



Student Travel Quick Reference

Student Traveler Quick Reference

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IMPORTANT NUMBERS AND INFORMATION

LOCAL 911 EQUIVALENT (911 is used in the US and a handful of other countries- learn the 911 equivalent for your destination)

INTERNATIONAL SOS (24/7): +1 (215) 942-8478
Membership No: 399GDA1018486IT

USF POLICE (24/7): +1 (813) 974-2628

After 5pm M-F and on Weekends (Eastern Standard Time) Emergency Assistance: In order to reach the USF Global Safety Office, you need to call USF Police who will direct the call.

US STATE DEPT ACS (24/7): +1 (202) 501-4444

USF WORLD GLOBAL SAFETY eaassist@usf.edu

WHAT TO DO IN AN EMERGENCY

- **Call local 911 equivalent**
- **If you are able, call ISOS or use the ISOS App immediately.**
- **Inform your Faculty leader / overseas host**
- **Inform USF World Global Safety EAASSIST@USF.EDU**

THE INTERNATIONAL SOS APP

**Download and install the ISOS Emergency assistance app.
Create and register your account to receive notification of security
and health emergencies in your area and for emergency assistance.**

After downloading and installing the app

- 1. Click Get Started**
- 2. Click sign up**
- 3. Enter USF email and password and confirm password**

4. Click close
5. Confirm receipt of verification email
6. Enter membership # 399GDA1018486IT
7. Confirm Organization (USF) – click yes
8. Click continue.
9. Input prompted information
10. Click Confirm
11. Enter SMS code if prompted



INTERNATIONAL CALLING INSTRUCTIONS

- Different countries will have different codes for access to international phone lines.
- Countries have their own country codes. From most countries to make an international call you will dial 00 or +, the country code, area code and then the telephone number. The US country code is 1.
- EXAMPLE: Dialing from Paris to the USF Police would be
 - **00-1-813-974-2628 OR +1-813-974-2628**
- **www.howtocallabroad.com**

BEFORE YOU GO CHECK LIST

- Download the ISOS App
- Contact ISOS about any medications you are bringing and visit USF Student Health Services at least six weeks prior to travel.

- ❑ Share any information you feel necessary about your medical or health conditions with the faculty/in-country hosts. Please keep in mind, Faculty/and in country hosts do not have access to any of your medical information.
- ❑ Consult your health care/mental health providers about strategies to be successful abroad.
- ❑ Talk to your phone service provider about international phone / data options and the possibility of needing to unlock your phone before departure.
- ❑ You will be walking much more than you would in Florida (think up to 10 miles on certain days), we recommend you prepare for that as best you can.
- ❑ Develop your communication plan identifying any apps that you want to use to talk to family and friends (WhatsApp, Facetime, Google Voice). **Very IMPORTANT: YOU NEED TO BE ABLE TO USE YOUR PHONE WITHOUT WIFI IN EMERGENCIES.**
- ❑ Contact your bank and credit card companies about travel. It is highly recommended to travel with at least one spare credit card. Some debit/credit card companies may not be universally accepted – check with your bank!
- ❑ Pack lightly and accordingly to seasonal attire (some locations you will be walking for long periods of time, don't forget comfortable shoes). Research the culture of your program location to respect customs and practices.
- ❑ Pack medications, phone chargers, adaptors, and spare set of clothes in your carry-on luggage. Keep credit cards, passports, cash or any important document with you at all times, preferably on you.
- ❑ Travel with US and foreign currency cash (recommended that you have \$100 in both currencies).
- ❑ Avoid using third-party booking sites for airline tickets, trains, etc. Book directly with the airline you are flying if possible. It makes it more manageable if there are any travel delays or missed connections.
- ❑ Prior to your departure make sure that you research the airports you will be traveling through. In order to keep your travel documents (check-in and boarding pass), download your airline's apps to your phone, and take screenshots. Read up on steps to take in case of travel delays/missed flights.
- ❑ Make copies of passports, credit cards, itineraries, and prescriptions. Leave a set of these copies with someone in the United States. Keep a hard copy in your suitcase and a digital copy on your phone.
- ❑ Research your destination using resources from ISOS, US State Department, travel guides, etc. It is highly recommended that you learn a few words and essential phrases in the language(s) of your destination. Use apps such as DuLingo or Google Translate.
- ❑ Share important contact and travel information with your trusted family/friends.

IDENTITY-BASED RESOURCES (DO YOUR RESEARCH BEFORE YOU GO!)

Diversity Abroad has great resources for students based on their race, ethnicity, gender, sexuality, religion, and identity:

<https://www.diversityabroad.com/articles/diversity-and-inclusion-abroad-guide>

<https://www.diversityabroad.com/articles/students-of-color-abroad>

<https://www.diversityabroad.com/articles/travel-guide>

The US Department of State also has informative resources:

LGBTQ+ travelers :<https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/lgbtqi.html>

Women Travelers: <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/women-travelers.html>

TRAVEL DELAYS AND MISSED CONNECTIONS

1. Breathe! Delays and cancelations can happen. This can be stressful, especially in a new environment. Stay calm and collected. Ask to speak to an airline representative for guidance.
2. Work with the airline or travel provider to arrange a new flight/transport. This can be done at the information desk of the airline, using the airline's apps, calling the airline etc. Try multiple avenues to get rebooked. This is a time to be able to call/text independent of WIFI.
3. Inform your faculty leader and/or in-country host of your delay and update them with your new travel itinerary. Inform the USF Global Safety Office through EAASSIST@usf.edu
4. Keep your family and friends informed of flight changes and arrival times.
5. The USF ISOS insurance includes lodging reimbursement for travel delays of over 6 hours. If you must spend the night along the way, you *may* be reimbursed for lodging/meals if the delay is six hours or longer. The max is up to \$200 per day. You will be required to pay the cost upfront and be reimbursed later with appropriate receipts and proof of delay. It is highly recommended to check with your airline if they will give you a vouchers for meals, lodging, and transportation.

UPON ARRIVAL

- Use the ISOS App to check-in!
- Test your cell phone on the first day to ensure you can make international calls without the need for WiFi. Make sure you know how to reach local faculty/staff.
- **Your family members should not accompany you to program orientations or program events – but let them know you have arrived safely.**
- Make sure that you understand housing regulations (No overnight guests in any USF organized housing) there can be curfews, noise regulations, etc. specific to your location/housing.
- Identify where to go grocery shopping if applicable, understand safe food and water practices for your location. Do your research prior to travel.
- Be particularly attentive to the in-country hosts' and/or faculty leaders' recommendations for best practices and identification of known risks, including transportation, health, food and environmental risks.

FINANCE

Monitor the exchange rate against the dollar.

Set up and try to follow a budget.

Make sure you have back-up funds and it is highly recommended to have at least one spare credit card.

Go local – shop for food where locals shop

PERSONAL TRAVEL

- Personal Travel outside of the program is discouraged and may not be allowed on some programs. Talk to your local host and faculty leader and follow any guidelines.
- All Personal Travel must be disclosed to the local host if permitted.
- Missing a class because you cannot travel back to the program location will not be an excused absence.
- Use the ISOS App to check-in when traveling outside of your program location.
- Personal Travel to a location at a Level 3-4 advisory by the US Department of State is not permitted without Global Risk Assessment Committee (GRAC) review and approval.

- **Students who do not follow this advice will be held personally responsible for consequences should they occur.**

STAYING SAFE IN COUNTRY

- It is highly recommended to use the “buddy method” and not travel alone.
- Be aware of what is going on around you.
- Be actively aware of risks, especially when in public places or when using public transportations.
- Exercise caution during religious holidays and at large festivals or events.
- Avoid protests and demonstrations.
- Dress to blend in and avoid looking like a tourist. Be conscious of wearing expensive jewelry and accessories. Also keep your phones, wallets, on the front sides of your body. Also be aware of where you store your valuable items in your housing.
- Passports should be stored in a safe location. Carry a copy of your passport unless local laws require you to carry the original. If you need to take your passport with you, carry it on you.
- Remember to stay alert. Pick Pockets and scammers are always on the lookout for first time travelers. Stay together if you are in a group.
- Driving is not permitted, including mopeds vehicles. Take care when choosing taxis, Ubers, or ride shares.
- Avoid high-risk activities (e.g. bungee jumping, cliff diving, swimming in areas where there is no lifeguard).
- Stay hydrated and eat nutritious food.
- Get on the local time-zone as soon as possible. To help you adjust to the local time zone, and reduce jetlag, it is highly recommended that you don't nap in the first few days – sleep at night.
- Drink responsibly and follow the local legal laws.
- Do not accept drinks from strangers, and make sure you always keep an eye on your drink.

HEALTH AND WELLNESS ASSISTANCE WHILE ABROAD

ALL REGISTERED USF TRAVELERS ARE COVERED BY A COMPREHENSIVE INSURANCE POLICY

- As soon as you start to feel unwell (Physically or Mentally), notify your faculty leader or in-country hosts.
- Call ISOS directly or use the ISOS App, identify yourself and provide ID# 399GDA108486IT.

- In many locations, ISOS can identify an appropriate medical facility/resource for you to get support. In more remote locations you may need to check in with locals to find appropriate health support/clinic.
- ISOS has access to professional counselors
- USF Students have access to the Timely Care App: timelycare.com/usf
- ISOS will attempt to pay for services directly with the provider whenever possible.
- You must authorize ISOS to give consent to release medical information to USF and to your designated emergency contact
- You choose to call your emergency contact or not; USF does not notify emergency contacts without student permission except in specific situations.
- **NOTE: Cash payments for services are sometimes required up front, particularly if ISOS is not notified. Keep receipts for medical care, prescriptions or other medical costs. Receipts/records are required to file a claim with USF's Insurance Provider: <https://www.usf.edu/world/documents/travel/zurich-medical-claim-form.pdf>**
- A claim for reimbursement can be filed before returning to the US.

In an Emergency

- Threat to life, limb or eye, transport to the nearest hospital immediately. Know the local "911".
- Use the ISOS and/or provider identified hospital when possible.
- Notify your in-country contacts and contact USF when you can (EAASSIST@usf.com)

HELPING EACH OTHER

- If you notice someone physically or mentally unwell or acting out of the ordinary, talk to the local staff/faculty leader to get assistance.

WHEN INCIDENTS HAPPEN

Harassment: All travelers should be aware that acceptable behavior varies from culture to culture. *However, you should always report behaviors that make you feel uncomfortable or threatened.* Contact your local support or the education abroad office EAASSIST@usf.edu with any concerns.

Theft: If you, or someone you know, experienced an economic crime, contact your local support. We recommend notifying the police and getting a police report.

For a Lost or Stolen Passport: Contact the local host and/or faculty leader and the closest US Consulate. ISOS can help as well.

Sexual Assault: Make sure you are safe.

- Contact local / host provider.
- Contact ISOS to get in country assistance and counseling.
- USF Global Safety will provide assistance and guidance: EAASSIST@usf.com
- Confidential resources are available abroad by phone such as the USF Center for Victim Advocacy +1-813-974-5756.
- The USF Title IX office can provide help <https://www.usf.edu/title-ix>.

Please Note: It is your personal choice to seek medical care, but it is recommended. Likewise, it is your choice to file a police report.

ADHERE TO THE USF STUDENT CODE OF CONDUCT

Violations of the USF Code of Conduct will be reported to the Global Safety office and the Student Conduct and Ethical Development office. Violations of the Local Authority or USF Code of Conduct may lead to dismissal and further disciplinary action upon return to campus. Consult with the Global Safety office for further information if you are accused of such a violation by your overseas partner.

ALCOHOL MISUSE AND ILLICIT/RECREATIONAL DRUG USE

Alcohol misuse is serious and a violation of the USF Code of Conduct. USF students who have misused alcohol while abroad have been hospitalized, received emergency medical care, have been arrested and mugged.

Upon the first incident, USF will intervene. Repeat infractions may result in dismissal from the program. Misuse of Alcohol is a common violation of the USF Code of Conduct.

Alcohol Misuse is when:

- A student misses any scheduled event because of the effects of alcohol consumption.
- A student becomes ill due to alcohol consumption.
- A student is disrespectful of others sharing the same or neighboring housing, because of alcohol consumption.
- A student engages in inappropriate behavior toward other individuals that is the result of alcohol consumption.
- A student becomes so intoxicated that he/she cannot walk unassisted;

- A student engages in destructive behavior toward property that is the result of alcohol consumption.
- A student engages in behavior that causes embarrassment to the other members of the group, the faculty member(s) or the in-country host(s) as a result of alcohol consumption.
- A student engages in behavior that causes his/her companions concern for the safety of the individual or the group.
- Students in a group encourage or ignore a fellow student who is misusing or abusing alcohol; or
- Students who transport quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group.

Peers should look out for each other and keep each other safe, particularly when alcoholic beverages are being consumed.

ILLICIT DRUG USE

Do not attempt to import, purchase, use, or have drugs in your possession. Drug charges can carry severe penalties, including imprisonment without bail for up to a year before a case is tried. A conviction carries several more years of imprisonment in a foreign jail.

NATURAL DISASTER, SECURITY THREATS, CIVIL UNREST

WHEN ANY SERIOUS EVENT HAPPENS ISOS will send a push notification – RESPOND!!!!

- Contact your local faculty leader/ local country host.
- Contact ISOS for advice/assistance.
- Shelter in place until instructed to move to another location.
- Follow the instructions of local authorities.
- Monitor media and local information sources.
- Be prepared for additional security and unexpected disruptions.
- Travelers, when possible, should let their trusted family and friends know their status.
- Check in with ISOS regularly using the ISOS App, and contact EAASSIST@usf.com
- If an evacuation is ordered, everyone must comply with instructions from ISOS, USF or the US State Department.

