



Risk Management & Emergency Response Plan

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PURPOSE OF PLAN

This plan details how World Internships mitigates risk and responds to emergencies, and has been developed and implemented to minimize the risk associated with education abroad and best respond to any crisis situation for all World Internships Programs.

At World Internships, we know our greatest responsibility is to develop and operate programs with the health and safety of our participants at the forefront of our decisions. We also know that studying or working abroad involves a certain amount of risk. Our job is to mitigate these risks while providing the wonderful opportunities that only life abroad can offer. Here's a brief outline on some of the ways we manage risk, prepare our participants ahead of time, and respond if things don't go as planned:

- Risk Management Training and Professional Development for Staff
- Careful Choice of Program Locations and Overseas Partners
- Participant Health Questionnaire (submittal and staff review)
- Pre-departure orientation
- On-site orientation
- International Medical and Accident Insurance
- On-site support and 24/7 Emergency Assistance
- Experienced World Internships Crisis and Emergency Response Team

Risk Management Training and Professional Development for Staff

We are vigilant about staying on top of the latest guidelines and protocols available to us in the field. We employ best practices as defined by the field of International Education, are involved in professional discussions and workshops, and also actively work with our U.S.-based and field staff on an ongoing basis to ensure we mitigate risks and are well prepared to manage situations should they arise.

Careful Choice of Program Locations and Overseas Partners

We are very careful in selecting destinations for our programs, and operate programs only in locations which have no active travel warnings issued by the US Department of State. Potential new locations and partners are thoroughly evaluated by a senior staff member to ensure they meet our company's needs for academic excellence, on-site services, and risk management.

Additionally, the organizations where we place interns all have been reviewed to meet specific professional, legal and ethical standards. These standards' would also include health and safety protocols in their assessments.

Once a program location has been developed and is up and running, we continuously monitor the situation in that country through 1) our overseas partners; 2) Our overseas staff; 3) news; 4) the U.S. Department of State website; and; 5) the many professional organizations to which we belong.

Participant Health Questionnaire (submittal and staff review)

As part of the application process we ask applicants to disclose if there is anything in their medical history that could impact their time abroad. Do they take prescription medications? Do they have any physical or psychological ailments? It is important to consider this information as the availability of treatment and medications abroad is often different from the U.S. and we want to set participants up for success! If there are any issues indicated, a staff member will follow up with a phone call.

Pre-departure Orientations

We take extra measures to ensure that participants are fully prepared for any health and safety issues that may come up; once before they depart and again when they arrive in the foreign country. During our web-based pre-departure preparations, we share what health and safety issues participants might encounter when they arrive, and how to best prepare for them. Participants are also provided with the contact information of individuals in-country who will assist participants with any issues that arise while abroad, be it emergency or otherwise. In addition, a World Internships pre-departure webinar orientation is usually held 2-4 weeks prior to departure and allow ample time for additional and ongoing questions to be answered – by the participant and on-site coordinator.

On-site Orientation

After arriving in the program destination, an on-site orientation program, required for all participants to attend (unless voluntarily opting out), will highlight, once again, local health and safety issues. At such time, participants are also given information regarding how to work with our team in the event of an emergency or incident. These orientations will be led by Site Directors, overseas partner or both.

Participants are asked to notify the World Internships Site Director/On-Site Program Coordinator if they are planning on traveling away from the program location for any period of time. They will be asked to notify the Site Director/Program Coordinator in person, by phone or email at least 24 hours in advance of such an occurrence and will need to leave a detailed itinerary of their travel

plans.

It will be stressed that if they are out of communication for more than 24 hours, without having left notice of their plans, a missing person's report will be filed with the local authorities (see Missing Participant section).

International Medical and Accident Insurance

International medical and accident insurance is included on each World Internships program. This insurance covers participants for accidents and illness while on the program, and includes a 24/7 hotline for medical emergencies. Also, in the event that we have to cancel a program due to a severe situation, such as a natural disaster, terrorist activity, or war, the insurance company and World Internships collaborate to arrange evacuations.

On-site Support and 24/7 Emergency Assistance

World Internships is available via a 24 hour emergency cell phone to assist our participants and their parents in the U.S. and in-country. The U.S. emergency phone is staffed 24 hours a day and available for participants and/or parents to call day or night; In addition, participants are given contact information for local staff who can be contacted 24/7 in all of our locations, and a network of local on-site providers (police, fire, hospital, embassy). All World Internships Site Directors and Program Coordinators go through an extensive training program where an emphasis is placed on risk assessment, health and safety best practices and prevention.

EMERGENCY PHONE NUMBER: +1 970-568-6497

Experienced World Internships Crisis and Emergency Response Team

At headquarters, World Internships has a dedicated, appointed crisis and emergency team trained and at the ready to work with On-Site Coordinators, partners and participants in the event of a crisis or emergency. Our members continuously monitor world events through recognized health and safety channels and on-site contacts, and meet regularly and as needed to discuss and if necessary, act upon issues that may affect our program participants.

More information

More information on health and safety guidelines, our emergency response plan, medical insurance, safety tips, news and updates and FAQs are available on our website. Should you have any other questions about our preparedness for the health and safety of our participants abroad, please do

not hesitate to contact us, +1 970-568-6497 or emergency@worldinternships.org. We are more than happy to answer any of your questions and address any of your concerns. Remember, participant safety is our number one priority.

Communication with Media

In all cases, only the Director of World Internships, or a person specifically designated by the Director will communicate with the media. Under no circumstances is any other member of World Internships staff (in-country or U.S.-based) to talk with members of the media.

The World Internships Site Director/Program Coordinator will not make any comments to the media without the express permission of the World Internships Director, who will in turn be coordinating any media communications with the participant's home University. This process will ensure that no false, misleading or incriminating information will be given to the media in the excitement / confusion of the moment or event.

Emergencies - Definition

An emergency is any situation where a participant's health and/or safety have been compromised. This includes medical emergencies and hospitalization, crime incidents, sexual assault, natural disasters, missing persons, political upheaval or evacuation, death or events of a similar nature.

Perceived Emergencies - Definition

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

1. A parent calls World Internships because their son or daughter has not contacted them on arrival to confirm they have landed safely. The parent is concerned that they are missing or worse.
2. A participant's electricity is temporarily out in their accommodations.
3. A participant's credit card is not working.
4. A participant's wallet has been pick-pocketed.

In Example 1 above, a reasonable response is for the World Internships Site Director to locate the participant as soon as possible and strongly encourage them to notify their parents immediately to

alleviate their concern. Often the participant is in the honeymoon stage of being abroad and has not paused to phone home. Unfortunately World Internships can't force anyone to call home, but only urge the participant to do so, as soon as possible. World Internships can and will provide feedback to the participant's home university in relation to the participant's well-being at any stage, only when participants are part of a university sponsored program.

MAJOR CRISES

Emergency response

World Internships guidelines are developed to protect the safety and well-being of all program participants as well as protect World Internships and its partners. World Internships will utilize participant's statements of events, the local U.S. Embassy or consulate, local authorities etc. as resources to identify the issue and accurately assess the situation. All of the in-country emergency contact information will be provided to participants and staff prior to departure. Participants are instructed to keep their emergency numbers with them at all times.

World Internships will not respond based on rumors. All information is verified with more than one source (if available).

For any major crises, the following will be considered and reported to the World Internships Crisis Management Team:

1. The health and safety of World Internships participant(s)
2. The geographic proximity of the program to the crisis
3. The impact of the crisis and the quality of life (availability of food, potable water, medical supplies, the protection of law and order).
4. The target of or basis to the unrest (and if the crises is politically related)
5. The intensity of police and / or military presence in the area of the program
6. The continuance of the program – either via World Internships or at local universities, whichever the case may be

This information will in turn be communicated to designated University staff, as soon as feasible.

In-country Crisis Assessment and Response

The World Internships Site Director or On-Site Program Coordinator is responsible for coordinating all emergency situations. World Internships is committed to offering the necessary resources to its staff, participants, parents, International Office staff and University Faculty as they relate to

in-country emergency contacts and support services, travel and medical insurance, country-specific information, and additional web resources.

The following are listed in order of importance and World Internships will act accordingly in any crisis situation;

1. Account for health and safety of World Internships participants
2. Determine the scope of the crisis by liaising with local authorities
3. Determine the ability of the continuance of the program

Note: All communication will funnel through the World Internships Crisis Management Team regardless of where it begins. World Internships Crisis Management Team will be the “control center” for all incoming and, especially, outgoing communication. Site Directors and/or on-site contacts will not communicate directly with emergency contacts or U.S. universities unless specifically given permission by World Internships Crisis Management Team to do so or in extraordinary situations.

1. Account for health and safety of World Internships participants
 - a. World Internships will contact and account for all World Internships participants. If the participants are at the program site or at their accommodation location, and both are safe from the crisis, all staff and participants will be instructed to remain there until their safety outside of these locations can be certain. If a participant or staff person is not in a safe location, they will be assisted appropriately, in consideration that no other participant, staff or World Internships Site Director/On-Site Program Coordinator will be endangered to do so, in finding the nearest safe location.
 - b. Participants who are unaccounted for: Using all means possible, including local in-country emergency response services, a search for missing participants will be conducted – this should include communication with and assistance from the participant’s friends, roommates, host family, or landlord / designated staff from accommodations. For notification of local authorities if a participant is not found, see Missing Participant under ‘Individual Crises’. For Injured participants – see Life Threatening Accidents or Illnesses under ‘Individual Crises’.

The World Internships Site Director/On-Site Program Coordinator will report to World Internships on all of the above as soon as possible, using the World Internships emergency telephone number(s).

2. Determine the scope of the crisis by liaising with local authorities
 - a. World Internships will contact the local United States Embassy, local authorities (police, fire, military), local government, and/or International Red Cross or other disaster agencies. World Internships will decide if the proximity of the disaster is endangering participants. If it is, World Internships will execute the Evacuation Plan and move endangered participants to a safe place. World Internships will determine

if there are any quality of life issues (availability of food, potable water, medical supplies, the protection of law and order) and make an assessment if the location is unfit for participants to remain in the area. If this is the case, see Evacuation Plan. In all cases above, World Internships will be informed ongoing, as soon as possible, by the World Internships Site Director/On-Site Program Coordinator on all of the above. The World Internships Executive Director, or person assigned by the Executive Director will then, as soon as practical, keep appropriate University staff apprised on any situation or crises.

3. Determine the ability of the continuance of the program
 - a. Utilize the information collected from the above-listed sources and considering the scope of the crisis, World Internships will formulate a position on whether to continue, suspend or cancel the program.
 - b. Liaise with other U.S. programs located in the area to get feedback from their administrators as well.
 - c. The World Internships Site Director/On-Site Program Coordinator will report developments back to the World Internships home office as soon as possible, and on a continuous basis.

World Internships **Headquarters and Home University Crisis Response**

The following are listed in order of importance and protocol and should be taken care of in this order (by World Internships and the the Site Director/Onsite Program Coordinator) when possible.

1. Communicate with Crisis Management Team immediately and begin constant communication with this group until crisis is dealt with.
2. Communicate participant's welfare to emergency contacts within 24 hours.
3. Phone calls and emails will be used to communicate this information. If participant is injured or dead, see section on Individual Crises.
4. The World Internships Headquarters office will communicate participant's welfare to the Home University within 24 hours.
5. Phone calls AND emails will be used to communicate this information. If participant is injured or dead, see section on Individual Crises.
6. Liaise with U.S. authorities and study abroad field to determine U.S. response toward crisis. Facilitate contact with Department of State and other pertinent government agencies. Facilitate contact with NAFSA and SECUSSA.
7. World Internships will make a decision on program continuance, suspension or cancellation based upon in-country feedback and assessment of the situation.

Continuance of program

1. If the decision is made to continue the program, following an in-country crisis, participants will be notified of this immediately via the World Internships Site Director/On-Site Program Coordinator and/or the World Internships Headquarters Office. Additionally, the World Internships Site Director/On-Site Program Coordinator will meet with each participant

individually to determine if he/she is mentally / emotionally prepared and able to continue with the program. If there are any questions about the participant's mental stability, this will be considered by the World Internships Crises Management Team and communicated to the participant's University. World Internships will try and determine if the participant needs or would like professional medical and/or psychological help.

2. World Internships will notify emergency contacts of the decision and answer any questions the participant might have.
3. World Internships will notify the Home University of the decision.

Suspension of program

1. If the decision is made to suspend the program, World Internships in conjunction with the University will determine the length of time the program is suspended, considering its impact on the learning environment for the participants. If the suspension of the program is more than three days, activities will be planned for the participants.
2. World Internships will notify the University and emergency contacts of the decision and answer any questions they might have.
3. World Internships will notify host families or accommodation as participants may be required to stay inside as much as possible during the suspension.

Cancellation of the program

Cancellation or suspension of any program **may** result if;

1. The United States Government Department of State issues a travel warning advising United States citizens to leave the particular location / region, city, country where the program is based. This will be associated with a high risk situation i.e. political tension, terrorism, natural disaster.
2. World Internships deems it necessary to cancel or suspend the program for any other reason, i.e., the safety and welfare of the participants are in jeopardy.

In the event of a program being cancelled or suspended;

1. Participants will be brought to a secure location and notified immediately of the program cancellation and the procedures for evacuating the country.
2. World Internships will notify emergency contacts of the decision and answer any questions they might have.
3. World Internships will notify the Home University, update them on the situation and agree on suitable course of action.
4. If departing via plane, World Internships will work with participant to make flight arrangements (change ticket dates) out of country. If departing via other transportation (to a safer location) before departing the region, World Internships will determine the best mode and book tickets for group departure.
5. Notify the institutions of the decision, and work with them to enroll participants in classes upon return, if possible.
6. World Internships will notify any local partners, institutions or organizations as needed.

Evacuation

World Internships follows the Peace Corp model for managing evacuations which uses a three stage model based upon the standard established by the U.S. Embassy.

- Stage 1 – Stand-fast: participants will be notified to stay in the location they are in, provided it is safe, and await further instruction from the World Internships Site Director/On-Site Program Coordinator.
- Stage 2 – Consolidate: Participants will go to an arranged safe haven to prepare for evacuating the location.
- Stage 3 – Evacuation: Participants will leave as a group for a safe location.

The World Internships Site Director/On-Site Program Coordinator will as part of the on-site orientation inform participants of the location(s) the group will meet should a disaster occur while the group is together or dispersed.

The World Internships Site Director/On-Site Program Coordinator will make sure the entire group is in a secure location and will not allow anyone to leave the secure location for any reason.

If possible, the World Internships Site Director/On-Site Program Coordinator will take the group to the nearest Embassy or Consulate. The World Internships Site Director/On-Site Program Coordinator will contact the United States Embassy and World Internships Crisis Management Team immediately so they can begin to arrange the ground and air logistics of the evacuation.

The World Internships Site Director/On-Site Program Coordinator will ensure all participants physically board the ground or air transportation. When in a secure environment, the World Internships Site Director/On-Site Program Coordinator will meet with World Internships Crises Management Team to discuss a debrief meeting and/or press release – in coordination with the Home University.

Post Crisis Follow up - Reporting and Evaluation

After the crisis has been quelled and/or participants have been evacuated, World Internships makes it a priority to follow up with each participant individually to determine his/her mental state – in coordination with any professional staff from the participants host University. If necessary, referral to a licensed psychologist or other medical professional might be necessary. If a participant is back in the United States and World Internships identify a situation that a participant may need further professional medical assistance, World Internships will engage the home University for advice.

The World Internships Crises Management Team shall prepare an unbiased report evaluating the performance of all personnel during the crisis. This report will take into account interviews with witnesses to the crisis, participants and staff affected, and photographs (if available). This report will be shared with pertinent persons as determined by the crisis management team.

INDIVIDUAL SITUATIONS

In all individual situations The World Internships Site Director/On-Site Program Coordinator will start an incident report and contact the On-Call World Internships Emergency Staff (the holder of the emergency phone) as soon as practical. Report the incident to World Internships Emergency Management Team ASAP. When contacting World Internships Emergency Management Team in an emergency, first call the World Internships emergency telephone number. If there is no response on the World Internships emergency number, the Director of Programs should be contacted directly using cell phone numbers. If Director of Programs is unavailable, one of the other persons on the emergency response team will be contacted.

Life threatening accident or illness, Hospitalization, Crime against a participant, Arrest of a Participant

The World Internships Site Director or On-Site Program Coordinator is responsible for coordinating all emergency situations. Depending on the individual situation at hand, the World Internships Site Director/On-Site Program Coordinator will tailor a response with the welfare and best interests of the participant as the top priority. In general, actions may include:

1. If the participant is in critical condition, the World Internships Site Director/On-Site Program Coordinator will call an ambulance immediately. In the event of a non-critical situation where immediate medical attention is still needed, the World Internships Site Director/On-Site Program Coordinator will use a reliable form of local transportation. The World Internships Site Director/On-Site Program Coordinator will normally accompany a participant to the hospital (and identify an English-speaking staff member if relevant).
2. The Site Director or On-Site Program Coordinator will stay with the injured participant until which time it is determined that his or her condition has stabilized.
3. Determine whether a medical evacuation is necessary by consulting with Site Director or on-site contact, local physician, emergency contact in U.S., and insurance representative.
4. If medical evacuation is required, work with insurance companies and airlines to determine how to proceed, determine whether the participant will be accompanied (by Site Director, on-site contact, or emergency contact), determine if any special immigration documentation is necessary (if being deported out of country).
5. If no evacuation is necessary, the Site Director or On-Site Program Coordinator will monitor the participant's health and report back to World Internships U.S. office as often as the situation requires.
6. If condition improves, begin to work with the local institution to prepare for the participants return.
7. If condition worsens, determine if emergency contact or next of kin will visit. World Internships Emergency Management Team will assist with all logistics and, if warranted, expenses related to this. Determine if insurance will cover cost of emergency contact flying

to site location.

8. If death results, World Internships Emergency Management Team will work with the family and insurance company to repatriate the remains and, when warranted, will assist with related expenses. See section Death of a participant.

Crime against a participant

1. World Internships tailors its response in accordance with the welfare and best interests of the participant as the top priority. World Internships will determine if participant has been physically harmed. If so, and it is life threatening, see Life Threatening Accident or Illness. If not, but participant is hurt, World Internships will seek medical attention.
2. If a participant has not yet done so, but wishes to report the crime to the police, World Internships will assist.
3. Ensure that the participant follows proper local laws in reporting the crime (completing any paperwork, acting as a witness, etc.). The Site Director or On-Site Program Coordinator will act as a liaison with the local authorities to ensure that the participant is treated fairly. Where warranted, a local attorney should be consulted.
4. If no life threatening physical or mental harm has taken place, determine whether or not the participant wants World Internships to contact his or her emergency contact or if the participant will do so personally.
5. If no life threatening physical or mental harm has taken place, determine whether or not the participant wants World Internships to contact his or her U.S. University or if the participant will do so personally.
6. After the incident has been taken care of, meet with the participant individually to determine if there are any lasting effects. If so, refer the participant to a local medical professional skilled in dealing with post-traumatic stress.

Arrest of a participant

1. World Internships tailors its response in accordance with the welfare and best interests of the participant as the top priority. Once the World Internships Site Director/On-Site Program Coordinator has been notified of participant's arrest, the World Internships Site Director/On-Site Program Coordinator will assess the situation, collecting as many details as possible (who, what, where, why, when, how).
2. World Internships will ascertain whether the participant wants/needs legal representation i.e. how serious is the crime of which he/she is accused. If the participant wants legal representation, they will be steered towards the embassy for guidance. World Internships will also attempt to determine the physical/mental state of participant. If a personal visit is allowed, the World Internships Site Director/On-Site Program Coordinator will visit to make above determinations.

3. If allegations are minor i.e. no jail time, only fines, the participant will be given moral support by World Internships Site Director/On-Site Program Coordinator and, if needed, referred to local medical staff for counseling. The World Internships Site Director/On-Site Program Coordinator or on-site contact will follow up with participants on a regular basis until it is felt the situation is resolved. The Site Director will consult with the World Internships home office about any code of conduct violations related to the incident(s).
4. If allegations of criminal activity are serious, in consultation with the participant, World Internships Crisis Management Team will contact the home country Embassy. The World Internships Site Director/On-Site Program Coordinator will ask the Embassy / Consular Office what legal counsel is available to the participant. The participant will then be informed of their options. The Consular Office will ensure that the participant's human rights will be preserved and usually notify the imprisoned participant's family or friends if given permission by the imprisoned participant.
5. If allegations of crime are serious (pending jail and/or prison time), emergency contact(s) will be notified by World Internships Crisis Management Team, if participant has not already done so. The participant's Home University will also be kept fully informed, if participant is part of a university sponsored program. In most cases the participant will be dismissed from the program, and World Internships will discontinue assisting the participant with any and all matters.
6. When possible the World Internships Site Director/On-Site Program Coordinator will provide food, a change of clothes, or other basic necessities as appropriate.
7. The World Internships Site Director/On-Site Program Coordinator or on-site contact will continue to monitor situation and, where appropriate and necessary, will provide support to participant and participant's family (if in-country)

Missing participant

1. World Internships tailors its response in accordance with the welfare and best interests of the participant as the top priority. A participant is missing if he or she has not been seen for 24 hours and did not communicate travel plans to the Site Director. If this is the case, the Site Director or on-site contact will contact local authorities to begin an inquiry. At the same time, the Site Director or on-site contact will interview all persons with whom the participant has come in contact (roommates, host family, professors, etc.).
2. The Site Director or On-Site Program Coordinator will comply fully with local authorities once an investigation is open and will report regularly to World Internships Headquarters and, when warranted, with emergency contact.
3. The situation will be closely monitored by On-Site Program Coordinator and World Internships Headquarters to determine if a representative from the participant's family should go to the site location. World Internships Headquarters will assist with arranging this, and, if warranted, will assist with meeting the expenses.
4. If the participant is found and there are no problems, assist with adjusting back

to normal academic and social life.

5. If the participant is found and he or she is traumatized, refer to local medical authorities and assess the level to which the participant has been affected. Determine if continuation of the program is possible. If participant is dead, follow protocol for *Individual Crises – Death of a participant*.

Sexual assault, Sexual Harassment, Stalking, Unwanted Sexual Behavior and Relationship Violence

1. World Internships' response in this situation will make paramount the welfare and best interests of the participant.
2. The World Internships Site Director/On-Site Program Coordinator will talk to the person reporting the crime and determine the location and identity of the victim. When talking to the victim, the World Internships Site Director/On-Site Program Coordinator will reassure them that they understand their situation and offer their full support / help.
3. The World Internships Site Director/On-Site Program Coordinator will clarify with the individual what details they wish to share with the local authorities, their emergency contact or their home university.
4. The World Internships Site Director/On-Site Program Coordinator will notify the local police if requested and help the victim file a report, allowing them to provide the associated information, and obtain appropriate medical and psychological help if wanted by the participant.
5. After the participant has received the proper immediate medical attention, the World Internships Site Director/On-Site Program Coordinator will meet with the participant's and discuss the participant's desire to continue with the program or return home.
6. If the participant is no longer in physical danger, the World Internships Site Director/On-Site Program Coordinator will allow the participant to make decisions about their continuation on the program as well as who should be notified.
7. The World Internships Site Director/On-Site Program Coordinator will monitor the situation and follow up with the participant, referring them to local counseling services as appropriate.
8. If the entire group of participants in that location has been made aware of the situation from the victim or other sources, the World Internships Site Director/On-Site Program Coordinator will call a meeting to address the situation with the rest of the group, being careful not to divulge the name of the participant or explicit details of the event, but to reassure the group that the situation is being handled professional and all relevant parties have been communicated with.
9. The participants will be instructed not to communicate the situation to any media (social or

otherwise).

10. The World Internships Site Director/On-Site Program Coordinator will also urge the group to protect the identity of the victim by not informing their parents, friends or other about the name of the victim or hearsay details that have been passed along to them.
11. Every attempt will be made to help the victim feel comfortable, including involving staff of the same gender as the victim to help him / her.

Severe emotional distress

1. World Internships tailors its response in accordance with the welfare and best interests of the participant as the top priority. The World Internships Site Director/On-Site Program Coordinator will assess the participant's level of distress, taking notes of the behavior of the participant, and notify the Home University faculty leader, police and/or campus security (if applicable), in the case of a potential suicide.
2. The participant may need to be hospitalized. Signs of psychological or emotional distress may be as follows:
 - Expression of wish/intent to harm self or others
 - Precipitous decline in functioning i.e. work, social, hygienic
 - Unusual conduct: oddly disruptive or antagonistic acts, self-injury, talking to self
 - Excessive energy, agitation, extremely elevated moods
 - Extreme anxiety in the form of worry or panic
 - Odd thought patterns i.e. delusions, paranoia, disorientation, rambling or nonsensical speech
 - Extreme weight loss / gain
 - Attending class or field trips under the influence of drugs or alcohol
3. If a participant is struggling at work, having trouble adapting to their surroundings or having culture shock, the World Internships Site Director/On-Site Program Coordinator will meet with the participant - listen to them and provide potential solutions.
4. The World Internships Site Director/On-Site Program Coordinator may refer the participant to local or on-campus counseling services if available. It should be noted that World Internships is also aware that some U.S. Universities may also provide distance counseling services to participants based overseas - in the event that local support is unavailable.

Death of a participant

1. The World Internships Site Director or On-Site Program Coordinator will notify World Internships Crisis Management Team immediately upon verifying death of a participant.
2. The World Internships Director will consult with Crisis Management Team, the United

States Embassy (and the Home University when applicable) to determine best protocol for notifying next of kin.

3. Other participants on the program will be notified and grief counseling will be arranged.
4. World Internships can assist next of kin with travel plans, collecting participant's personal effects, and repatriation of remains.
5. World Internships will communicate with local authorities, United States Embassy, legal representatives, (the Home University when applicable) etc. to ensure that all necessary organizations are notified by appropriate parties.

CODE OF CONDUCT VIOLATION

The Site Director/On-Site Program Coordinator will determine the seriousness of the offense and issue the appropriate warning to the participant, and inform World Internships of action taken. World Internships will in turn pass the related information onto the Home University when applicable. Read more about our Code of Conduct

Dismissal Policy

The dismissal of a participant is a drastic action that can and should be avoided whenever possible. By screening our participants and by providing clear expectations, and clear expectations for conduct, most of these cases can be avoided. However, when the case does arise that a participant must be dismissed it becomes imperative that all members of the organization communicate effectively and act in accordance with the policies defined. Site Directors/On-Site Program Coordinator should act according to these policies.

Our policies and signed contract with each participant state the following in regards to participant expectations and dismissal:

By joining a World Internships Program, the participant assumes certain obligations to World Internships, its community and other program participants. If Site Directors determine a participant fails to meet the behavioral expectations set out in this contract, that participant will be asked to leave the program. Participants asked to leave under these circumstances will not receive a refund. In addition to other program responsibilities, as participants, participants are responsible for:

1. *Being in sufficient good health to undertake the program.*
2. *Acting in an appropriate and respectful manner towards the local people, fellow travelers, program participants, host companies, and staff in accordance with the customs, laws, regulations and ordinances of our program sites.*
3. *Effectively communicating their interests, skills, limitations and needs to community members and program staff members.*

Participants not adhering to this code of conduct are engaged in one or more of the following:

1. *Impeding our ability to accomplish our mission by damaging our image and relationships within the community.*
2. *Compromising World Internships legally.*

Some examples of actions or behavior that could lead to dismissal:

1. *Breaking the laws of the host country*
2. *Using illegal drugs*
3. *Abusing alcohol*
4. *Disrespecting staff, community members or home stay families*
5. *Failing to comply with cultural norms (ex: sexual relations within the home stay)*
6. *Any noncompliance with the behavior policy each participant signs at the beginning of his or her program*

Disciplinary/Dismissal Decision- Site Directors/On-Site Coordinators are responsible for the first steps of any dismissal. Site Directors/On-Site Program Coordinator are urged to be firm and to think of what is in the best interest of World Internships and its mission, as well as the best interests of the host community. Site Directors/On-Site Program Coordinators should be well versed in the pre-program materials and know what is expected of participants so as to appropriately handle inappropriate behavior. Each participant should be given every fair opportunity to succeed. Apart from that, it will not be considered a failure on the part of a Site Director/On-Site Program Coordinator if a participant is dismissed, provided that the prescribed course of action has been followed.

Disciplinary/Dismissal Process

Phase 1

1. Initial behavior contrary to Code of Conduct is noted
2. Internal email is sent from Site Director/On-Site Program Coordinator to the Program Coordinator, warning of a possible problem with a participant
3. Discussion between Program Coordinator, Site Director/On-Site Program Coordinator and senior World Internships administration (when necessary) occurs of how to give the participant guidance and tools to succeed in their program
4. Participant is given verbal warning
5. Site Director/On-Site Program Coordinator takes proactive steps via additional communication with the participant, housing and local university staff, informing them that continued behavior contrary to Code of Conduct is a second official breach in the World Internships Code of Conduct
6. Site Director/On-Site Program Coordinator and the Program Coordinator document all actions and events to keep on record

Phase 2

1. Second breach of participant Code of Conduct
2. Letter of warning is produced – all pertinent info is kept on file
3. Written warning is delivered by hand to the participant – participant is asked to sign
4. Participant's housing contact is informed

6. Occasionally a breach of the Code of Conduct is severe enough to skip Phase 1 altogether and result in Phase 2 action.

Phase 3

1. Third breach in Code of Conduct
2. Event is documented and added to previous documentation
3. Information is sent to the Program Coordinator, and copied to the senior World Internships administration (Kailee Sanchez and Richard Webb), with the subject: **Request for approval to dismiss participant**
4. Request is approved
5. Participant is verbally informed immediately of their dismissal by both Site Director/On-Site Coordinator and Program Coordinator
6. Participant is informed in writing – copy of Letter of Dismissal is sent to Program Coordinator and copied to the Director of Programs
7. Participant's housing is informed
8. Participant's emergency contact(s) (and if applicable - university) are informed
9. Participant is asked to turn in any items belonging to World Internships, the host company or accommodation (ex: door keys)
10. Participant is made to sign a form acknowledging our release of responsibility, effective immediately
11. World Internships generates a letter and it is sent to the participant's home address
12. Participant has 24 hours to physically leave the program location
13. No refunds for fees paid, missed activities, days or food
14. No further connection to housing or program

Documentation- It is extremely important that staff document all of the steps in the process as outlined above to have legal liability for our actions. Documentation will help make decisions easier. Emails and letters must be written in a professional manner. Side comments about the participant's behavior are always welcome but should not be included in any formal emails that provide behavior updates and/or requests for dismissal. Site Directors/On-Site Program Coordinators maintain a file for each participant on site at any given time. Paper files are locked. Digital files are private and backed-up in a private place as well. As information is generated, it is kept in a participant's file.

CRISES IN HOME COUNTRY

Major Crises

1. In the event of an occurrence in the home country where a large scale population is affected (ex: 9/11), the Site Director or on-site contact will notify all participants of the occurrence by phone or in-person. Participants will be gathered at the earliest possible time to discuss events in the home country. and to decide what, if any, course of action needs to be taken. The home country Embassy will be consulted prior to this gathering to find out as much information as possible (if information from Internet or television is not adequate). A location will be set up for participants to monitor feeds from news reporting on the crisis. If a participant's family or friends are affected, see *Crises in the U.S. "Individual Crises"*

2. World Internships will reach out to Site Directors/On-Site Program Coordinator using the group e-mail (onsitecrisis@worldinternships.org)
3. World Internships Headquarters will communicate with any affected emergency contacts and/or family members of the participants, if necessary
4. If necessary, counseling will be set up for any participants who might require it
5. The Home University will be kept informed as appropriate.

Individual Crises

In the event of an individual crisis in the U.S. that affects a participant, World Internships will provide the following:

1. If World Internships is first contacted, they will notify the affected participant as soon as possible.
2. If World Internships hears from a participant, and the participant deems it necessary to return to their home country, they will work with the participant to arrange transportation, housing, if required; when possible, arrange refund of any program fee that may be possible.
3. If World Internships hears from a participant, but the participant decides to remain with the program, they will: arrange counseling, if desired; ensure that communication lines are open for the participant between the program location and home; monitor participant's work and social life for any signs of coping difficulties via face-to-face meetings with On-Site Program Coordinators.

DOCUMENTATION

Medical and Health Information

In order for World Internships to provide the best possible support and assistance to participants before, during and after their program, they request that participant informs World Internships of any medical or psychological concerns that may present a challenge on the program.

The World Internships Senior Administration and / or World Internships Site Director/On-Site Program Coordinator will discuss any concerns they have in relation to a participant, with the Home University prior to departure.

All health matters are highly sensitive and confidential and will not be discussed with anyone else besides World Internships staff members and, if applicable, the emergency contacts on the program.

Documentation

1. During a crisis, World Internships staff will document all communication, incoming and out-going, as all of this could potentially be required by any of the parties involved, particularly legal counsel. When documenting, list date, time, type of communication (phone, email, face-to-face, letter), and a summary of what was communicated.
2. Post Crisis: After every crisis, the World Internships Director of Programs will collect all documented communication and include this in his post crisis report. All incidents will be reviewed: reports and responses will be assessed, and suggestions for policy/procedural changes and improvements will be discussed if necessary.