

## Pre-Travel Checklist

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- All travelers graduate and undergraduate students must register in Cornell's Travel Registry [www.travelregistry.cornell.edu](http://www.travelregistry.cornell.edu)
- Become knowledgeable about risks in location. Visit these sites for researching your destination:
  - Center for Disease Control: <https://www.cdc.gov/outbreaks/index.html>
  - Insight
- Verify your health insurance covers you or purchase additional coverage, or you must purchase additional coverage:
  - Students covered by the Cornell Student Health Plan (SHP) can locate participating providers using the [DocFind Service](#) available on the [Aetna Student Health](#) website
- Consider purchasing insurance for trip interruption:
  - [www.insuremytrip.com](http://www.insuremytrip.com)
- Consider purchasing insurance for property protection:
  - Arthur J. Gallagher & Co. [www.collegestudentinsurance.com](http://www.collegestudentinsurance.com) or call 1-888-411-4911
- Understand how to use UHC Global Emergency Assistance. More information on this in this packet:
  - When filing a case email: [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)
  - Appropriate when travel is more than 100 miles away from Cornell's campus
- Determine your immunizations by contacting the Travel Nurse at Cornell Health.
- Develop an emergency plan and be available 24/7 to travelers in case of an emergency during the trip.
  - Where would you go in the event of a crisis?
  - Where is your backup location to gather?
  - How would you exit the city/region?
- Know who to contact in the event of an emergency at Cornell:
  - Cornell Police - (607) 255-1111
- Determine the conditions of roads and safest routes of travel in the area:

## **Emergency Protocol and Procedures**

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**Program Leadership Structure:**

**Additional support:**

**Faculty in Residence:**

**Counselor or Mental Health Specialist:**

**Address of program location**

**EMERGENCY PLAN:**

**HEALTH CONSIDERATIONS**

✓

**MEDICAL EMERGENCIES (ACCIDENT, INJURY, ILLNESS)**

**Hospital Name:**

**Alternate:**

**SAFETY CONSIDERATIONS**

**Main issue of safety:**

✓

**Tips for safety:**

Local Assistance

Health emergency

Evacuation

**OTHER EMERGENCIES (CRIME, CIVIL UNREST, ETC.)**

- ✓ Local police station:

**Personal Emergency Plan for Travel:**

*Where to go:*

*Who is in charge:*

**Know Your Transportation and know your local numbers**

- ✓ Airport:
- ✓ Train Station:
- ✓ Bus Line:
- ✓ Tram:
- ✓ Metro Station:
- ✓ Boat/Ferry/Port Authority:
- ✓ City or county's Local Government office:
- ✓ Police:
- ✓ Fire:
- ✓ Hospital:
- ✓ Translator Service:
- ✓ Red Cross:
- ✓ 24-Hour Assist/Insurance Hotline:
- ✓ Taxi Service:

# Crisis Response

## *For Cornell Programs Abroad*

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Cornell University has numerous resources across the University to assist program leaders. No program leader should handle issues dealing with program participants alone. Further, providing clear and consistent communication to both Cornell Abroad and the University partnerships is essential to secure expedited support.

### **When to Contact Cornell University and or Cornell Abroad:**

- Anytime a student is hospitalized, no matter how serious.
- Severe food poisoning or allergic reaction.
- Anything of a psychiatric nature.
- Rape or sexual assault.
- Any incident involving injuries.
- Natural disasters.
- Terrorist attacks.
- Crime in which students are involved.
- Civil unrest.
- Outbreak of war.

24/7 Contact: Cornell Police 607-255-1111

Additionally, the individual listed below should be contacted:

Director of Risk Management and Insurance:

607-254-1575 (office) 607-227-2111 (cell)

[craig.mcallister@cornell.edu](mailto:craig.mcallister@cornell.edu)

**Easy to use email string:** [craig.mcallister@cornell.edu](mailto:craig.mcallister@cornell.edu)

# UHC Global FAQs

*For Cornell Programs (domestic and international)*

## **What is UHC Global?**

UHC Global is the University approved emergency medical insurance provider for Cornell University. All faculty, students and staff that are traveling on University business **100 miles away from campus** are automatically eligible for benefits.

## **Who is UHC Global?**

Since 1977, UHC Global has been assisting travelers nationally and worldwide by utilizing highly trained, multilingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

## **When Should I contact UHC Global?**

Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that UHC 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, UHC 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 UHC Global as soon as possible so your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. UHC 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 do I open a case if I am away?**

Contact Cornell Police at (607) 255-1111 who are instructed to work with Craig McAllister (Director of Risk Management) and they will open a case for you. Call the Frontier UHC Global phone number (listed below) or email [assistance@UHCGlobal.com](mailto:assistance@UHCGlobal.com).

### **Can I purchase a plan for my leisure travel?**

Plans are offered at a discount rate for Cornell students, faculty and staff members.

### **How do I purchase a plan for myself (not related to the University)?**

The University's account representative is Diana Winslow; her email is [Diana.Winslow@UHCGlobal.com](mailto:Diana.Winslow@UHCGlobal.com).

The world-wide number for UHC Global is: 1-800-472-0906 from the US +1-713-267-2525 worldwide (collect) the University policy number is: 343211

# Behavioral Expectations

## *For off-campus Cornell programs*

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Although academic requirements and standards for courses held off-campus parallel those in Ithaca, standards of acceptable behavior often differ and can be more stringent. In addition, every program will have unique guidelines based on the location and cultural mores of the population; these guidelines will be shared during your pre-departure orientation or when your program begins.

We expect all participants to conduct themselves in a manner that brings credit to themselves, Cornell University, and the program at all times.

### Standards of Conduct:

1. *Relevant Laws and Policies:* I will be subject to Cornell University regulations (including but not limited to the Cornell University Campus Code of Conduct, including sexual harassment and other policies pertaining to behavior of students, faculty, and staff), the host university's or program's regulations and guidelines, and laws of the host location and that in the event of violation of these or behavior which is detrimental to myself, other students or individuals, or the program, the director of the program shall have the right to dismiss me from the program. Cornell University is not responsible for the defense of a student accused of a violation of the laws in the program location and is not responsible for the payment of any fines or other penalties resulting from such violations;
2. *Possession, Use, and Sale of Alcohol & Controlled Substances:* The manufacture, distribution, possession, use or sale of controlled substances as defined by New York State, Federal Law, or the laws of my host state/locality is prohibited. I realize that I am solely responsible for ascertaining the legal age for the possession or consumption of alcoholic beverages while in the US.

3. *Use of Motorized Vehicles and other transportation:* I acknowledge that according to university policy, students are eligible to rent a [Cornell Fleet vehicle](#), upon [approval by the Office of Risk Management](#).
4. *Engaging in high-risk activities:* I agree to refrain from engaging in any sporting, recreational, or adventure activity against the advice or direction my program, local authorities, or a qualified instructor. When participating in a permissible activity, I agree to follow the rules and procedures of a recognized governing body for that sport or activity. I understand that my insurance may exclude coverage for any illness or injury sustained while engaging in a wide range of common sporting, recreational or adventure activities and that I am solely responsible for ascertaining what is covered or excluded.
5. *Export-Import Regulations:* I will not attempt to leave program locations with materials that legally require collecting, export, and/or import permits, <http://www.oria.cornell.edu/export/>, including but not limited to archeological artifacts, geological structures such as rocks, and biological materials such as bones, teeth, feathers, seeds, etc.
6. *Firearms:* I will not possess firearms. (Note: In rare cases, some firearms exceptions may be applicable for certain locations and your program will inform you of such expectations.)
7. *Program-specific guidelines:* I will not violate any additional stipulations set forth by the faculty/staff trip leaders prior to or during the trip (e.g. disorderly conduct, use of alcohol, curfew, dress codes, sexual misconduct, unauthorized travel, failure to report in, etc.).

I understand that failure to adhere to these standards of conduct may result in my removal from the program without appeal and without credit. In such an event, no tuition refunds will be provided. I also understand that some offenses may also subject a student to formal Cornell disciplinary procedures and/or criminal charges and jail time where the event occurred.



# Warning Signs for Mental Health

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## *Supporting documents for program management*

### Warning signs for mental health of students

- Rapid or dramatic shifts in feelings or “mood swings.”
- Increased tardiness or absences — one of the earliest signs
- Angry or aggressive behaviors
- Poor concentration — student can’t focus, fidgets
- Student seems withdrawn, silent, lacks friends — especially if this is a change in behavior
- Student appears overly anxious or worried, even fearful
- An unusual drop in functioning, especially at school or work, such as quitting sports, failing in school, or difficulty performing familiar tasks.
- Recent social withdrawal and loss of interest in others.
- Problems with concentration, memory, or logical thought and speech that are hard to explain. Heightened sensitivity to sights, sounds, smells or touch; avoidance of over-stimulating situations.
- Loss of initiative or desire to participate in any activity; apathy.
- A vague feeling of being disconnected from oneself or one’s surroundings; a sense of unreality.
- Unusual or exaggerated beliefs about personal powers to understand meanings or influence events; illogical or “magical” thinking typical of childhood in an adult.
- Fear or suspiciousness of others or a strong nervous feeling.
- Uncharacteristic, peculiar behavior.
- Dramatic sleep and appetite changes or deterioration in personal hygiene.

# Self-Care of Program Leaders

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## *For off-campus Cornell programs*

### Before:

- ✓ Establishing support before you go and *talk about your concerns*.
- ✓ Remember that your student assistants will need support and discuss with them ways to handle their stress.
- ✓ Set up regular calls/Skype talks with friend's family and a supervisor or colleague.
- ✓ Create journaling or check-ins with your program assistants and for yourself.
- ✓ Have a support network in place that can lighten the burden.
- ✓ Establish strong understanding with program partners.

### During:

- ✓ Set up a couple of venting sessions with a colleague who understands the situations you face.
- ✓ When you are dealing with a risk management issue:
  - Get lots of sleep, Keep yourself hydrated
  - Have someone you can turn to debrief
- ✓ Journaling
- ✓ If you see a therapist in the states, consider pre-paying for a session so you can discuss over Skype or the phone.
- ✓ Have regular Skype conversations with friends, family and co-workers
- ✓ Talk to someone locally about your stress.
  - Identify through your partners, or your own provider's search feature, local experts who may be able to support you while off campus.
- ✓ Be aware that other managers may have different experiences and may not be able to relate.

### Afterward:

- ✓ Be prepared for exhaustion
- ✓ Be prepared complicated feelings and different sort of relationships.
- ✓ Don't just go into something else after your program (vacation, etc.)
- ✓ Create a feedback model with your program (debriefing)
- ✓ Be prepared to continue the connection with your students (you need one another)
- ✓ Set up a counseling session with FSAP
- ✓ Make time for regular self and group reflection.

# Sexual Assault Prevention Checklist

*For off-campus Cornell programs*

Name of program: \_\_\_\_\_

Dates of program: \_\_\_\_\_

Trip Leader (s): \_\_\_\_\_

Background and Research Phase		
Location / Condition	Yes / No	Notes
Review crime and safety reports of the specific city, town, village, etc.		
Communicate with partner organizations on location of program.		
Check relevant (if attainable crime statistics and communicate with other universities on location of program.)		
Conduct external review with additional members of University, ie. Student advisors, travel safety coordinator, etc.		
Conduct site visit of the location and properly vet the housing of the location of the program		
Does the site have a counselor on staff?		
Do research on the distance to medical facilities.		
Assess the suitability in turning to the police in the event of a crime, or staff members who have contact with the police force.		
Do research on gender, nonverbal cues and potential for date rape drugs.		
Housing Review		
Building exterior designed in such a manner that it sufficiently precludes unauthorized entry via doors, windows and roof openings?		
Exterior doors self-locking?		
Exterior doors of substantial construction to preclude forced entry?		
Exterior doors equipped with peephole or other		

method to observe visitors before permitting entry?		
Exterior doors require use of controlled keys, keycard, cypher-code or need to show photo ID to attendant to gain entry?		
Windows accessible from exterior secured to prevent unauthorized entry?		

<b>Trip Planning</b>		
	<b>Yes / No</b>	<b>Notes</b>
Create orientation for students in which sexual assaults is a reviewed topic.		
Go over prevention strategies:		
-- Limit alcohol use		
-- Be Assertive, know your limits		
-- Provide findings of nonverbal cues		
-- Avoiding solo travel, staying with group		
-- Trust intuitions/ be alert		
Create a support protocol for students:		
-- All students have contact information for the trip leaders?		
-- All students have the contact information for Cornell Response?		
-- All students are aware of UHC Global?		

<b>In Case of Assault Protocol</b>		
<b>In the event of sexual assault, abuse or violence the trip leader must:</b>	<b>Yes / No</b>	<b>Notes</b>
Get the student help (in order of urgency)		
● Medical help and screen for STDs, anti-HIV meds, morning after		
● Take action for the student's immediate safety (e.g. remove student from housing situation, work placement, etc.)		
● Offer counseling support		
● Offer options, such as filing a criminal complaint and/or, if a Cornell student is the attacker, initiating campus disciplinary		

<p>proceeding (file a case with <a href="mailto:juadmin@cornell.edu">juadmin@cornell.edu</a>). Let the student decide how to proceed.</p>		
<ul style="list-style-type: none"> <li>● Be supportive, trip leader will have a continuous role in support</li> <li>● What to say: <ul style="list-style-type: none"> <li>○ Thank you for telling me</li> <li>○ What can I do to help</li> <li>○ It wasn't your fault</li> <li>○ I'm here to talk</li> <li>○ Avoid the "why" questions</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>● Initiate Cornell's Emergency Response within 24 hours of the assault: Communicate with Risk Management [607-254-1575 <a href="mailto:risk_mgmt@cornell.edu">risk_mgmt@cornell.edu</a>, or Cornell Police [607-255-1111], depending on time of day in Ithaca. CUPD will initiate emergency response if it is off-hours and Risk Management is not available.</li> </ul>		
<p><b>If student wishes to file a criminal complaint,</b> contact local law enforcement and accompany student to meetings with local law enforcement.</p>		
<ul style="list-style-type: none"> <li>● The Office of the Judicial Administrator at 607-255-4680 or <a href="mailto:juadmin@cornell.edu">juadmin@cornell.edu</a>. Cornell's Judicial Administrator is a Title IX deputy coordinator.</li> </ul>		
<ul style="list-style-type: none"> <li>● Trip leader <b>must</b> consult with the-Title IX deputy Coordinator when s/he becomes aware of potential Title IX violations such as sexual assault, abuse, or violence, even if the student does not wish to file a criminal complaint and/or if the attacker is not a Cornell student.</li> </ul>		
<p>Note that Title IX broadly prohibits, and Cornell is committed to providing an educational and work environment free from, sexual misconduct. Sexual misconduct is any behavior of a sexual nature that is experienced as unwelcome. In the event of an incident of <b>sexual misconduct</b> other than sexual assault, abuse or violence, even where the student is not in need of medical help or in immediate danger, the trip leader must still</p>		

consult with the Deputy Title IX Coordinator.		
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**Important Phone Numbers and websites:**

<p>Cornell Police: (607) 255-1111          Cornell Risk Management: (607) 254-1575, <a href="mailto:risk_mgmt@cornell.edu">risk_mgmt@cornell.edu</a>          UHC Global: 1-800-527-0218          Office of the Judicial Administrator - 607-255-4680          Title IX Coordinator: (607) 255-0041, <a href="mailto:nosexualharassment@cornell.edu">nosexualharassment@cornell.edu</a></p>	<p>Victim Advocate: (607) 255-1212, <a href="mailto:victimadvocate@cornell.edu">victimadvocate@cornell.edu</a>          Student Counseling: (607) 255-5155          Office of the Judicial Administrator: (607) 255-4680, <a href="mailto:juadmin@cornell.edu">juadmin@cornell.edu</a>.          Sexual Harassment and Assault Response Education: <a href="http://share.cornell.edu">share.cornell.edu</a></p>
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**RAINN: Rape Abuse & Incest National Network:**  
<https://www.rainn.org/national-resources-sexual-assault-survivors-and-their-loved-ones>

# Emergency Crisis in the US

*For off-campus Cornell programs*

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## *Cornell UNIVERSITY – Crisis Management Protocol*

### *Checklist for all Domestic EMERGENCIES (Perceived, real, acute and/or widespread)*

As a trip leader you may encounter an incident that requires you to act quickly. This is a quick reference guide to help assist you.

**Note: This is not intended to be a step-by-step to do list. Many required actions must occur simultaneously. This list is merely provided as quick reference to ensure that no steps are left out.**

- Collect sufficient information by asking questions related to the crisis. Record this information by taking notes, pictures or assigning an assistant to do so.
- Collect contact information from individual reporting crisis in order to follow-up.
- Collect additional information from other US sources (if applicable).
- Confirm if communications with the insurance carrier for the student health insurance is needed if medical treatment is required.
- Contact the Director of Risk Management and the Coordinator of Travel Safety. Calling Cornell police will begin this process. 607-255-1111
- If appropriate, ensure a case with UHC Global has been opened. This can be initiated by the trip leader, an individual at Cornell University or the student themselves if necessary. The world-wide number for UHC Global is: 1-800-472-0906 from the US +1-713-267-2525 worldwide (collect) the University policy number is: 343211
- The University's Crisis Managers will be contacted if necessary for emergencies to be handled in house. For widespread or acute emergencies, this team may include members from other units.
- If this is a mental health crisis you may consult with Gannett and the CAPS counselors at 607-255-5155.
- After a case is opened UHC Global can provide suitable counselors, medical doctors and emergency cash if necessary.

- If crisis involves a change to the student or students' financial aid status, the on-campus Cornell administrator will contact the Financial Aid Office.
- Maintain communications with affected students/faculty/staff in the area.
- Maintain communications with others on-site who may be affected.
- Inform and update the Director of Risk Management who will be the main point person for disseminating information with the Coordinator of Travel Safety serving as backup.
- Inform and update relevant staff members in the program.
- Allow Cornell administrators to disseminate information, do not attempt to take this all on yourself.
- Assess situation (include all applicable key university officials in discussion) and provide directions to on-site students/faculty/staff.
- University officials will provide notification of widespread event and CU response on web site (if applicable).
- Allow the University to respond to media inquiries (or refer to University Relations).
- Make any changes to program status in the database and/or post incident summary in individual student record in the database.
- Upon returning to campus conduct a post-assessment review. (see additional paperwork)



## Contact list

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### *For off-campus Cornell programs*

UHC Global Emergency Response Center  
1-800-472-0906 from the US  
+1-713-267-2525 worldwide (collect)

[assistance@UHCGlobal.com](mailto:assistance@UHCGlobal.com)

**Cornell University Police (24/7 response)**

**607-255-1111**

### **First Responders for off-campus incidents of Cornell**

<i>Name</i>	<i>Phone</i>	<i>Email</i>
Craig McAllister	607 254-1475	<a href="mailto:craig.mcallister@cornell.edu">craig.mcallister@cornell.edu</a>

### **University Administration**

Title IX Office	607 255-2242	<a href="mailto:titleix@cornell.edu">titleix@cornell.edu</a>
Judicial Administration	607 255-4680	<a href="mailto:juadmin@cornell.edu">juadmin@cornell.edu</a>
Gannett Health Services	607 255-5155	
Victims Advocate	607 255-1212	
Dean of students	607 255-1115	
Legal Counsel	607 255-5124	

# UHC Global

For Cornell Programs Abroad

Frontier UHC Global Emergency Response Center  
1-800-472-0906 from the US  
+1-713-267-2525 worldwide (collect)  
[assistance@UHCGlobal.com](mailto:assistance@UHCGlobal.com)

 <p>GLOBAL ASSISTANCE</p>  <p>Cornell University</p> <p>UnitedHealthcare Global ID#: 343211 Cornell Risk Management 607-254-1575 Cornell Police 607-255-1111</p> <p><small>Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: <a href="mailto:assistance@uhcglobal.com">assistance@uhcglobal.com</a></small></p>	<p>UnitedHealthcare Global Emergency Response Center: United States +1-410-453-6330 (Reverse Charges Accepted) TOLL FREE ACCESS - The numbers below must be dialed from within the country <small>If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center collect (reverse charges accepted)</small></p> <table border="1"><tr><td><b>Australia</b></td><td>1 800 127 907</td><td><b>Japan</b></td><td>00531 11 4065</td></tr><tr><td><b>Brazil</b></td><td>0800 891 2734</td><td><b>Mexico</b></td><td>001 800 101 0061</td></tr><tr><td><b>China (northern)</b></td><td>108888*800 527 0218</td><td><b>Philippines</b></td><td>1 800 1 111 0503</td></tr><tr><td><b>China (southern)</b></td><td>1081 1*800 527 0218</td><td><b>Singapore</b></td><td>800 1100 452</td></tr><tr><td><b>Dominican Republic</b></td><td>1 888 567 0977</td><td><b>South Africa</b></td><td>0800 9 92379</td></tr><tr><td><b>France</b></td><td>0800 90 8505</td><td><b>Spain</b></td><td>900 98 4467</td></tr><tr><td><b>Germany</b></td><td>0800 1 611401</td><td><b>Switzerland</b></td><td>0800 55 6029</td></tr><tr><td><b>Hong Kong</b></td><td>800 96 4421</td><td><b>Thailand</b></td><td>001 800 11 471 0661</td></tr><tr><td><b>Israel</b></td><td>1 809 41 0172</td><td><b>U.K.</b></td><td>0800 252 074</td></tr><tr><td><b>Italy</b></td><td>800 877 204</td><td><b>U.S. &amp; Canada</b></td><td>1 800 527 0218</td></tr></table> <p><small>* Dial the first portion of phone number, wait for tone, and then dial remaining numbers. For a complete list, go to the Global Intelligence Center: <a href="https://members.uhcglobal.com">https://members.uhcglobal.com</a></small></p>	<b>Australia</b>	1 800 127 907	<b>Japan</b>	00531 11 4065	<b>Brazil</b>	0800 891 2734	<b>Mexico</b>	001 800 101 0061	<b>China (northern)</b>	108888*800 527 0218	<b>Philippines</b>	1 800 1 111 0503	<b>China (southern)</b>	1081 1*800 527 0218	<b>Singapore</b>	800 1100 452	<b>Dominican Republic</b>	1 888 567 0977	<b>South Africa</b>	0800 9 92379	<b>France</b>	0800 90 8505	<b>Spain</b>	900 98 4467	<b>Germany</b>	0800 1 611401	<b>Switzerland</b>	0800 55 6029	<b>Hong Kong</b>	800 96 4421	<b>Thailand</b>	001 800 11 471 0661	<b>Israel</b>	1 809 41 0172	<b>U.K.</b>	0800 252 074	<b>Italy</b>	800 877 204	<b>U.S. &amp; Canada</b>	1 800 527 0218
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