses to travel? The decision will have to be made on the ground.
Remember

Keep a thorough record and retain all documentation regarding any incident, situation and concern. At minimum, document dates, times, places, parties involved, actions taken and brief description of events.
If you have **ANY** questions or concerns please contact intlsafety@cornell.edu