



# AMBASSADOR LEADER TRAVEL HANDBOOK

# PROGRAM OFFICE CONTACT INFORMATION



## Student Ambassador Programs

Domestic toll-free phone number: 877.787.5323

International number:

1. From your leader cell phone, dial 001.509.568.SAFE (7233)
2. From a pay phone or public telephone, dial the country access code then 866.237.9201

Incident update email: [SPIncidentReports@peopletopeople.com](mailto:SPIncidentReports@peopletopeople.com)

International fax number: 001.858.712.0522 (no access code needed)

Emergency-use credit card: Wells Fargo, 415.243.1935

Cell phones: Cellhire, 214.355.5285

## IN CASE OF EMERGENCY

- Secure the students.
- Call emergency services.
- Call the program office.\*

International programs: 001.509.568.SAFE (7233)

Domestic programs and Canada: 877.787.5323

*\*If a phone call cannot be placed or for emergency updates to the program office, email [Emergency@peopletopeople.com](mailto:Emergency@peopletopeople.com)*



## Leadership Ambassador Programs

Domestic toll-free phone number: 877.787.5323

Fax number: 866.539.3318

Incident update email: [LPIncidentReports@peopletopeople.com](mailto:LPIncidentReports@peopletopeople.com)

## IN CASE OF EMERGENCY

- Secure the students.
- Call emergency services.
- Call the program office: 800.720.6115

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As a People to People leader, we thank you for serving two important roles in the lives of your students:

1. You inspire new perspectives, opening students' minds to the possibilities of the world and do what you do best—teach!
2. You protect, looking out for students' safety and offering a piece of home while they're away from their families.

For everything else, you can rely on us.

This handbook is your first line of support from our program office, providing you the information you need, exactly where you need it—a one-stop, quick-reference guide to aid you throughout your travel with People to People Ambassador Programs.

Don't forget to pack this book in your carry-on and keep it handy throughout your journey for quick reference. As a back-up, the handbook is also loaded on the leader smartphone and is available for all leaders to upload to their personal electronic devices, as well.

Your feedback is important. We hope you'll take the time after your program to let us know how you made use of this handbook and if there are ways that we can to make it a better tool for you.

Nothing should stand in the way of an incredible educational adventure for you and your students.

Wishing you safe and illuminating travels,

The Leader Development Team

# KEY

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Watch for these key symbols throughout the guide.



New



Important



Best practices



For your protection



First aid



Student Ambassador programs  
only



Leadership Ambassador programs  
only

*NOTE: See chapter 12 for emergency resources and tools for assistance.*

# Chapter 1—Leader expectations

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## The Ambassador Way: Leading delegations successfully

- Stay present and engaged so you can inspire your students and enjoy an amazing experience yourself.
- Be approachable, but take care to maintain a professional distance with your students.
- Listen actively and communicate effectively.
- Work together with your fellow leaders (as well as delegation managers or onsite staff, and the program office) to present a united front.
- Be fair, consistent, and respectful, following the policies of People to People Ambassador Programs found in the Ambassador Leader Travel Handbook and the success contract.

## Working with your team

Listed below are several guidelines that can help you build a strong, collaborative relationship with your leadership team.

**Attitude** – Positive energy is infectious!

**Diversity** – Embrace cultural differences! That’s why you’re here. Exemplify good character, judgment, and sensitivity regarding culture, religion, race, and sexual orientation of delegates, their families, leaders, and others.

**Respect** – Be professional and courteous to everyone.

**Safety** – This is the leading priority for your delegates. Care for delegates as if they were your children.

**Troubleshoot** – In the event of challenges, determine the severity and discuss possible solutions with the leadership team. Contact the program office any time you need assistance.

## A successful team

Experience has shown that leadership teams (comprising leaders, delegation managers or onsite staff, and their drivers and guides) who interact frequently and positively report the highest levels of satisfaction on their programs. Simply put—they effectively communicate.

- **Prior to travel**, leaders should have already met and talked: in person, by phone, via email, Facebook, Skype, etc.
- Understand that each leadership team is different and has its own unique characteristics. Observe the qualities of your fellow leaders and learn how to maximize each other's strengths.
- If necessary, remind delegates that you're all part of a united, single delegation while you're traveling. For you and your students, this is an extraordinary opportunity to make lasting friendships.
- Handle potential disputes within the team. By resolving conflicts privately, forgiving each other, and moving on quickly, you'll create a stronger leadership team—and a peaceful atmosphere for your students.
- Act as a cohesive leadership team and support each other; all delegation leaders have equal authority so make sure responsibilities are shared and rotated.
- In order for delegates and leaders to get to know each other, leaders should rotate in and out of different activity groups during the program. Make sure activity groups are changed up throughout the program, too.

## Leader expectations

People to People Ambassador Programs leaders uphold high standards of propriety and professionalism. Leaders set an example for the students, which is why our Ambassadors are known all over the world for their respectful and friendly attitudes.

Please call the program office if you have any questions about the expectations outlined in this chapter.

If you become aware of another leader, delegation manager, or other staff member not following the guidelines and policies of People to People Ambassador Programs, **report it to the program office immediately.**

## Roles and responsibilities

Below are the different tasks assigned to leaders and delegation managers.

<b>Leaders</b>	<b>Delegation managers / Onsite staff (LAP)</b>
Ensure safety of the delegates	Help to ensure safety of delegates and leaders
Facilitate learning; reinforce concepts learned through activities	Provide information and insights on regional sites and issues
Enhance the enjoyment of the program experience through positive leadership and guidance	Ensure the program is running efficiently for an enjoyable learning experience
Supervise delegates at all times and handle any behavioral problems	Alert leaders to behavioral issues
Notify delegates of the next day's itinerary events and weather conditions and advise about any special dress requirements	Review a daily outline of itinerary events and special dress requirements with leaders
Manage periods of free time according to program standards	Provide safe and age-appropriate ideas for free-time activities
Assist the delegation manager or site staff with hotel check-ins and check-outs	Make hotel and restaurant arrangements, manage the check-in process, ensure quality, confirm reservations
Perform nightly room checks	Provide hotel information so leaders can make rooming lists (Student Ambassador programs)
Respond appropriately to medical emergencies	Assist in finding local medical facilities and secure transportation
Respond appropriately to incidents	Provide support to leaders during incidents
Keep delegates on time for delegation manager's deadlines	Keep the delegation on schedule
Model appropriate behavior	Model appropriate behavior
Communicate with parents	Handle airline/coach/train/ferry transfers

# Leader checklist for success

## The first leadership team meeting

This meeting must take place within 24 hours of arrival on the program and should include all leaders and the delegation manager. Use this checklist to be sure you cover important topics in your first meeting's discussion.

NOTE: Leadership Programs site staff will find their checklist in the Onsite Guide.

- Assign the leader cell phones, if not previously done, and discuss a cell phone rotation schedule to ensure all leaders have access to sending emails and posting to the delegation's Facebook page.
- Establish what each person would like students to call him/her
- Discuss time-off opportunities for each leader, if applicable (Refer to the "Personal time for leaders" section in this chapter.)
- Plan for incidents in which a student might have to return home or stay behind the delegation for medical reasons: Which leader will accompany them or how will the leadership team make this decision? Keep in mind the program office may be involved in determining this too.
- Ask the delegation manager to report behavior concerns or issues for leaders to manage
- Review the next day's itinerary (this will become part of your daily leadership team meeting)
- Review portions of this handbook together as needed
- Divide and rotate daily roles and responsibilities equally to:
  - o Submit incident reports
  - o Follow up with program office during incidents
  - o Make rooming assignments
  - o Assist with hotel check-in/check-out
  - o Lead nightly delegation meeting
  - o Perform nightly room checks
  - o Inspect rooms during check-out
  - o Check the motor coach
  - o Review delegates' travel portfolios
  - o Facilitate teachable moments

## Daily meeting topics

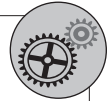
- **Recap of the day** – Discuss challenges or concerns and review what worked well. Decide on a plan for resolving any issues.
- **Next day's itinerary and activities** – Discuss any specific plans that will make the day go smoother, dress requirements based on activities, weather, etc.
- **Team check-in** – Start an open conversation: How is everyone on the leadership team doing? Anyone have thoughts to share with the group? Look for ways to support each other.
- **Team issues (if applicable)** – Find a resolution for any problems—be prepared to move forward positively. Always contact the program office if you need assistance or if the situation escalates.
- **Incidents** – Discuss medical or behavioral incidents. Provide updates and agree on best steps to resolve. Decide which leader will call the program office and parents/guardians for follow-up. (If there are several incidents requiring follow-up, these can be divided up among leadership team members.)
- **Responsibilities** – Rotate leader duties to make sure everyone has equal assignments. One leader should not be made to perform all behavioral or medical follow-up duties, nor feel responsible for the bulk of other delegation responsibilities.

### LEADERSHIP TEAM MEETINGS

*Daily meetings between leaders, delegation managers, and operational staff (where applicable) are required. Sometimes you will be able to hold your meetings during a meal or on the motor coach. However, when discussing confidential issues, incidents, or concerns, make certain you hold your meeting in a private setting. Always make sure that everyone on the leadership team has the chance to participate fully in the meeting.*



## MINGLING



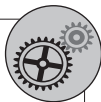
*Look for ways to create positive interaction opportunities between all of the delegates during the program. Change up groups and rotate roommate assignments where possible to facilitate and encourage co-mingling. Leaders should be role models in mingling, as well.*

## MINIMIZING RISK IN YOUR INTERACTIONS WITH STUDENTS



*As a professional educator and program leader, you know that you must constantly be aware of the potential for accusations of misconduct from students. During interactions with delegates:*

- *Set and maintain clear and consistent boundaries.*
- *If it's necessary to enter a delegate's room, ask permission and bring another leader.*
- *Always keep the door propped open while in a delegate's room or quarters.*
- *Avoid showing favoritism and do not give gifts.*
- *Avoid personal contact in the form of hugging, back rubs, or other forms of touching that could be perceived as suggestive.*
- *When appropriate, give verbal praise, use high-fives, or shake hands.*
- **Never** *place your hands on a delegate unless he/she is in immediate physical danger or poses a threat to others.*
- *Exercise discretion and follow the dress and appearance guidelines for leaders and delegates.*
- *Remember that delegates are not allowed to enter your room.*
- *Jokes that could be perceived as inappropriate or displays of suggestive or inappropriate pictures or other materials should be avoided.*
- *Avoid sharing secrets and discussing your personal life with delegates or other leaders.*



## SHARING ON FACEBOOK

*Please make sure to regularly update parents on their children's accomplishments and adventures during the program, as this has proven to dramatically reduce the number of call-home requests from families. Post pictures and encourage delegates to do the same. If you have a teamed delegation, join each other's Facebook pages and make sure to invite all students and parents to join, too.*

*Avoid personal conversations or discussions of private matters on Facebook. If you have any concerns regarding Facebook posts, comments, or photos, contact the program office immediately. For more information on the social media please refer to the Compass > Guidelines > Pre-Travel Guidelines > Social Media.*

*NOTE: LAP programs have one traveling leader assigned as the Facebook moderator. This person will manage the posts on his or her assigned page.*



## LEADER CELL PHONES

- 1. Make sure all phones are charged and turned on at all times.*
- 2. Pick who will carry the leader cell phones. (This may change from day to day.)*
- 3. All leaders must know how to use the leader cell phone(s).*
- 4. Exchange phone numbers so everyone has the leaders', delegation manager's, and operational staff's cell phone numbers (where applicable). Include personal cell numbers if they are being used during travel.*
- 5. Add the phone numbers of any delegates with cell phones.*
- 6. Each delegation will be provided one smartphone and a minimum of one standard Nokia phone.*
  - The Samsung smartphone has an unlimited data plan and should be the phone used for taking pictures, sending emails, and posting to Facebook. (Only use this phone for phone calls in an emergency.)*
  - The standard Nokia phone has unlimited talk and should be the phone used for all calls to the program office and to parents.*

*IMPORTANT: The smartphone has the GPS-enabled features and must be with the delegation at all times.*

## Personal time for leaders

**Leadership Ambassador programs:** There is no “scheduled” time off for leaders during the program. There may be free time during the training days and prior to students’ arrival. Your primary leader or site coordinator will let you know.

**Student Ambassador programs:** Work with your leadership team and delegation manager. Time off must be approved and known to everyone on the leadership team, including the delegation manager.

Only one leader is permitted to leave the delegation at any time. Whenever you are absent from the delegation:

- Your leader responsibilities/duties should be covered by another leader, or you should complete them prior to leaving.
- Carry a cell phone so you can be reached in an emergency. (The GPS-enabled smartphone must stay with the delegation.)
- You are still expected to adhere to all policies in this handbook.

### LEADER FREE TIME

- *Stay close—you should be able to get back to the delegation promptly, if called upon by the other leaders.*
- *Return to your room no later than 12 a.m. local time.*
- *Avoid discussing your free-time activities with, or in the presence of, delegates.*



## Alcohol, tobacco, and drug use

Leaders are not permitted to use alcohol, illegal drugs, or unauthorized prescription drugs while on the program. Tobacco use—including chewing tobacco and electronic cigarettes—is permitted only out of the presence of delegates.

For the safety and well-being of all members of the delegation, **the use or the purchase of alcohol** is not permitted during any portion of the program. (This includes at hotels or restaurants, during flights or any other form of transportation, during home stays, while a leader is on free time, etc.) Consumption of alcohol can impair judgment and response rate and is grounds for removal from the program at the personal expense of the offender. It may also jeopardize participation in future programs.

**The use of tobacco**—including chewing tobacco and electronic cigarettes—is not allowed in the presence of delegates during any portion of the program. If you do use any of these products, you may only do so in designated areas as permitted by local laws, rules, or regulations and away from any delegates.

**The use or purchase of illegal drugs, or the unauthorized use or distribution of prescription drugs** will not be tolerated under any circumstances. Evidence of these types of activities is grounds for immediate removal from the program at the personal expense of the offender and will jeopardize your participation in future programs.

*NOTE: Never provide personal prescription medication to delegates during the program.*

### HOME STAYS

**SAP**  
only

- *Leaders may or may not be placed with a home-stay family when delegates are scheduled for their home-stay experience. You may receive other accommodations.*
- *Leaders do not have the option to choose, decline, or change their prearranged accommodations.*
- *Leaders are still on duty during this time; all policies and procedures are applicable, including a fully-charged phone turned on at all times. (See the Accommodations chapter for details.)*
- *Leaders need to be prepared to deal with issues or urgent situations that may arise during home stays. Unless authorized by the program office, leaders should not venture far (more than 20–30 minutes) from where the delegates are staying.*

### EXPLORING ON YOUR OWN



*If you are planning on taking part in an activity that takes you away from the delegation—where you would be unable to get back within 20–30 minutes—you must get approval from the program office. If you do get approval, you must be available by phone, and the delegation manager must be notified of your arrangements.*

## Leaders' friends and relatives

- You are a specially selected and trained leader of students. For the delegates' protection, we cannot allow other people to travel with the delegation or join them for an activity or a meal—even if they are your friends or relatives.
- If there is time for a leader to meet with friends or family during a leader's free time or during the home stay, the visit must be approved and known to everyone on the leadership team, including the delegation manager.

## Altering the program

- Leaders may not change or divert scheduled program activities, including home stays (Student Ambassador programs).
- If there is a concern about the safety, health, or emotional well-being of the delegates, please contact the program office and onsite staff to work out alternative activities.

## Bullying and harassment

People to People Ambassador Programs will not tolerate any form of bullying or harassment directed at students, leaders, or any other person associated with the delegation. These actions may include but are not limited to:

- Manipulating a person's reputation by rumor, gossip, or ridicule
- Preventing a person from speaking by making loud-voiced criticisms
- Social exclusion or isolation
- Setting meaningless tasks or withholding necessary information
- Intimidating or aggressive words, actions, or gestures
- Name-calling, stereotyping, or inappropriate references to a person's race, religion, ancestry, ethnicity, gender identity, sexual orientation, or disability
- Sexual harassment—everything from sexual advances to suggestive jokes
- Physical abuse or threat of abuse

See the Bullying, abuse, and harassment chapter for additional information.

## Sexual activity

As an educator you are undoubtedly aware of the laws, liabilities, and consequences of fraternizing with students. People to People Ambassador Programs adheres to the same standards on both moral and legal principles.

Leaders are explicitly forbidden from becoming involved with or displaying inappropriate behaviors toward delegates, leaders, delegation managers, staff, or acquaintances during the program. Evidence of this type of conduct may result in immediate removal from the program at the leader's expense and will jeopardize participation in future programs.

## Leadership team reviews

Concerns brought to the attention of the program office or situations occurring before, during, and after the program may require a formal review. You may receive an email or call asking you to provide a verbal and/or written statement regarding an incident. Keep in mind:

- Receiving a phone call or statement request does not mean you personally are being reprimanded or even evaluated. The program office requests statements whenever we need to obtain facts about an allegation.
- You're being asked only to answer honestly and to the best of your ability. If you don't have any knowledge about a situation, state that in your response.
- Your answers should reflect your perspective only. Please don't compare with your fellow leaders.
- Provide as many factual details as possible (names, dates, examples).
- Your area director will be aware of the review but may not have details of the inquiries.
- All statements are kept confidential and will not be shared outside the program office.

## Confidential information

Proprietary and confidential information may be made available to you to help you perform your leader duties and should not be shared with any third party or used for any other purpose. Please maintain the privacy of your students and the trade secrets of People to People Ambassador Programs, even if you don't remain involved with the program once you return home.



## Chapter 2—Air travel and lost documentation

---

LAP  
only

### AIR TRAVEL INFORMATION

*Leadership Ambassador Programs leaders do not travel with their delegates. They travel to the program independently through travel arrangements made by the program office. Leadership Ambassadors make their own travel arrangements to and from the program. If a leader experiences flight delays or cancellations, he/she should work with the airline at the airport to determine rebooking, if necessary, and notify the ground transportation and site staff of new arrival times.*

*If a delegate attending a leadership program experiences flight delays or cancellations, parents will call the program office, and in turn, we will notify site staff and our meet-and-greet service. Leaders and/or site staff may be asked to assist with follow-up on lost or damaged baggage, once the delegate arrives on program.*

### The Ambassador Way: Airlines and flights

- Ambassadors and leaders are calm, respectful, and professional with airline and security personnel and fellow passengers.
- Leaders remain with the delegation at all times.
- When security or customs inspections require everyone to proceed individually, a leader should always follow the last student to ensure no one is left behind.
- The program office must pre-approve all uses of your emergency-use credit card.

## Checking in and checking baggage

Arrive 3–4 hours before departure (even if your first leg is a domestic flight).

Choose one leader to head up each of the following processes. If you are the only leader at the airport, take on role No. 1 first, then proceed through group check-in once all your students have arrived.

Leader 1	Leader 2
Establish a meeting point for the delegation (somewhere out of the way of other passengers)	Use the kiosk or work with the ticket agent to begin group check-in (this can start as delegates are arriving)
Collect any remaining student passports	Shuttle students, passports, and baggage to the counter as directed by the ticket agent
Let parents know how happy you are to be traveling with their children and how much they'll gain from the journey	File baggage claim tickets with each student's materials (check that each ticket shows the same destination)

If the airline is missing reservations for any members of your group, please ask them to check for additional records.

### BAGGAGE FEES

Student Ambassadors traveling to Alaska or Canada will incur baggage fees, as is now standard on flights within North America. Call the program office for approval to use your emergency-use credit card.

Separate airlines: In rare cases, baggage fees will be charged if we are forced to book your group's flights on two separate airlines.



### AUSTRALIAN VISAS

*The program office issues the necessary electronic visas for U.S. citizens. If a visa is not showing up as approved at check-in, contact the program office to have it resolved. Please do not purchase this visa at the airport unless instructed to do so by the program office.*



## Meals en route

For layovers in a **connecting city of five or more hours**, leaders may purchase a meal for the delegation using the following guidelines:

- Contact the program office to obtain authorization before purchasing meals on your emergency-use credit card.
- Allot no more than \$12 per person for breakfast or lunch, or \$15 for dinner.
- Keep copies of all receipts to submit with your expense report at the program's conclusion.

*Note: Be aware that only snacks—not meals—will be provided on any North American flights. You may want to encourage your students to pack some light snacks on travel days. (Be sure to check TSA.gov to ensure they comply with safety regulations.)*

## Parents and goodbyes

Once everyone is checked in at the ticket counter, offer a few words to parents to thank them for giving their children this opportunity and encourage them to look forward to some very exciting Facebook updates! Allow a few minutes for goodbyes. Make sure your delegation counts off, prior to making your way to security.

## Screening procedures

Follow this process each time your group must pass through an individual inspection (including airport security, passport control, or international customs).

<b>Leader 1</b> (or a responsible delegate for lone leaders)	<b>Leader 2</b>
Lead the delegation through the line. Establish a good meeting point for the group to gather. (If you are not headed immediately to another screening, re-collect students' passports at this time.)	Follow the last delegate, ensuring no one is left behind.

## The airport meeting

After security screening, head to your gate together. Check in with the gate agent and ask if you can board as a group. Then gather your delegates to remind them of the following:

- Healthy habits—get plenty of sleep and water, stretch and walk briefly but regularly during the flight.
- Be polite—be respectful of other passengers; no switching seats if assigned; call for attendants only for urgent matters.
- Safety—Keep track of personal belongings; never joke about terrorism, bombs, or weapons; don't share personal information with strangers.
- Customs declaration forms—Delegates should have nothing to declare, but may need to present food they are carrying.
- The exciting journey ahead! It's thrilling to be a part of this life-changing adventure!

If there is more than 60 minutes' free time before the boarding call, give delegates instructions regarding their free time.

**High school delegations:** Students may go to the restroom, purchase snacks, etc., as long as they are in pairs and let a leader know where they will be going.

**Jr. high and elementary delegations:** A leader must accompany students or be within eyesight at all times.

Make sure everyone understands the meeting time and place. Allow plenty of time to gather everyone and do a count-off prior to the boarding call.

## The leader's role in flight

- When possible, sit behind your students in aisle seats to monitor and manage any issues that may arise during the flight.
- Remind flight attendants that your group is underage and must not be served alcohol.
- Ask an attendant if your delegation could be recognized in the pilot's flight announcements.
- Model healthy behavior, like drinking plenty of water and walking the aisle to stretch your legs.
- Periodically, check in and chat with delegates during the flight. This is an opportunity to comfort nervous students, take note of delegates' personalities and reactions to the experience, and reinforce good flight behavior.

## Flight delays or cancellations

If your flights must be changed en route, please stay positive and follow this process. More than one leader can pitch in on these steps.

1. Get help from the airline's gate agent. Call People to People and ask to speak with the Air Department (from the U.S. or Canada: 877.787.5323, or internationally: 001.509.568.SAFE (7233)). Do this while you're waiting in line so we can help answer questions from parents. **Be sure to note the reason for the delay/cancellation.**
2. Work with the program office to determine who will update parents. You may send a short message to let parents know of the delay via Facebook, email, phone tree, etc. Tell them more information will follow. Be careful about providing new flight details until you've spoken with the Air Department.
3. Work with the airline gate agent to make satisfactory arrangements for your group:
  - Regroup students if necessary to travel with at least one leader. Student Ambassadors are NEVER to travel unattended.
  - Acquire meal vouchers and/or accommodations in the case of extended delays. (If the airline is not sufficiently meeting your students' needs, tell them so, and then call the Air Department for approval to make charges on your credit card.)
4. **Immediately** update the Air Department as soon as you know the new arrangements for your group. The Air Department will work with you on a plan for notifying parents.
5. Complete an incident report form to document the flight changes.

### RESOURCES:

Program office phone (toll-free from U.S. or Canada): 877.787.5323

Program office phone (international): 001.509.568.SAFE (7233)

### LEADERS ON NATIONAL DELEGATIONS AND LEADERS WITH OUT-OF-AREA DELEGATES

*If any students have delayed or canceled flights, make sure to contact the program office prior to departing on your flight so we can determine a plan and ensure there is adequate supervision at the airport.*



## Delays requiring overnight stays

Primary leader	Other leader
Remain at the airport, working with the agent until all new flights are confirmed.	Contact the program office with updates and hotel information. The program office will need this information and can help communicate it to parents.
Ask if the airline will retrieve your group's luggage so you can take it to the hotel. <b>(If your group is booked on a new airline, it can take several days for your bags to reach you.)</b>	Accompany delegates to the hotel.

## Arrival: Passport control

Use the screening procedures process outlined earlier in this chapter.

## Customs inspection point

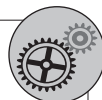
Customs declaration forms will be distributed to all passengers on your flight. Circulate among your delegates before landing to make sure everyone has filled the form out appropriately.

At the customs inspection point, you and your delegates will each need to show:

- Your passport and any needed residency documents (the originals, not copies)
- Completed customs declaration form
- Your personal baggage

### UPON ARRIVAL

*Set parents at ease as soon as you are able to. Start the phone tree or notify families via Facebook or a group email that your delegation has arrived safely.*



## Baggage claim

- Gather the delegation out of the way as bags are collected.
- Remind students to make very sure that the bags they retrieve are theirs.
- If a student can't find a bag, a leader should help him/her check the carousel before processing a lost baggage report.
- Do not leave baggage claim until all students have their bags (or lost baggage claims are filed).

## Damaged baggage

If any baggage is damaged in transit, please request a replacement bag from the airline. This **must** be done prior to leaving the baggage claim area.

## Lost baggage

If you or your delegates are missing baggage on arrival:

1. Complete People to People's **lost baggage incident form**, then use the same info to fill out the **airline's baggage claim form**. Fill out both BEFORE leaving the baggage claim area. For a shipping address, we recommend providing the delivery address where the delegation will be staying for two or more nights.
2. Ask the baggage claim agent for the **local phone numbers** of the lost baggage office. Include this information on the P2P lost baggage incident report form.
3. Get a **copy of the claim** from the agent.
4. Request a **toiletry kit** for each person with lost baggage.
5. **Call the program office** before departing the airport to provide details of the claim so we can assist with tracking.
6. **Fax or email** both forms as soon as possible.

## Lost baggage: Following up

<b>Immediately</b>	<p>Notify your delegation manager or onsite staff of missing bags.</p> <p>Work with the delegation manager to make sure the affected delegate has basic supplies to get through the next 24 hours (toiletries if not supplied by airline, a clean shirt, and sleepwear; these may be borrowed from another delegate).</p> <p>Advise the delegate to hand-wash items (like underwear, socks, or polo shirts) that will need to be worn again.</p>
<b>After 8 hours or more</b>	<p>Call the airline's lost baggage office to check the bag's status.</p> <p>Keep calling every morning and evening until the bag is found and delivered.</p> <p>Update the program office and the parents with each report.</p>
<b>After 24 hours</b>	<p>Work with the delegation manager to find the best time to take the delegate(s) shopping.</p> <p>If the student has the Travel Protection Plan (optional insurance), up to \$500 can be reimbursed for necessities. <b>Have the student purchase these if possible.</b> If family is not able to pay for replacement items, contact program office for approval to use the emergency-use credit card.</p> <p>If the student did not purchase the Travel Protection Plan, and the family is not able to pay for replacement items, contact the program office for approval to use the emergency-use credit card. Parents are responsible for reimbursement of these expenses.</p> <p>Keep receipts (if on your credit card) or advise the student to keep receipts to file an insurance claim.</p> <p>Update the program office and the parents.</p>

## Meeting your contact on arrival

In the airport, once you have cleared customs and/or baggage claim, you'll be met by your delegation manager (for Student Ambassadors) or your meet-and-greet staff (for Leadership Ambassadors).

This person will be wearing a People to People shirt and holding a sign that references People to People or your delegation.

If you're not met by your contact:

- Wait 15–20 minutes and listen for an airport page for your delegation.
- Contact the program office, providing details of your location.
- Remain in one area so the delegation manager can locate your delegation quickly.
- Stay calm and keep a positive outlook for your students.

## Out-of-area delegates or deviations

Your process as a leader for retrieving an out-of-area (OOA) delegate or a delegate who is deviating from the delegation's flight itinerary:

1. Once you know the delegate's itinerary, make a plan with the parents and student regarding meeting up or dropping the delegate off at the airport. For the former, we recommend the OOA delegate remain at the arrival gate, unless other arrangements have been agreed upon.
2. If possible, never leave OOA delegates alone in the airport. If you are not able to accompany the OOA delegate to their gate, escort them as far as possible. Before leaving OOA delegates, make sure they understand where they need to go. If possible, ask airline staff to assist in getting delegates to their gate. Ask the students to contact you by phone once they arrive. Call People to People and ask to speak with the Air Department to confirm the plan.
3. Contact the Air Department with any questions.

It is strongly suggested that ALL out-of-area (OOA) delegates carry a **domestic cell phone**, in case they become lost or have a flight delay.

- Leaders and OOA delegates should exchange cell numbers prior to departure so they have a way to communicate until they meet each other and after they separate.
- Leaders and OOA delegates must provide their day-of-travel cell phone numbers to the Air Department.
- In addition, leaders should always have their international leader cell phones turned on in case the Air Department needs to reach the leader and can't get through on their personal cell phone.

## Lost passports

Travelers will not be allowed to leave their destination country or return home without valid passports. Therefore, it is important that you contact the program office immediately and ask to speak with the duty officer for directions on how to proceed if passport(s) are lost.

1. Be prepared to give information about the following:
  - How many passports were lost or stolen?
  - Were any of the missing passports issued from a country other than the U.S.?
  - Do you have all of the passport photocopies and extra photos for each missing passport?
2. Ask your delegation manager or site staff to begin locating the nearest U.S. embassy and how best to get there.
3. Try to schedule an immediate appointment with the embassy. Work with your delegation manager to verify hours and be aware of local holidays that could impact hours of operation.
4. File a police report for all stolen passports.
5. Complete paperwork sent from the program office and follow the instructions provided.
6. One leader must accompany the delegate(s) to the consulate at the scheduled appointment time or walk-in hours.
7. Work with the duty officer to establish whether it is best for the leadership team or the program office to contact families.
8. Provide frequent status updates to the program office and families.

## Visas

When a new passport is issued, any visas accompanying that passport must be re-issued, too. These will come from the nearest embassy, consulate, or government entity of the country requiring the document.

## Lost permanent resident cards

Students or leaders who lose their "green card" during travel must contact the program office immediately for assistance with how to proceed.

Fees for these services can be quite high and are NOT covered by the Travel Protection Plan insurance.

## Returning home (Student Ambassador programs)

- Travelers returning to the U.S. from other countries may bring up to \$800 worth of purchases without paying a duty tax. Purchases in excess of \$800 will trigger a tax, payable in cash at customs.
- Make every effort to have one leader exit into the claim area first with all students following. Or ask students to wait until everyone is together prior to greeting their families.
- Sign each student out to his/her parent/guardian using the airport release form.
- Return passports to parents and have them sign the passport sign-out sheet as well.
- Stay at the airport until all delegates have been collected by their families (or until delegates' connecting flights have departed).

## Passport collection and distribution

**Out-of-area, national, or delegates with air deviations only:** Once you meet up with all your delegates, collect all passports and hold them during the program. Just prior to the return flight, make sure you give passports back to each delegate at the airport so they have their passport with them for all of their connecting flights back to their destination.

## Managing parent concerns

If parents approach you at the airport wanting to discuss things that happened during travel (or if you have things you want to discuss with them), gently suggest another time when you can talk privately. Do take a moment at the airport to schedule a time when you can meet or talk on the phone.

For serious issues, call the program office for assistance.



# Chapter 3—Delegate behavior

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## The Ambassador Way: Ensuring a positive experience for all

- Use praise and positive reinforcement to encourage improvements in behavior.
- Be fair and consistent with consequences. Make decisions about delegate behavior together as a leadership team.
- Keep consequences reasonable, never punitive. (For example, it is not acceptable to ask delegates to sing or perform in order to get a lost item back; to carry other people’s luggage; pay “fines;” or miss a program activity due to behavior.)
- Don’t give consequences to the entire group for the actions of a few students.
- Correct delegate behavior privately and confidentially. Make sure two leaders are always present for these conversations.
- Make sure all phone conversations with the program office and parents occur away from delegates so they are not overheard.
- If the program office places a call to you requesting information or updates about a delegate, unless it’s urgent, ask if you can call back when you are in a place other than the motor coach or other public area.
- Handle incidents in a timely fashion. Carry incident forms at all times. Follow the steps listed under green, yellow, or red and submit incident reports to the program office electronically or by fax.

### FOR YOUR PROTECTION

*The program office will take the lead on resolving severe (red) behavior issues. This means you’ll have the weight of our experience behind you to help address challenging situations.*



# Delegate behavior

People to People Ambassador Programs uses a green-yellow-red philosophy to help define the response time and appropriate consequences for a behavior incident. This table outlines some common behavior incidents and how they tend to be categorized by severity.

Green incidents	Yellow incidents	Red incidents
Rudeness or disrespectful behavior (to leaders or students)	Persistent teasing, minor bullying, acting out for attention	Bullying, threatening, harassment
Roommate disagreements (e.g., messy vs. tidy)	Inappropriate language (cursing) or gestures	Assault or fighting
Leaving room after curfew to visit room of same-sex delegate	Visiting room of opposite-sex delegates	Sneaking out of hotel or home stay
Tardiness	Wandering off from delegation accidentally	Deliberately "ditching" delegation
Repeated public displays of affection (PDAs)	Unwelcomed or inappropriate physical contact	Sexual activity, harassment, or abuse
Loud or disruptive behavior in hotel	Potentially dangerous or damaging behavior (leaning from balconies, damaging furniture) or restricted activities (like bungee jumping)	Theft or shoplifting, willful destruction of property
Texting or making calls during program activities and presentations	Repeated texting or making calls during program activities and presentations	Sexting or inappropriate texting
Personal hygiene issues or wearing inappropriate attire	Body alterations made during the program (haircut/color, piercing, tattoos)	Threat of harm to self*
	**Possession or use of lighters or toy weapons	**Possession of weapon(s)
	Possession or use of alcohol or tobacco	Possession or use of illegal substances or prescription drugs; excessive use of alcohol

\*Threats of self-harm or indications that a student has been "cutting" himself/herself during the program, should be treated as medical incidents, not behavioral incidents. Please see the Medical care chapter.

\*\*Souvenir weapons or toy weapons may be purchased as long as the student pays for the item(s) to be shipped home directly from the store.

*All red incidents will be handled by the program office. We will determine the severity of the infraction, consequences, and next steps.*

*If you and your leadership team need help determining the severity of an infraction, please call the program office for assistance.*

## Green level resolution

For most green incidents, a simple reminder to the delegate about expectations and appropriate behavior is all that is needed. For recurring green incidents, follow the steps below.

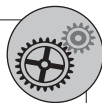
1. Discuss the issue with the delegate, reminding him/her of Ambassadorial behavioral expectations.
2. Determine consequence(s): partial loss of free time, shadowing a leader for part of a day or less.
3. Notify the delegate's parents/legal guardians of the incident, consequences, and the action steps to resolve it. (Allowing parents to speak directly to their children during these conversations may help resolve the situations.)
4. Complete an incident report form and submit it within 24 hours.
  - STUDENT AMBASSADOR PROGRAMS: Fax or send electronically to the program office.
  - LEADERSHIP AMBASSADOR PROGRAMS: Submit to your primary leader or site coordinator.

Additional consequences (when applicable):

- Have the delegate(s) check in with a leader at specific times.
- Have the delegate(s) shadow a leader for an entire day.
- Have the delegate(s) write an incident statement and/or letter of apology.
- Counsel the delegate(s).

### ENLIST PARENTAL SUPPORT

*Work with parents/guardians and ask their assistance in helping solve issues. They can be your biggest advocates in helping resolve a problem quickly. ALWAYS notify parents immediately anytime consequences are given to a student.*



## Yellow level resolution

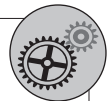
1. Discuss the issue with all involved separately.
2. Review signed success contract and Ambassadorial behavior expectations.
3. Have all involved individually complete an incident statement form immediately.
4. Determine consequence(s): loss of free time, shadowing a leader for a day or more, a written letter of apology.
5. Complete an incident report form and submit within 24 hours:
  - STUDENT AMBASSADOR PROGRAMS: Fax or send electronically to the program office.
  - LEADERSHIP AMBASSADOR PROGRAMS: Submit to your primary leader or site coordinator.
6. Contact the program office (877.787.5323 from U.S./Canada, 001.509.568.SAFE (7233) internationally), 800.720.6115 for Leadership Ambassador programs.
7. Contact parents/legal guardians with the details of the incident, consequences, and the action steps to resolve it. (Allowing parents to speak directly to their children during these conversations may help resolve situations quickly.)
8. Update the program office on the progress of the incident as necessary.

### *Additional consequences (when applicable):*

- Have the delegate(s) check in with a leader at specific times.
- Counsel the delegate(s).

### MANAGING PARENT COMPLAINTS

*Always contact the program office if a parent is upset about a situation. A conference call can be arranged between the program office, the leader, and the parent to resolve the issue.*



## Red level resolution

1. Separate all involved and keep students separated until all other actions below are completed.
2. Contact the program office (001.509.568.SAFE (7233) internationally), 800.720.6115 for Leadership Ambassador programs, providing the details of the incident. We will determine the severity, consequences, and action steps, including:
  - How to discuss the issue with all involved (separately)
  - Setting consequence(s): loss of free time, shadowing a leader for more than a day, writing a letter of apology, and/or counseling
  - How to contact parents/legal guardians with the details of the incident, consequences, and action steps to resolve it
  - If it is determined that delegates must be sent home from the program early, all communication to families and logistical arrangements will be made by the program office
3. Have all involved individually complete an incident statement form immediately..
4. Recommend DNI ("Do Not Invite" on program again) if you feel it is warranted.
5. Complete an incident report form and submit within 24 hours:
  - Student Ambassador programs: Fax or send electronically to the program office.
  - Leadership Ambassador programs: Submit to your primary leader or site coordinator.

Additional consequences (when applicable and approved by the program office):

- Separate the delegate(s) from the delegation for the remainder of the program.
- Send the delegate(s) home early.

## Sending a delegate home for behavioral issues

The program office takes the decision to send a delegate home early very seriously. The process takes a lot of coordination even though your leadership team may believe it is necessary to send a delegate home immediately due to behavioral issues. The following steps must be conducted to facilitate this process:

- Document and submit all incident reports to the program office in a timely manner.
- The program office will engage in all communication with the family and notify the leadership team of next steps.
- In most cases, a leader or adult chaperone will accompany the delegate back home.
- The leader or adult chaperone is required to contact the program office and the delegate's parents/legal guardians at each travel stop to check in and confirm their time of departure and arrival.

### SENDING HOME IS A LAST RESORT

*Do not discuss the possibility of being sent home early with the delegate or his/her parents unless instructed to do so by the program office.*



## Electronics and phones

Electronic devices serve a number of functions, from checking the time to taking photos to texting family back home with medical updates. A student with eyes fixed on his/her phone may not be as detached from the delegation's activities as it appears.

If you suspect that an electronic device is being misused, do the following:

- Give plenty of warnings
- Talk to the delegate about your concerns
- Contact the program office and the parents/guardians to help address the situation

Do not "hold" or take away a delegate's phone or other electronic device. If a parent asks you to do this, keep in mind that you must notify the program office to note this documentation. Keep in mind that you are responsible for loss or damage while any item is in your possession.

## Dress and appearance guidelines

(for delegates and leaders)

<b>Types of clothing</b>	<b>Acceptable</b>	<b>Unacceptable</b>
Pants/skirts	Pants Jeans Shorts Capris	Large holes Miniskirts Very short shorts Sleepwear
Tops	T-shirts Blouses/dress shirts Sweaters/sweatshirts Tank tops	Offensive logos/graphics Revealing tops Undergarments (sports bras)
Swimwear	Two-piece swimsuits with decent coverage One-piece swimsuits Swim trunks	String bikinis See-through suits
Footwear	Walking or athletic shoes Walking sandals Flip-flops (for activities with minimal walking)	High heels Platforms Stilettos Slippers (outside the hotel or dorm)
Hats	Outdoors for sun protection On the bus/airplane Indoors Should be clean and in good repair	During meals Inside churches In government or other official meetings
Tattoos	May need to be covered during certain parts of itinerary or in certain countries	Depicting offensive or illegal activities (cover these at all times)
Perfume and cologne	Light fragrances	Strong fragrances
Jewelry and piercings	May need to be removed or covered up during certain parts of itinerary or in certain countries	Depicting offensive or illegal activities (these must be covered or removed)

- Always follow the delegation manager's daily advice regarding any dress or appearance requirements based on activities and/or the cultural etiquette.
- During some itinerary activities delegates and leaders may be asked to cover shoulders and knees.
- If a delegate is not wearing the appropriate attire for the day's activities, please talk with them privately, reminding him/her of the day's attire expectations, and politely ask him/her to change.
- LEADERSHIP AMBASSADOR PROGRAMS ONLY: Delegates will wear Dockers-style pants, capris, or shorts at specific times during their program. Jeans or athletic shorts will be allowed at all other times.
- For meetings with dignitaries or at professional workplaces, students will be asked to dress nicely or wear their People to People polo shirt.
- The dress and appearance guidelines are consistent for all People to People students and leaders. **Leaders may not create a customized dress code.**

#### IMPORTANT

*Spaghetti straps and basketball-style shorts are acceptable attire. Shorts can be any length as long as buttocks do not show (no peek-a-cheek). Skirts and dresses can be as short as the mid-to-upper-thigh. Large tears or rips are unacceptable. Leggings and tights are acceptable when worn under dresses, skirts, or shorts. Think of leggings as an accessory, and not the main clothing item.*



## Tobacco, alcohol, and illegal drugs

Delegates may not purchase, possess, use, or distribute:

- cigarettes or chewing tobacco (including lighters or matches)
- alcohol
- unauthorized prescription drugs
- illegal drugs

Contact the program office with any allegations or suspicions of alcohol, drug, or tobacco use.

To address substance use by a delegate:

1. Make sure you have probable cause to suspect he/she is in possession of prohibited substances.
2. Get approval/authorization **from both the program office and the parents** prior to searching the delegate's belongings, room, or person.
3. If substances are found, confiscate the inappropriate items in question.
4. Take a picture of the evidence and immediately dispose of the items.

The program office will determine the severity, consequences, and action steps. For instance, there is a big difference between a delegate who drinks a small glass of wine during a home stay and a delegate who sneaks out to a pub and becomes intoxicated. In severe cases of drug or alcohol impairment, seek medical attention immediately.

#### DRUG LAWS

*Illegal drug penalties in many countries are far more severe than in the United States. The program office does not have any control over local laws and legal authorities.*



## Sexual misconduct

Students are not permitted to engage in any form of sexual relations while they are traveling on the program. If a delegate engages in sexual activity during the program, or if there is alleged sexual activity, speak privately with all parties involved, and contact the program office for direction on how to handle the situation.

Delegates and leaders must avoid the appearance of indiscretion. Male and female delegates should not be in the same hotel room together. All delegates should socialize in public places such as the hotel lobby or café.

**Reminder: Leaders should never enter delegates' rooms alone or be in delegates' rooms with the door closed.**

## Breaking curfew or sneaking out

If a delegate is missing at bed check or after curfew, follow the process for locating a lost delegate in the Safety chapter and assign consequences as necessary.

## Property damage

If a hotel, motor coach, museum, etc., is damaged by a delegate, the delegate is responsible for the cost. The damages must be paid for prior to leaving the location (unless you are notified of the damage after you have already left). If you cannot determine which delegate caused the damage, contact the program office for assistance.

Complete an incident report and supplement it with:

- pictures of the damage
- written statements from everyone involved, including witnesses
- a written estimate of the cost of the damages
- a receipt for the repayment

Follow the infraction steps according to the severity of the incident.

If the delegate is unable to pay onsite, the program office will contact the parents to collect the payment. You will also be informed by the program office whether or not to pay the charge and how to do so, if necessary. (Remember, you must get authorization prior to using your leader emergency-use credit card.)

### ALLEGED THEFT (WITHIN THE DELEGATION)

You must have probable cause and authorization/approval from both the program office and the parents prior to searching a delegate's belongings, room, or person.



## Shoplifting and theft

There are levels of severity for shoplifting, as with most other incidents. The program office will determine the level of severity, next steps, and consequences.

## Local authorities and jurisdiction

You and your delegates may be called upon to give a statement to police as a victim of a crime or as a witness to a crime or incident. In such an event, request that a leader is present when any delegate provides a statement to the police.

## Wandering off

- If a delegate appears unaware and/or is wandering off, explain safety and make sure he/she is paired up with a buddy and/or leader during the program.
- If a delegate is leaving the group deliberately, pair him/her up with a leader and determine if the delegate is a threat to run away.
- If you feel the delegate is at risk to run away, contact the program office immediately for further assistance.

## Allegations from other delegates of rule-breaking

- Do not assume the allegations are true.
- Use the tips for interviewing delegates on delicate subjects from the Bullying, abuse, and harassment chapter to learn from the reporting student.
- Speak to the accused delegate without letting him/her know that another delegate reported an incident.
- If there is no confession or proof, write up an incident report with detailed information, notify the program office, and monitor the delegates more closely.



# Chapter 4—Harassment, bullying, and abuse

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## The Ambassador Way: Respecting others

People to People Ambassador Programs strives to provide a program environment where individual dignity is respected. This includes all leaders, delegates, delegation managers, onsite staff, and drivers participating in our programs.

## Harassment

Harassment must be reported to the program office immediately. Harassment of others for any of the following reasons will not be tolerated:

- Race
- Sex
- National origin
- Age
- Religion
- Gender
- Sexual orientation, including gender expression or identity
- Disability or health condition
- Veteran status
- Economic status

# Sexual harassment

Sexual harassment involves unwanted and unwelcome words, actions, gestures, symbols, or behaviors of a sexual nature that make the target feel uncomfortable.

<b>Physical behaviors</b>	Unwanted touching Groping Invasion of personal space Sexual assault Rape Indecent exposure
<b>Verbal behaviors</b>	Unwanted personal comments Sexual slurs Belittling Suggestive, lewd, or abusive remarks Explicit jokes Compromising invitations Demands or requests for sexual favors
<b>Non-verbal behaviors</b>	Suggestive looks Leering Explicit gestures Sending sexually explicit texts, emails, or pornographic materials

## Reporting harassment

1. Individually interview all delegates involved, including witnesses, and complete an incident report. (See tips for interviewing students at the end of this chapter.)
2. Have all involved, including witnesses, fill out an incident statement.
3. Contact the program office for direction on how to handle the situation.

The program office may deem it necessary to remove offenders from the program, at their own (or their parents' /legal guardians') expense.

## Texting and “sexting”

If a delegate sends explicit messages or photos electronically (often from one mobile phone to another), this is considered “sexting” and is not allowed.

This situation must be handled delicately and privately with each delegate involved. Contact the program office for direction on how to handle the situation.

## Bullying

Bullying occurs when a delegate intentionally targets someone in a cruel, overbearing, intimidating, and/or aggressively forceful way. Bullying will not be tolerated.

### **Direct bullying—blatant and immediately recognizable**

- **Cyber/Electronic** – Using social media, text, or email communication to execute verbal and/or threaten bodily harm
- **Verbal** – Includes derogatory comments and name-calling
- **Physical** – Hitting, kicking, shoving, spitting

### **Indirect bullying—subtle and hard to detect**

- **Cyber/Electronic** – Using social media, text, or email to spread rumors
- **Emotional** – Spreading rumors, exclusion, ganging up

### **Other forms of bullying**

- Racial
- Sexual
- Stealing or damaging someone’s personal belongings
- Threatening or forcing someone to do things

## Responding to bullying

Take action immediately and seriously for all allegations of bullying, and observe all delegates throughout the program.

Bullying is a behavior that can escalate rapidly, so do not ignore or wait to respond to this activity. If bullying occurs, these steps **MUST** be followed:

1. Separate all parties involved immediately. Remember that leaders or other adults could be involved as well.
2. Interview all individuals, including potential witnesses. (See tips for interviewing students at the end of this chapter.)
3. Require all involved to complete an incident statement.
4. **Contact the program office immediately.** The program office will determine the severity of the incident, consequences, and the next steps. The program office will determine who will call the parents of the students involved in the incident.
5. Do not place the offender and the affected delegate in one-on-one or other situations without a leader present, such as sitting together on the motor coach, rooming together, forcing a friendship, etc.
6. Monitor the offender during free time or during his/her loss of free time.

The program office may deem it necessary to remove offenders from the program, at their own (or their parents'/legal guardians') expense.

## Caring for bullied delegates

- Make sure the parents have been contacted and understand how the situation was handled and what steps have been taken to protect their child.
- Comply with any reasonable requests by the parents. Contact the program office for assistance if you do not feel the request can be accommodated. We will assist in further communication with the family.
- Check on him/her several times to see how he/she is doing.
- Continue to watch for behavior changes that may indicate the delegate is still traumatized by the event.
- Keep a watchful eye to ensure no further bullying has occurred.
- Check in with parents as often as they would like to assure them that their child is well, and the bullying has ceased.

## Abuse and neglect

As a leader, you are a mandatory reporter of suspected abuse, whether you believe the abuse occurred on the program or prior to it and was marked by physical, emotional, or sexual abuse or neglect. Here are the specific steps to take if you suspect or receive a report that a child in your delegation is being abused and/or neglected.

1. If a delegate makes an allegation of abuse, have him/her write down what happened on an incident statement.
2. Take notes of your conversation and detail everything that the delegate shared with you on an incident report. (Refer to the tips for interviewing delegates at the end of the chapter.)
3. Contact the program office to report and get assistance in the next steps, including filing a report with Child Protective Services.
4. Do not contact the parents or any person allegedly involved in the abuse as this has the ability to compromise the investigation. The program office will communicate with the student's family when permitted by investigators.

## Suspicion of abuse without an allegation

1. Contact the program office to report the situation.
2. Start to journal specific examples of your concerns.
3. Ask follow-up questions to unusual or leading comments made by the delegate.
4. Avoid asking leading questions.
5. Do not attempt to prove your concerns. If you are worried about the situation, file a report with Child Protective Services to investigate.

## Interviewing students on delicate subjects

For the safety of your delegates and for your own protection, please be sure to follow these steps anytime you are asking delegates to recount a painful situation (such as bullying, harassment, or abuse).

- Stay in a public place where you and the delegate can be seen at all times.
- Always have another leader present when talking to the delegate.
- Inform the delegate that the conversation is confidential, but that you may have to report the incident in order to help the injured party.
- Be careful not to ask leading questions or encourage a child to fabricate information.
- Do not offer your opinion about what happened or label the behavior as abuse or bullying.
- Refrain from attempting to try to determine the truth of the allegations. You must operate from the position that the student is telling the truth.

## Local authorities and jurisdiction

You and your delegates may be called upon to give a statement to police as a victim of a crime or as a witness to a crime or incident. In such an event, insist that a leader is present when any delegate provides a statement to the police.

Any incident that would require a police statement warrants a call to both the program office and parents of the delegate to inform them of the situation.

# Chapter 5—Safety

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## The Ambassador Way: Travel safety

- Trust your instincts. Travel safety simply involves exercising common sense and situational awareness for you and your students.
- Be consistent. When students know you'll always follow set safety procedures, they're less likely to test the boundaries.
- Your delegation manager is a great resource to determine safe places and activities for delegation free time. Work with him/her to provide good options for students' small-group exploration. When safety is at stake, err on the side of caution.
- Always contact the program office for approval before canceling any scheduled activities, unless danger is imminent. When safety is at stake, err on the side of caution.
- We are here to help you with any safety concerns.

In this chapter, we'll outline the core practices you'll rely on to help keep students safe. (For safety issues related to student behavior, including room checks, curfews, and hotel conduct, please see the Delegate behavior chapter.)

## Count-offs

Count-offs should be performed every time you and your group:

- Leave a meal
- Leave an activity or building
- Come together after being separated
- Board the motor coach

Do NOT depart for the next venue until all individuals are accounted for.

### ROLL CALL

*Do NOT collect lanyards each night as a means of taking roll the following morning. The name badges are a safety tool for students and need to stay with them.*



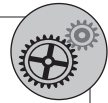
Establish your count-off procedure early on with your delegation:

- Agree with your leadership team on an efficient and consistent count-off method.
- Assign each student a number. (Leaders should have numbers, too—put them at the end of the list.)
- Have everyone call out their assigned numbers in order.
- Practice counting off repeatedly, until all can recite their numbers efficiently and identify the people near their numbers if they're missing.
- To ease confusion, each student and leader should keep the same number throughout the program.

For times when you need a silent count-off, practice gathering your group in a circle, with the first-numbered delegate starting on one side of you, and the last-numbered person ending on your other side. Students should raise their hands if a person with a number next to theirs is absent.

#### WALKING WITH YOUR DELEGATION

*Always travel with one leader at the front of your group, one at the back, and others scattered between. This is especially helpful in crowded areas so you have plenty of eyes making sure no student lags behind or takes a wrong turn.*



## Lost delegates

When you discover a student is missing, immediately:

1. Talk with the leaders, students, and delegation manager to determine when/where the student was last seen.
2. Call the student on his/her cell phone, if he/she has one.
3. One or two leaders should stay with the remaining delegates in a safe area, while another retraces the missing student's steps (if possible). If you believe the student is in danger, work with your delegation manager to call the authorities and the program office immediately.
4. If the student is not found **within 30 minutes**, contact the program office to report the situation and find out if the student has called our emergency number.

5. If the student has not called the program office, People to People will notify the parents.
6. Stay in communication with the program office. During each conversation with the office, you'll set a specific time to check back in with updates.

If local authorities are aiding in the search, cooperate with them fully. They'll likely want to speak with the delegate's roommates or close friends: please be sure a leader is present when students are being questioned.

## Lanyards

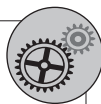
Name badges and lanyards are an important safety tool, which is why they should be worn at all times, with the following exceptions:

- During sports or adventure activities (swimming, rafting, rapelling, etc.)
- In areas where lanyards might make delegates targets for theft. Your delegation manager and guides will help you identify these sites.

When removing the badges for safety reasons, it's best to tuck them into a shirt or stow them securely with other belongings (e.g., at a pool). The badges should still be easily accessible.

### LANYARD HANGER

*Advise students to hang their lanyards on the inside door handle, so they're accessible (and remembered!) if delegates need to exit the room in an emergency.*



# Vehicle safety

In all vehicles, students and leaders must:

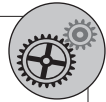
- Wear seat belts if supplied
- Locate emergency exits or aids
- Keep baggage out of aisles and stairwells

Additional rules for the motor coach

- Remain seated while the coach is moving.
- **Do not leave valuables (including passports) on the motor coach,** even if the driver is staying with it. It's best to keep these with you or locked up at all times.
- Keep heavy baggage out of the overhead racks.
- The motor coach toilet is not designed for frequent use, only for true emergencies. Delegates should take advantage of other sites to use the restroom.
- Avoid leaning or placing heavy objects on tray tables.
- Put away headphones and turn off electronic devices when the delegation manager or guide is speaking to the group.

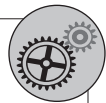
## MOTOR-COACH DRIVER

*Encourage students to treat your motor-coach driver(s) like any member of the leadership team, greeting him/her by name and saying thank you. Establishing this respectful relationship will help students understand why it's their job, not the driver's, to pick up their trash, load their own baggage, and follow any other rules set by the driver.*



## THE LEADERS ON THE BUS

*Leaders should rotate through the motor coach from day to day. The leader sitting nearest the back should scan the coach for sleeping students, forgotten valuables, garbage, or damage when exiting for the day.*



## Additional rules for ferries and boats

Gather your delegates as they board the boat. Work with the staff and the delegation manager to point out all emergency exits and life jackets before letting students disperse.

## Activities not permitted during the program

For reasons of safety, delegates and leaders may NOT:

- Operate a motorized vehicle of any type during the program (including, but not limited to, cars, mopeds, motorcycles, all-terrain vehicles, jet skis, and boats)
- Ride in private aircraft
- Participate in hang-gliding, bungee jumping, sky diving, or parasailing

Contact the program office if you need guidance determining if an activity is allowed, and for approval.

## Beach safety

If your group will be spending time at a beach, let your students know that if they cannot swim, they need to notify you. Work with the delegation manager to help non-swimmers find activities on the shore.

Remind students to	Be vigilant for
<b>NEVER</b> swim alone or at night	Warning signs indicating a recent presence of dangerous creatures; if these signs are posted, swimming is not allowed
Stay within the boundaries of the swimming area (whether marked by signage or defined by you and the limits of your supervision)	Flagged or signed warning system that students might need to be aware of
Stay hydrated	Strong currents and tides
Apply and reapply sunscreen throughout the day (or cover up with hats or wraps)	Rocks or piers that might make tempting (but dangerous) diving or swimming areas
Wear water shoes to protect their feet	Unguarded beaches, requiring extra monitoring by leaders

## Free time

Free afternoons or evenings are scheduled periodically, and leaders should rotate duties to give each other some personal time (see details in the Leader expectations chapter).

Some of these evenings should include casual delegation gatherings. This is a great chance to let students share their experiences, review what they've learned, and play cards or other group games.

### For high school delegations

At this age, free time can be spent exploring in small groups, using the following process:

- Students are in **groups of four or more**. At least one student in each group is male.
- Groups **"check out"** with a leader, stating where they're going and when/where they'll reunite with the delegation. (**Two leaders must stay in the hotel** during free time to log this information and handle any emergencies.) Students check in with the same leader on their return.
- All **plans must be known** and approved by the leaders and the delegation manager, even if students are exploring with another leader.
- Students explore places **no more than 20–30 minutes** from the delegation. (Students are NOT to take taxis.)
- Each group must **carry a cell phone**, as well as the name, phone, and address of their hotel.

#### UNAUTHORIZED VISITORS

*Students are not permitted to go exploring alone and cannot leave with anyone from outside the delegation unless their parents previously authorized this with the program office (if they did, you will have a copy of their land waiver of responsibility form).*



## For younger delegations

Students who are not on high school delegations must be accompanied by a leader on any free-time excursions outside the hotel. This might just involve waiting outside a store while students shop inside. Always give clear instructions for the meeting place and time.

## Carrying money and important documents or medications

At all times, you and your students should carry your valuables:

- In a string pouch or money belt under clothing
- In more than one place (meaning students carry a copy of their passports while leaders carry the originals, and everyone carries money in multiple places)—this way, even if a theft occurs, you don't lose everything

Valuables should never be left on the motor coach.

### STUDENTS' SELF-MANAGEMENT

*Do not offer to hold money, credit/debit cards, or other valuables for students no matter what their age. Delegates need to be responsible for their own belongings—as well as their own budgeting.*



## Relationships

- Different cultures have various definitions for flirting and sexual advances.
- Advise your delegation that they should not engage in flirting or any boyfriend/girlfriend relationships with people they encounter during the program.

## Friends and relatives

Students occasionally have friends or relatives they would like to visit during the program. It is critical that leaders follow these steps before releasing a delegate to any other person, for any length of time:

1. Confirm that you have a land waiver of responsibility on file for this visit, signed by the student's parents.
2. Work with the delegation manager or onsite staff to determine an appropriate meeting time and place for the visit.
3. Check the photo ID of the person who comes to collect the student. His/her name should match the one provided on the waiver of responsibility.
4. Write down the person's name, address, phone number, and the time he/she will be returning the student to the delegation.
5. If someone is insisting on taking a student but does not have proper documentation or authorization, contact the program office immediately. Do NOT release the student.

### DELEGATION SHADOWING

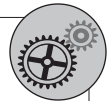
*In the rare case that a delegate's parents, friends, or relatives are following the daily activities of the delegation, contact the program office for assistance as this is a safety issue.*



### STAY AWARE

*The easiest and most effective way to avoid falling into dangerous situations is to be aware of your surroundings, including:*

- *Your physical location*
- *Your delegates and their behavior*
- *People around you*
- *Traffic*



# Chapter 6—Travel guidelines

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## The Ambassador Way: Travel guidelines

- Delegations will not be asked to pay for activities or tips out of pocket (when with the group).
- Advise students to change enough money to last a week to avoid numerous trips to the bank or ATM.
- Help your delegates make the most of the opportunities they have on the program, whether it's engaging with a government official, taking photos, or recording memories in their travel portfolios.

## Nightly delegation meetings

Nightly delegation meetings with all of the students present, provides a time to discuss the day, suggest travel portfolio topics, and offer an overview of the next day's activities. These should take place every evening, even if only for a few minutes.

Other topics might include healthy eating and how to budget money. Use this time to provide positive general feedback on delegates' behavior, providing reminders as needed.

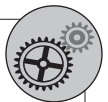
## Carrying money

- It is strongly recommended that delegates and leaders carry more than one form of currency throughout the program (meaning a credit card and/or debit and some local currency).
- Delegates should bring enough cash for the first few days of the program, and watch for an ATM to get more money, if needed, as the program progresses.
- Students should not expect to be able to receive a wire transfer.

Major credit cards (Visa, Mastercard) are widely accepted overseas (except in Japan) and are usually very convenient.

### FOREIGN CURRENCY

*It's strongly recommended that every leader carry some cash in the local currency at all times.*



## Exchanging money (Student Ambassador programs)

Here's our advice for exchanging money in your program destination.

<b>China</b>	Hotels are the preferred place to exchange money. When exchanging U.S. currency, make sure bills are clean and unwrinkled. or they may not be accepted.
<b>Japan</b>	Exchange your money through your local bank prior to travel or at the airport on the first day of your program.  Exchange all the cash you think you'll need—most vendors and stores do not accept credit cards or traveler's checks, and ATMs can be difficult to find.
<b>Everywhere else</b>	International banks have the best exchange rates and lowest fees, but ATMs can be the convenient places to exchange money. Your delegation manager will guide your delegation on the best time/place for currency exchanges.

## Lost or stolen money

If a student's money or a credit/debit card has been lost or stolen:

- Have the delegate inform his/her parents immediately.
- Complete an incident report to document the loss/theft.
- Complete a police report if applicable.
- If a delegate will not have enough money to last the duration of the program, parents may be able to process a cash advance through the program office—have parents call the program office directly to see if this is a possibility. **Cash advances are not available on Leadership Ambassador programs and only in some Student Ambassador destinations.**

## Meals and tipping

Leaders should always sit among or near the delegates at mealtime to bond, assess morale, model appropriate behavior, and develop rapport with students. Delegates and leaders will not be asked to provide tip money. Normal tipping has been prepaid by People to People Ambassador Programs.

## Corresponding

Parents/legal guardians should be discouraged from sending mail to delegates. If they must send letters or faxes, they should only be sent to hotels where students will be staying for more than two days. When you check into a hotel, ask if they are holding any mail or faxes for your delegation.

Students can communicate with friends and family back home by:

- Sending postcards
- Texting or emailing notes and/or pictures
- Posting updates or photos on Facebook or through other social media

## Phone calls

### Student Ambassador programs

Cell phones and Skype sessions (when WiFi is available) tend to be better options for calling home than relying on land lines or pay phones for international calls.

Remind delegates not to make phone calls from the hotel phones because of the service fee that the student will have to pay upon checking out of the hotel.

Personal cell phones are recommended for personal conversations. If a personal call must be made on a People to People provided phone, it must be made on the Nokia, as this phone has unlimited talk and the smartphone does not.

Collect calls are not recommended, since charges can be up to \$10 per minute.

## Leadership Ambassador programs

American delegates are encouraged to bring personal cell phones to call or text family at appropriate times. Calling cards are another option, but pay phones may be hard to access.

International students may need help making phone calls home. A calling card can be used if a delegate brought one. The site staff may also facilitate a call to the program office, where an associate can connect with the delegate's family via a conference line. (Site staff phones do not have international coverage.)

## Travel portfolio

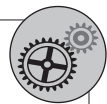
### Student Ambassador programs

In order for delegates to earn high school credit, they are required to fill out their travel portfolios including the journal pages. But journaling during program is encouraged for everyone, as it provides lifelong memories of the program.

- Delegates may write, draw, write a poem, etc., as their journal entry—encourage creativity!
- Journal entries do not have a required length—some entries may be short reflections or consist of just a drawing.
- Leaders should look through delegates' travel portfolios two or three times during the program.
- Journal entries are unique and reflective for each individual student—not a typical classroom assignment—so please be lenient in evaluating their content. There is no need to make corrections to spelling, grammar, or slang.
- Please utilize the on-program teaching guide and teachable moments for your itinerary to facilitate reflective learning. The questions in both resources could be provided as journaling topics in addition to questions and assignments in the travel portfolio.
- Remind delegates that their journal pages in the travel portfolio are for educational purposes and will be reviewed by the leadership team—they can write about more personal topics in a separate journal.

#### SHARING TRAVEL PORTFOLIO REVIEWS

*Divide the travel portfolios between leaders, so each leader has about the same amount of portfolios to review.*



## Leadership Ambassador programs

Delegates traveling on these programs have journaling pages provided in their program guides. Delegates should be encouraged to journal, however, you do not need to read each and every page. We suggest you randomly scan your delegates' travel journals throughout the program.

### HARMFUL JOURNAL CONTENT

*If you have concerns about a journal entry, contact the program office immediately to discuss how to handle it.*



## Official meetings/briefings

Among the unique opportunities available to many People to People Ambassadors are official meetings or briefings. The delegation should act with the utmost respect in these situations. You will receive advance notice of meetings with guest lecturers or presenters from your delegation manager. Everyone should be prepared to represent the program respectfully by following these guidelines:

- Follow the dress guidelines provided by the delegation manager or site staff.
- Students and leaders should mute or turn off and put away all phones and electronic devices. (Except when used for taking photos or videos, if these are allowed.)
- The delegation should be attentive, respectful and engaged during the presentation. Delegates are not permitted to doze off or engage in conversations during the presentation or discussion.
- Leaders should tell students to think of a question they may want to ask following the presentation.
- Immediately following the meeting, one delegate should be prepared to publicly thank the representative on behalf of the delegation. Rotate this assignment as necessary. The delegation may also choose to give the speaker a thank you note and/or small gift.
- **STUDENT PROGRAMS ONLY:** If your delegation is teamed with another, make sure delegates from each area have an opportunity to thank the representative and present a card and gift, if they'd like to do so.



# Chapter 7—Medical care

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## The Ambassador Way: Medical care for delegates

- When in doubt about medical conditions, do not delay—**seek treatment**.
- As a leader, you hold a lot of very personal medical information about your delegates. Share details of medical conditions only on a need-to-know basis (that is, with other leaders or with medical personnel) to **protect your students' privacy**.
- Keep a paper trail. For your protection, and to meet the requirements of insurance claims, **document all medical incidents** immediately and thoroughly. Keep copies of all medical receipts.
- Sick students should **always be accompanied by a leader**, even if that means missing program activities.
- Stay calm and **focus on your delegates** during a medical incident. Within your leadership team, there should be one person caring for the sick student and the rest concentrating on the remaining delegates.
- **Communicate often with parents** (and the program office), even if there's little new information. It will relieve parents' minds to know that you are with their child and vigilant about their health.

## Classifying medical incidents

We divide medical incidents into three categories of urgency.

- **Green** incidents involve minor first aid or can be handled onsite.
- **Yellow** incidents require a visit to a doctor or clinic.
- **Red** incidents may involve admission to a hospital or a psychological evaluation.

### IN CASE OF CRISIS APPLICATION

*All delegation smartphones will be pre-loaded with the "In Case of Crisis" application. This new app allows you to submit incident reports directly through the app rather than finding a fax machine. Please use this app whenever possible.*

*Remember, yellow and red incidents still need to be called into the program office at the time they occur.*



## DIAGNOSING CONDITIONS



*Do not attempt to diagnose illnesses or injuries in your delegation. People to People Ambassador Programs purchases a basic medical insurance policy on **all** delegates specifically so that they can get medical care when needed. Take the time to get sick or injured students to a doctor and follow the prescribed treatments. Parents have entrusted their students to you and need to feel confident that you will follow up on all medical issues immediately.*

## Green incidents: First aid

These are illnesses or injuries that require minor first aid or over-the-counter medication and can be managed onsite. These may include:

- Minor cuts
- Minor burns
- Headaches
- Minor rashes
- Minor bug bites or bee stings (that do not cause an allergic reaction or impact breathing)
- Minor abrasions/scratches
- Minor nausea, upset stomach, or motion sickness
- Colds (sniffles, minor sore throat, runny nose)

## Green incident steps

1. Review the student's health form.
2. Provide first-aid treatment, if needed.
3. Contact parents to advise them of the incident and get permission to dispense any needed medications or ointments.
4. It is not necessary to call the program office for green incidents, but do complete an incident report and submit it within 24 hours. Complete a medical report form.
  - Student Ambassador programs: Fax to the program office (509.568.7050 in the U.S. or Canada, or 001.858.712.0522 internationally) or send electronically via the smartphone "In Case of Crisis" application.
  - Leadership Ambassador programs: Submit to your primary leader or site coordinator.

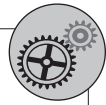
## Yellow incidents: Doctor or clinic treatment

Use “yellow” urgency for medical situations that are not life-threatening but require diagnosis or treatment from a medical professional. Samples for this level:

- Lacerations that require stitches
- Infection
- Flu/multiple incidents of vomiting
- Fever
- Severe sore throat
- Fainting
- Dehydration
- Sprain
- Broken bone (that does not impede student’s ability to continue on the program)
- Pulled or strained muscle
- Bad rash
- Mild seizure
- Suspected concussion or blow to the head

### BEST PRACTICE

*If a student needs to miss an activity due to illness or injury, one leader or staff member must stay behind to manage the student’s needs. If you are going to be a student’s caregiver for a day, please let the program office know, keep a leader phone at the hotel, and check in on the student at least hourly.*



## Yellow incident steps

1. Review the student's health form.
2. Call the program office with details of the incident.
3. Contact parents to advise them of the situation, ask for permission to take the student to a doctor or clinic, and get approval to provide necessary medications.
4. Take the delegate to a hospital or clinic.
  - Bring the student's passport to the visit.
  - The delegate should pay any fees for the visit, including transportation to the clinic if needed.
  - If the student does not have the funds, you may use the emergency-use credit card.
  - Keep all receipts from the visit.
5. Complete a medical report form and submit **within 24 hours**. Include copies of all medical paperwork and any supporting documentation.
  - Student Ambassador programs: Fax to the program office (509.568.7050 in the U.S. or Canada, or 001.858.712.0522 internationally) or send electronically via the smartphone "In Case of Crisis" application.
  - Leadership Ambassador programs: Submit to your primary leader or site coordinator.
6. Contact the program office with an update of the doctor's recommendations and any expenses paid.
7. Provide updates at least **every eight hours** to the student's family and the program office.

### CONTAGIOUS ILLNESS

*Contact the program office immediately if you believe an illness could be contagious or there may be a group illness (food poisoning, strep throat, etc.) Take proactive steps to minimize the effect on the delegation:*

- *Wash hands regularly*
- *Use hand sanitizer*
- *Disinfect the motor coach*



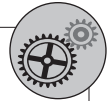
## Red incidents: Major medical situations

Emergency medical situations or conditions requiring overnight hospitalization fall into this category and may include:

- Broken bone
- Heat exhaustion requiring intravenous (IV) hydration
- Flu (serious)
- High fever (over 102 degrees)
- Food-borne illness
- Seizure
- Diabetic shock
- Appendicitis
- Injury requiring surgery
- Life-threatening illness
- Any incident in which multiple delegates or leaders are ill or injured

### EMERGENCY SERVICES

*In case of emergency, contact emergency services first. Then notify the program office and parents as soon as possible.*



## Emotional health

Major medical incidents may cause some emotional trauma—for both the affected individual and any others who witnessed the event.

Note how your delegation is handling the situation, and call the program office if you need assistance tending to emotional needs.

## Red incident steps (medical)

1. Seek medical care, providing the student's health form to medical personnel.
2. Call the program office **immediately** with details of the incident.
3. Contact parents to advise them you are taking their child to a hospital. Get their approval to administer necessary medical procedures or medications.
4. Accompany or follow the student to the hospital. A leader must remain with the student until he/she is released from the hospital.
  - Make sure you have the student's passport with you.
  - Carry one of the leader cell phones (not the smartphone) to easily update the parents and program office from the hospital.
5. Complete a medical report form as soon as possible and submit **within 24 hours**. Include copies of all medical paperwork and any supporting documentation.
  - Student Ambassador programs: Fax to the program office (509.568.7050 in the U.S. or Canada, or 001.858.712.0522 internationally) or send electronically via the smartphone "In Case of Crisis" application.
  - Leadership Ambassador programs: Submit to your primary leader or site coordinator.
6. Provide updates at least **every two hours** to the student's family and the program office.

## Hospital stays

When you call the program office to report a hospitalized student, provide as much information as you can, including, if possible:

- Hospital/clinic address and phone number
- Treating physician's name and phone number
- The name, travel group number, and contact number of the leader staying with the delegate
- Hospital room number, if known

## Red incidents: Psychological medical situations

Psychological conditions normally require a swift response and professional evaluation. If you are unsure whether behaviors you're seeing really represent a psychological issue, we've provided some guidelines below—but contact the program office any time you have questions.

- **Eating disorders:** Not eating or eating too little to maintain normal function, purging, non-medical use of diuretics or laxatives (Note: These types of incidents may require a medical evaluation instead of a psychological evaluation)
- **Mania:** Euphoric or elevated mood, energy, or activity, which may include dangerous or reckless behavior, excessive energy, and sleeplessness
- **Depression:** Loss of interest in the program, withdrawal from people or activities, unusual fatigue or sadness, chronic aches or pains that aren't remedied with medical treatment
- **Anxiety:** A feeling of apprehension and fear characterized by physical symptoms such as palpitations, sweating, irritability, or feelings of stress
- **Self-mutilation,** including cutting or carving into their own skin
- **Threat of self-harm\*** or suicidal ideation expressed in writing or verbally

*\*Students who threaten to harm themselves must pass a psychological evaluation to continue on the program. (This may require the student to miss program activities.) If the doctor recommends leaving the program or if the family refuses an evaluation, the program office will work with you and the parents to arrange for the student's return home.*

## Red incident steps (psychological)

1. Make sure the student is safe and not a danger to self or others. Continually monitor the delegate.
2. Call the program office **immediately** with details of the incident. We will help you determine action steps, including:
  - Whether the student needs an evaluation or medical assessment
  - Who will contact parents with details of the incident and planned resolution
  - How to discuss the issue with any others involved, including witnesses to behaviors, or their parents
3. Collect incident statements from all who witnessed the incident.
4. Complete a medical report form and submit **within 24 hours**. Include copies of all medical paperwork and any supporting documentation, like the incident statements.
  - Student Ambassador programs: Fax to the program office (509.568.7050 in the U.S. or Canada, or 001.858.712.0522 internationally) or send electronically via the smartphone "In Case of Crisis" application.
  - Leadership Ambassador programs: Submit to your primary leader or site coordinator.
5. Provide updates at least **every two hours** to the student's family and the program office.

# Self-medication

Delegates are responsible for administering their own medications and treatments and monitoring any known medical conditions. Leaders may not dispense over-the-counter medications to students or administer treatments (including EpiPens or insulin injections). **Leaders should never share their over-the-counter medications such as motion-sickness medication, antacids, aspirin, etc., unless they have obtained permission from the parent.**

Leaders should be watchful of student behavior that might indicate a problem self-managing medical conditions.

Student behavior	Leader response
Change in mood or behavior that may suggest a missed or mistimed dose of a prescription medication	<ol style="list-style-type: none"><li>1. Check for prescriptions on the student's health form.</li><li>2. Talk privately with the student about what's happening and how to get back on the medication schedule.</li><li>3. Immediately call the parents, if you need help persuading the student to manage the medical condition.</li></ol>
Non-responsive, lethargic, disoriented, or extreme behavior	Treat as a major medical (red) incident: <ol style="list-style-type: none"><li>1. Seek immediate medical assistance.</li><li>2. Contact the program office and the parents immediately thereafter.</li></ol>

## Auto-injectable epinephrine—EpiPen and Auvi-Q injectors

If you have delegates with life-threatening allergies, they may be carrying an EpiPen or Auvi-Q epinephrine injector for emergency treatment.

- EpiPens and Auvi-Q should be administered only by the student, a trained and certified individual, or a medical professional.
- **Anytime an EpiPen or Auvi-Q is used**, a medical incident report must be filled out, and the program office and the parents/guardians must be called.
- **Anytime an EpiPen or Auvi-Q is used** by a student, the delegate must be taken to a medical facility for an evaluation, even if he/she seems fine afterward.

## Homesickness

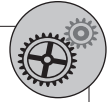
Homesickness can sometimes strike even when delegates are having a great time.

Leaders can help students cope with homesickness in a number of ways:

- Keep them busy and focused on the program. Talk about the fun things they've already done and what they're looking forward to doing.
- Pair them up with students who have been away from home before. Tell delegates that their feelings of homesickness are normal.
- Have them write letters or postcards home.
- Observe the delegate to determine the triggers of the homesickness. Sometimes just the sound of a parent's voice can trigger tears in an otherwise happy student.

If homesickness persists, a delegate may ask to leave the program early. Discourage this idea, and try to get him/her to talk about his/her feelings instead. While homesickness can be a real problem, talking and a little extra nurturing will usually alleviate the feeling.

Work with parents to come up with a plan to help their child fully enjoy the program. Contact the program office or onsite staff for assistance if a homesick delegate insists on leaving early.



## BEST PRACTICE

*Jet lag, drastic changes in diet, and lack of sleep can take a toll on travelers of any age. Remind everyone of the importance of drinking enough liquids and getting sufficient sleep.*

*Keep an eye out for anyone who may not be eating properly or drinking enough water. Without attention to these basic needs, students and leaders can become run down and susceptible to contracting contagious illnesses.*

## Dietary concerns

If it appears a delegate is not eating very much with the group, investigate closer, showing the utmost respect to the delegate:

- Make sure the delegate is not feeling ill (it's possible there's a food allergy not listed on the health form).
- If the health form indicates food allergies, please make sure the student is not eating those foods.
- Do not force students to try everything, or to eat all the food on their plates.
- Quietly monitor eating habits.

If you have a delegate with specific dietary needs that are not being met, please communicate this to your delegation manager or onsite staff for an immediate solution. You may need to privately remind the delegate of the importance of proper nutrition and staying hydrated to remain energetic on the program.



## DIAGNOSING DIETARY CONCERNS

*Remember to avoid diagnosing any dietary issues yourself. Work with the program office and the delegate's parents for any nutritional or medical concerns.*

# Delegates with type 1 diabetes

Follow the steps in the chart below for type 1 diabetes management:

	<b>Leader's responsibility</b>	<b>Delegate's responsibility</b>
<b>Daily</b>	<p>Be alert and aware of behavior that might indicate unregulated glucose (see symptoms on following pages).</p> <p>Call the duty officer at the program office to report any concerns 001.509.568.SAFE (7233) and determine action steps.</p>	<p>Monitor glucose levels at least four times a day.</p> <p>Administer insulin as needed.</p> <p>Carry snacks that can correct low blood sugar.</p>
<b>Nightly</b>	<p>Go to the delegate's room (accompanied by a second leader) to:</p> <ul style="list-style-type: none"> <li>• Confirm at least four tests were taken on the glucose meter that day.</li> <li>• Record the times and results of each test.</li> <li>• Use following table to determine appropriate response to test results.</li> <li>• Keep this record with the delegate's health form throughout the program.</li> </ul>	<p>Present test results via the glucose meter.</p> <p>Advise leaders of insulin treatments.</p> <p>Report how he/she felt during the day and any challenges in monitoring or self-medicating.</p>
<b>In special cases, such as home stays</b>	<p>Contact the student each night to review test results and times over the phone.</p> <p>Use the following table to determine appropriate response to test results Record and file results as usual.</p>	<p>Alert the host family to condition and where emergency treatments are carried.</p> <p>Maintain normal accountability with the leader.</p> <p>Keep heightened vigilance to any symptoms while separated from the delegation.</p>

If a student cannot demonstrate four tests on a given day:

1. Have the student test immediately if they haven't tested in the past four hours.
2. Call the student's parents—tell them the results of the test and ask them to encourage their child to better manage his/her condition.
3. Contact the program office for advice on continued follow-up with the student.

If a student with diabetes is not able to self-manage or control his/her blood sugar levels, the leader must report the incident to the program office immediately. This allows the Health & Safety Team to review the facts, reach out to the parents/guardians for additional support, and advise the leader on any next steps.

## Low blood sugar

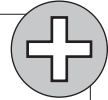
Diabetic students with hypoglycemia, or low blood sugar (normally mid-60s or lower), may start to exhibit symptoms like:

- Nervousness
- Intense hunger
- Weakness
- Racing pulse, pounding heart
- Sweating
- Trembling
- Trouble speaking

### WHAT TO DO

*If you observe symptoms of hypoglycemia in a diabetic student:*

1. Ask him/her to test immediately
2. Have him/her eat or drink something with sugar if levels are low
3. Call his/her parents/guardians
4. Retest in 10–15 minutes to confirm improvement
5. Report the incident to the duty officer at 877.787.5323 (from the U.S. or Canada) or 001.509.568.SAFE (7233) (internationally)



## High blood sugar

High blood sugar levels unregulated by insulin can lead to a life-threatening condition called diabetic ketoacidosis. Symptoms can include:

- Flushed, hot, dry skin
- A strong, fruity breath odor
- Restlessness, drowsiness, or difficulty waking up
- Rapid, deep breathing
- Loss of appetite, abdominal pain, and vomiting
- Confusion

Severe diabetic ketoacidosis can cause difficulty breathing, brain swelling (cerebral edema), coma, or death. If diabetic ketoacidosis is suspected, seek medical attention immediately.

### LOSS OF CONSCIOUSNESS

*If a student loses consciousness or demonstrates ketoacidosis, it qualifies as a major medical (red) event—seek emergency medical help immediately, then follow the remaining red incident steps outlined earlier in this chapter. (Your delegation manager will know the number for local emergency services.)*



## Health forms

Leaders are required to carry copies of their delegates' health forms and their own original health forms at all times during travel. Any time a delegate needs to go to the hospital or clinic, the accompanying leader must always bring the student's health form. The health form provides the treating medical practitioner with important information about existing health concerns and allergies and also contains the parent's signature approving treatment for a minor.

If a health form is misplaced, contact the program office to notify the Health & Safety Team immediately.

Sharing information about high-alert conditions with other leaders on the same delegation or motor coach is encouraged, but private medical information should not be shared in front of students.

## Undisclosed conditions

Contact the program office immediately if you discover that a student has a medical condition or need that was not disclosed on his/her health form. If the condition hinders participation in the program and requires additional accommodations, the program office will try to craft a plan that meets the individual's specific needs. Delegates who fail to disclose a condition may be sent home at their parents' expense, if the program office deems it necessary.

## Aides and interpreters

Some delegates are accompanied by a travel aide, interpreter, or sighted guide. These aides should meet the same standards of conduct as other People to People leaders, but cannot take on the roles and responsibilities of a leader. Their purpose is to assist the student to whom they're assigned.

If you have any questions or concerns while on program, please call the program office and ask to speak to a member of the Health & Safety Team.

### **Travel aide responsibilities:**

- Assist student with medical, mobility, or behavioral needs as applicable to the student's medical condition(s).
- Ensure that the delegate keeps pace with the delegation.
- Work directly with the delegation manager to facilitate rest periods and transportation (as needed) for assigned delegate and to avoid any delays for the group.
- If the delegate is in a wheelchair, the aide must break it down and store it underneath the motor coach. In the event the motor coach does not have a lift for wheelchairs, the aide must assist, lift, or carry the assigned student on and off the coach.
- Pay additional costs for taxis, meal requirements outside of scheduled itinerary, or flights in the event the student requires special accommodations.
- Assist student with luggage if needed.
- Encourage appropriate Ambassadorial conduct.
- Accompany the student home in the event that he/she is unable to continue with the program.

## **Interpreter responsibilities:**

- Bridge communication gaps through use of sign language, spoken English, cultural mediation, and knowledge of accessibility standards.
- Assist assigned student with hearing and understanding leader instructions, program content, and peer interaction.
- Accurately interpret the intent and spirit of everything that is spoken or viewed.



# Chapter 8—First aid

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## The Ambassador Way: First-aid tips

- CPR and first-aid certification is required for all leaders.
- Stay alert. Emergencies can occur anywhere, at any time, and are often signaled by an unusual sight or sound—something that just doesn't feel right.
- Aftercare is provided in every emergency situation, **always**.

## Staying prepared

- Know where your delegates are at all times.
- Carry the health forms and any additional medical documentation for your delegates on your person at all times. (You should also have your own health form with you at all times.)
- Locate the motor coach's and the primary leader's first-aid kits.
- If you are a primary leader, keep your People to People first-aid kit with you or easily available.
- Keep leader cell phone charged and on your person at all times.

### *FIRST-AID KITS*

*First-aid kits are located onsite. Site staff will show you its location during your orientation.*



## First aid: Quick reference

This chapter is not meant to replace or reproduce the CPR and first-aid certification provided by the American Red Cross. It is intended only as a quick-reference reminder for your use during travel.

## Call first or care first?

If you are the only person on scene, shout for help. If there is no response, you have to decide whether to care for the person needing help yourself or call emergency medical services.

<b>Call first when the person needing help is:</b>	<b>Care first (applying CPR) when the person needing help:</b>
<ul style="list-style-type: none"><li>• Over approximately 12 years of age and unconscious</li><li>• A child (11 and younger) who you saw suddenly collapse</li><li>• An unconscious child (11 and younger) known to have a heart condition</li></ul>	<ul style="list-style-type: none"><li>• Was drowning</li><li>• Is about 11 years old or younger and unconscious (if you did not witness his/her collapse)</li></ul> <p>Give two minutes of care before calling emergency medical services.</p>

### OPENING THE AIRWAY

*If the airway is blocked, attempt to open it, following these steps until the airway opens:*

- 1. Tilt the head back with one hand on the forehead and two fingers under the chin.*
- 2. If it doesn't open, try tilting slightly further back.*
- 3. If the airway is still blocked, this person most likely needs immediate CPR.*



## First aid and CPR reminders

**Conscious, choking adult or child over 12 (cannot cough, speak, or breathe):**

1. Check scene, then check person.
2. Have someone call EMS.
3. Obtain consent from the person needing help.
4. Lean the person forward and give five back blows with the heel of your hand.
5. Give five quick, upward abdominal thrusts. (Note: Give chest thrusts instead to anyone who is pregnant or who you can't reach around.)

6. Continue back blows and abdominal thrusts until the object is forced out, person can breathe or cough forcefully, or person becomes unconscious. If unconscious, carefully lower person to the ground and continue with following care for unconscious choking.

#### BREATHING BARRIERS

*Apply a breathing barrier when giving rescue breaths.  
(One will be provided in your first-aid kit.)*



### Unconscious, choking adult or child over 12 (breaths do not go in):

1. Tilt head farther back. Try two rescue breaths again.
2. Give 30 chest compressions.
3. Check the mouth/throat for an obstruction and remove if seen.
4. Try two rescue breaths. If breaths do not make the chest rise, repeat steps 2–4.

### Adult or child (no signs of life and no pulse)

After checking the scene and the ill or injured adult or child (12 or older):

1. Give cycles of 30 chest compressions followed by two rescue breaths.
2. DO NOT STOP except in one of these situations:
  - a. You find a sign of life such as breathing
  - b. An automated external defibrillator (AED) is ready to use
  - c. Another trained responder or EMS personnel take over
  - d. You are too exhausted to continue
  - e. The scene becomes unsafe

#### COMPRESSION-ONLY CPR

*If you are not comfortable or confident in your ability to perform the full cycle of CPR with both rescue breaths and chest compressions, you can provide hands-only CPR. This means uninterrupted chest compressions of about 100 per minute until medical personnel arrive.*



## General tips for emergency response

- Check the scene for safety. Never put your personal health and safety at risk.
- Do not move the person, unless faced with immediate danger, to avoid causing further harm.
- Give care that is within your abilities and training.
- If you are unsure how to help, stay to provide reassurance until EMS arrive. Help the person rest in a more comfortable position and prevent chills or overheating.
- Try not to feel threatened by strange behavior from a person needing help. If you believe you are in harm's way, remove yourself and contact EMS.
- Injuries and illnesses can be unpleasant. It's okay to turn away to take a few deep breaths, then continue to provide care until EMS personnel arrive.

## Shock

1. Check the scene for safety.
2. Protect yourself with non-latex gloves (provided in your first-aid kit).
3. Check the delegate/leader, call 911 or the local emergency number, and then provide care.
4. Signs of shock include restlessness or irritability, altered level of consciousness, nausea or vomiting, rapid breathing or pulse, pale or ashen skin, and/or excessive thirst.
5. Have the person lie down. (This often is the most comfortable position, and lessening pain can help to reduce the body's stress and slow the progression of shock.)
  - a. Control any external bleeding.
  - b. Leave him/her lying flat.
  - c. Help the person maintain normal body temperature.
  - d. Do not give the person anything to eat or drink.
  - e. Reassure the person.

# Concussions

Concussions are graded as mild (grade 1), moderate (grade 2), or severe (grade 3), depending on such factors as loss of consciousness, amnesia, and loss of equilibrium. In the event of a suspected concussion:

1. If the injury was sustained during an activity, the injured person should immediately be pulled from the activity.
2. Always treat the injury as a yellow or red medical incident if the injured person experiences problems such as dizziness, difficulty concentrating, vision disturbance, neck pain, ringing in the ears, confusion, etc.
3. Seek medical treatment. A health care professional will need to evaluate the injured person to decide how serious the injury is and to provide a treatment plan, if necessary.

# Fainting

1. Check the scene for safety.
2. Protect yourself with non-latex gloves.
3. Check the injured person, call 911 or the local emergency number, and then provide care.
4. Lower the person to the ground or other flat surface and then position him/her on his/her back.
5. Loosen any tight clothing.
6. Check for breathing.
7. Do not give the injured person anything to eat or drink.
8. In instances where there is vomiting, position the person on his/her side.

## Seizure

1. Check the scene for safety.
2. Protect yourself with non-latex gloves (provided in your first-aid kit).
3. Check the injured person, call 911 or the local emergency number, and then provide care.
4. Remove any nearby objects to prevent harm to the person.
5. When the seizure is over, if there is fluid in the mouth, roll the person on his or her side.
6. When the seizure is over, the person may appear disoriented or unresponsive.
7. Check the person for injury.
8. Be reassuring and comforting.

## Open wounds, abrasions, lacerations, avulsions, and punctures

1. Check the scene for safety.
2. Protect yourself with non-latex gloves (provided in your first-aid kit).
3. Check the injured person, call 911 or the local emergency number, and then provide care.
4. For a minor wound: Wear protective gloves, apply direct pressure for a few minutes, wash the wound with soap and water, apply triple antibiotic ointment, and cover the wound with a sterile dressing and bandage.

For a major wound: Use a barrier to protect yourself, place a clean dressing over the wound, apply pressure, and place a bandage over the dressing.

5. If bleeding continues, place more dressing on top of what you have already applied. Do not replace the old dressing.
6. Wash your hands immediately afterward.

## Nosebleed

1. Check the scene for safety.
2. Protect yourself with non-latex gloves (provided in your first-aid kit).
3. Check the person and then provide care.
4. Have the person sit with the head slightly forward.
5. Pinch the nostrils together for about 10 minutes.
6. Apply an ice pack to the bridge of the nose.
7. If bleeding does not stop, apply pressure on the upper lip just beneath the nose.
8. If the person loses consciousness: Send someone to call 911 or the local emergency number, then position the person on his or her side to allow blood to drain from the nose.
9. After the bleeding stops, ask the person to avoid rubbing, blowing, or picking the nose.

## Sprain

1. Check the scene for safety.
2. Protect yourself with non-latex gloves (provided in your first-aid kit).
3. Check the injured person, call 911 or the local emergency number, and then provide care.
4. Rest—Do not move or straighten the injured area.
5. Immobilize—Stabilize the injured area in the position in which it was found.
6. Cold—Fill a plastic bag with ice or wrap ice with a cold cloth.
7. Elevate—Elevate the injured part only if it does not cause more pain.

## Asthma attack

1. Check the scene for safety.
2. Protect yourself with non-latex gloves (provided in your first-aid kit).
3. Help the person sit up if needed and rest in a position that is comfortable.
4. If the person has medication for asthma, find it and assist.
5. Ensure the person's name is on the inhaler and is prescribed for "quick relief" or "acute" attacks. Confirm that the expiration date has not passed.
6. If symptoms persist after medication, call 911 or the local emergency number.

## Anaphylaxis

1. Check the scene for safety.
2. Protect yourself with non-latex gloves (provided in your first-aid kit).
3. Check the person.
4. If he or she is having trouble breathing or complains that his/her throat is closing, call 911 or the local emergency number, and then provide care.
5. Check ABCs (airway, breathing, circulation).
6. Help the person into a comfortable position for breathing.
7. Monitor ABCs and try to keep the person calm.
8. Check if he or she carries an EpiPen or other medication and where it is located.
9. If the person has medication, find it and ensure his/her name is on the label. Make sure the expiration date is valid. Look at the fluid, if applicable, to make sure it is not cloudy, and then give to him or her to inject.

### AFTERCARE

*Every time emergency first aid is administered, aftercare must be provided. Always:*

- *Take the person to be evaluated by a medical professional.*
- *Contact the program office (once the person's immediate needs are met).*
- *Complete a medical incident report.*



# Chapter 9—Accommodations

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## The Ambassador Way: Ensuring safety & comfort

- Rotating roommates from one accommodation to the next is a good way to develop new relationships—for students and leaders.
- Any changes in room assignments are communicated to all parties (delegation manager, hotel staff, etc.) so that everyone has a clear record of where students are.
- Ambassadors are always to respect the property of the hotel, campus, or other host, as well as other guests.
- During home stays, delegates always have multiple ways to reach leaders or other program staff for immediate help.

### CHECK IN/CHECK OUT

*During Leadership Ambassador programs, check in and check out procedures will be managed by the site coordinator. He/she will give complete instructions regarding room keys, roommate assignments, luggage storage, etc. Leaders will receive a full training prior to delegate arrival and will be assigned to specific registration and orientation duties.*



## Rooming assignments (Student Ambassador programs)

1. Designate (and rotate) one leader to be responsible for rooming lists and hotel check-ins at each accommodation.
2. Assign girls and boys separately. (Note: Overnight train compartment tickets may not have been separated for boys and girls. Correct this with your own compartment assignments and assign tickets accordingly.)
3. Rotate roommates in each city to help delegates make new friends. (Unless otherwise notified, a hotel will make rooming assignments based on alphabetical order. If this is the case, please try to be flexible and room delegates according to the hotel's list.)
4. Provide the rooming list to your delegation manager prior to arrival in the next accommodation. (Usually this can be created on the day of arrival, a few hours before checking in.)
5. Under no circumstances should delegates be switched from room to room without notifying the hotel staff. This can cause considerable confusion when parents call expecting to speak with their son or daughter only to find that he/she is not in the assigned room.

People to People Ambassador Programs always requests that delegations be accommodated on the same floor. Unfortunately, this is not always possible. If your delegates are on different floors, place a leader on each floor where there are delegates. **Work with the delegation manager to ensure leaders' rooms are dispersed throughout the accommodations and close to delegates' rooms.**

## Hotel check-in (Student Ambassador programs)

- While the delegation manager and one leader works with the check-in counter, other leaders can supervise delegates tidying up and unloading the motor coach.
- **Make sure your delegates know the room numbers of the leaders.**
- Ensure that all delegates know their room assignments and have collected all their belongings before proceeding to their rooms.
- Circulate through students' rooms upon arrival to inspect them for **cleanliness and damage**. (Also advise delegates to notify you if they notice any damage on arrival.) If damages are found, take pictures and report to the hotel staff. Complete an incident report with the hotel staff and move the students to another room if necessary.  
NOTE: Documentation is critical as the program office uses this information to determine whether or not to use the hotel in the future.
- If the hotel has **mini-bars** in the rooms, verify that there are not any with alcohol in the delegates' rooms. If there are, let hotel staff know immediately so they may empty or lock them.

## Hotel changes

Leaders may not change their hotel or rooming for any reason without prior permission from the program office. Any expenses incurred as a result of such an action, including hotel costs and meals, are the responsibility of the individual leader(s).

## Hotel check-out

<p><b>Check with the front desk</b> (one leader, one hour before leaving)</p>	<p>If there are unpaid charges on any delegate rooms:</p> <ol style="list-style-type: none"><li>1. The student responsible must settle the account immediately.</li><li>2. Contact parents regarding the charges</li><li>3. Fill out an incident report</li></ol> <p>If there are reports of damage:</p> <ol style="list-style-type: none"><li>1. Investigate the damage with hotel staff.</li><li>2. Make arrangements before departing for the delegate to reimburse costs, following steps 1–5 below.</li></ol>
<p><b>Inspect delegate rooms</b> (all leaders, 15 minutes before leaving)</p>	<p>If you find damage to a room:</p> <ol style="list-style-type: none"><li>1. Take a photo of the damage.</li><li>2. Complete an incident report describing the damage and contact the program office to report.</li><li>3. Take a statement from roommates</li><li>4. Discuss damage with hotel staff</li><li>5. Obtain a statement for estimated repair costs</li><li>6. Contact parents for settlement</li></ol> <p>If you find forgotten items:</p> <ol style="list-style-type: none"><li>1. Return them to delegates on the motor coach.</li></ol>

## Curfew guidelines

Fifth–sixth grade/middle/junior high school delegations

- 10:00 p.m. – Delegates should be in their assigned rooms
- 10:30 p.m. – Lights out

High school delegations

- 11:00 p.m. – Delegates should be in their assigned rooms
- 11:30 p.m. – Lights out

Work with your delegation manager or onsite staff to modify curfews as needed, considering the itinerary or the health and well-being of the delegates. Make sure that any changes are age-appropriate. Explain to the delegation the reason for any earlier curfew.

## Room checks

Make room checks a positive experience. Use this time to check in with your delegates, see what they have enjoyed the most during the day, and encourage them to ask questions as well.

Some room-check guidelines:

- Room checks must be conducted each evening—in person, not by phone.
- When possible, have male leaders check male delegate rooms and female leaders check female delegate rooms.
- Always knock on the delegates' door and announce yourself.
- Make sure you see each delegate before proceeding to the next room.
- Rotate room-check duties among the leaders.
- Follow common rules for your own protection, including standing in the doorway with the door open, or entering the room only with another leader and with the door open.

## Additional hotel safety tips

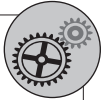
- Discuss with delegates the importance of staying in their rooms.
- Leaders may implement additional room checks and hallway monitoring throughout the night as necessary. If staffing is required during the night, leaders must all share this responsibility, so everyone gets enough sleep.
- Sealing delegates' hotel doors with tape is never okay.

Please do NOT collect lanyards each night as a means of taking roll the following morning. The name badges are a safety tool for students and need to remain with them at all times.

## Supervision at hotels

### HOTEL FREE TIME

*Work with your delegation manager to brainstorm some games or activities if you find your delegation has a lot of free time at the hotel.*



Unsupervised delegates can indulge in behaviors that result in damage to hotel property and disturbance to other hotel guests. These situations seriously jeopardize our future relationships with hotels.

## Floor duty

### MIXED AGES

*High school delegates who are staying in the same hotels as junior high delegates need to be reminded that the younger delegates have an earlier curfew and that loud behavior will keep them up, as well as disturb other guests. The high school leaders need to make sure their delegates are quiet, even before their 11:00 p.m. curfew.*

*If necessary, schedule an earlier (reasonable) curfew for one night, explaining why. Contact the program office and complete an incident report if the issue continues.*



All leaders are required to take part in monitoring the delegates on each of the floors prior to bed checks, in the lobby, and in other common areas while your delegation is in the hotel, dormitory, or other accommodations.

**Student Ambassador programs:** If your delegation has four leaders, a minimum of three leaders will be on duty.

**Leadership Ambassador programs:** Leaders are responsible for their group of 10–12 delegates and are on duty throughout the program.

- On-duty leaders are to **monitor hallways, lobby, elevators, pool, game rooms, etc.**, regularly to ensure all delegates are conducting themselves in an appropriate manner.
- Set up a time **schedule with your co-leaders** to make sure three of you are “on the floor” at all times (until lights are out or room check.) Walk the halls, sit in the lobby and read a book, mingle with the delegates, etc. Three adult leaders must be present to monitor your delegates at all times.
- Whether there is a lifeguard on duty or not, leaders must be present whenever delegates are swimming (in a pool or at the beach). Maintain the **1:10 leader-to-delegate ratio**—one leader present for 10 or fewer swimmers, two leaders for 11-20 students, etc.
- Do not ignore **delegates from other Ambassador delegations** if you observe them behaving inappropriately. Take action and report it to their leaders.
- Ensure **boys and girls socialize in common areas**, not in delegate rooms. (Refer to the Delegate behavior chapter for details.)
- Delegates must be informed who is on duty and **how to contact** the on-duty leaders.

## Hotel safety precautions

For the safety of all participants, the following rules must be strictly enforced in every delegation:

- Delegates must know the **leaders' room numbers**. (Room checks or nightly meetings are good times to remind students of these numbers. Have students write them down and keep them near their phones.)
- Your delegation manager/site staff will explain the **fire escape route** and plan at each hotel. Confirm that all delegates know two possible exits.
- Identify a **meeting location** outside the hotel in case of an emergency evacuation.
- Hotel room **doors and windows should be locked** at all times, even when delegates are inside, and especially at night.
- Advise delegates to always **confirm the identity** of the person knocking before they open their door. Instruct them to answer only if they have confirmed the person is a People to People Ambassador Programs participant.
- **Money and valuables** should be on your person or with you at all times, but may be kept in hotel safes when available. Just don't forget things in the safe! Do not leave valuables in plain sight around hotel rooms, even if you are only leaving the room long enough to eat a meal.
- **Passports** should be with leaders at all times in a safe place. Leaders may choose to keep them in a hotel safe, but make sure to collect them prior to checking out of the hotel.
- **Hotel room numbers** should never be divulged to **local citizens**, and delegates may not invite local citizens to their rooms.
- **Baggage** should be guarded at all times, particularly in hotel lobbies.
- Ensure that all **balcony furniture** is kept away from the wall/railings.

## The final night

The last night on a program is full of excitement and energy, and sometimes marked by a higher occurrence of incidents. Don't expect problems, but do stress the importance of safety and respect for the other hotel guests and staff.

Work with your leadership team to plan fun, monitored activities for the evening.

Use the following ideas to help ensure that your program ends on schedule and on a positive note:

- Schedule an evening gathering, where everyone can share a favorite memory from the program.
- Give students time to take pictures and exchange contact information.
- Present the delegation manager with a special card and/or gift from the delegation to thank him/her for his/her work during the program.
- Arrange activities such as group games, swimming, or other sports to expend excess energy.
- Review the expectations for making sure delegates are packed and ready for the wake-up call to depart to the airport.
- Set a realistic room-check and lights-out time. (Do not require an earlier-than-normal bedtime, as this may cause some delegates who want to be with friends as long as possible to break the rules.)
- Leaders should interact with the delegates and be present in the halls and other common areas throughout the evening.

## Alternate accommodations

When staying on a campus or other alternate accommodations, please note that community bathrooms are common. Usually male and female delegates will get rooms on different floors, with one to four roommates. All standards for hotel procedures apply to other accommodations.

## Pool safety (Student Ambassador programs)

You may have the opportunity to use a swimming pool while staying at a hotel or other locations during the program. If your delegation will be swimming in a pool, follow these safety guidelines:

- At least one leader must always be present if delegates are swimming. Maintain the 1:10 leader to student ratio to ensure proper supervision.
- Make note of depth markings and any hazards, as well as pool rules and information signs.
- Be aware that most pools overseas do not have lifeguards. Take extra precautions with your delegates. Leaders should always be present when delegates are in the pool area.
- Instruct delegates to never swim alone or at night, even if the pool is lighted.
- Advise delegates to never run in the pool area.
- Ensure that rules regarding diving are observed at all times.
- Be aware of the guidelines in this book regarding how to respond in the event of an emergency.

## Overnight trains/ferries (Student Ambassador programs)

As two of the more exciting ways to travel, overnight trains or ferries can have their own accommodation challenges, but many of the same policies apply.

- Male and female delegates will always have separate compartments.
- Delegates will not be assigned to compartments with non-delegates. If there is an extra seat in a delegate compartment, local passengers are not allowed to use it. Place baggage on the extra seat or lock the door to prevent this.
- Leaders will not share compartments with delegates.
- Delegation managers may room with leaders or with non-delegation travelers.
- On rare occasions, leaders may have to share a compartment with non-delegation travelers.

### OVERNIGHT TRAINS AND FERRIES

*Efforts will be made to secure separate compartments for male and female leaders on overnight trains and ferries. However, all leaders, regardless of gender, may be assigned to room in the same compartment.*



## Home stays, home visits, and guesthouses (Student Ambassador programs only)

Many programs include home stays, home visits, farm stays or guesthouses. Leader responsibilities during home stays include:

Before the home stay	During the home stay (if two nights or longer)
<p>Announce <b>contact numbers</b> for the home-stay coordinator, delegation manager, and leaders for students to write down or program into their cell phones.</p> <p>Take time to do this without exception.</p>	<p><b>Telephone delegates</b> at least once to help their initial awkwardness. Divide the list of delegates among the leadership team. (This call will be unnecessary if scheduled activities allow you to see the delegates regularly.)</p>
<p>Instruct delegates to <b>call you if anything is uncomfortable</b> for them. Delegates should contact their leaders before calling their parents.</p>	<p>Use active listening to <b>distinguish minor complaints</b> about food, homesickness, and boredom from real problems requiring early removal from the home stay.</p>
<p>Advise students that if they're unable to reach any of the leaders, they should contact these people, in the following order:</p> <ol style="list-style-type: none"> <li>1. The home-stay coordinator</li> <li>2. The delegation manager</li> <li>3. The program office</li> </ol>	<p>If you have concerns, or if a delegate uses the code words <b>"happy birthday,"</b> ask the student:</p> <ul style="list-style-type: none"> <li>• Are you ill?</li> <li>• Have you been left alone?</li> <li>• Have meals been provided?</li> <li>• Do you feel threatened in any way?</li> <li>• Is anyone at the home drinking alcohol excessively or using drugs?</li> </ul>
<p>Make sure each delegate <b>departs with a home-stay parent</b>. Do not allow delegates to leave for a home stay if a parent is not present.</p>	<p>Leaders are <b>required</b> to stay in a home if one has been assigned to them and required to attend any home-stay group activities.</p>
<p>Be a positive role model. Advise students to keep an open mind and enjoy this unique opportunity</p>	<p>Remind delegates to write down the <b>full names and mailing address</b> of their hosts.</p>

*Note: If a delegate uses the code words HAPPY BIRTHDAY, a site visit MUST occur within two hours. If a delegate is concerned about his or her safety, the delegate must be removed immediately. Under no circumstances may a leader change these code words.*



## LEADER HOME STAYS

*There may be situations where there are not enough host families for the delegation leaders. Leaders will then be accommodated in an area hotel or guesthouse. Leaders are still "on duty" and are required to participate in any group activities, meals, etc., and check in with students via telephone as outlined in the table. Leaders may not make changes to their home-stay assignments or other accommodations unless they have permission from the program office.*

## Calls from home stays

The only acceptable use of the home-stay family's phone is for students to call their leaders as needed. (They should always ask permission to use the phone for this type of call.)

Other guidelines:

- Keep any phone calls brief.
- Delegates should not use the home-stay telephone to chat with delegates in other home stays.
- Delegates and leaders are required to pay the host family for any calls made from the home (including local calls).
- The leaders who are carrying program-issued cell phones should be the ones calling students to avoid using home-stay hosts' phones.

## Home-stay gifts

Remind delegates to give their home-stay family small gifts at the end of the home stay. Reinforce that the gift should be given in a genuine manner of appreciation, even if the delegate feels like the experience wasn't what he/she was expecting. Delegates should also leave a thank-you note on their pillows before they leave their home stays.



# Chapter 10—Emergency response

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## The Ambassador Way: Emergency response

- Being prepared can make for quicker and more effective responses in an emergency.
- Ambassador Programs staff undergo specific training to respond to emergencies and are here to support you 24/7.

## Emergency incidents defined

For the purposes of your People to People Ambassador program, an emergency incident is either (A) a situation involving serious injury or illness for one or more delegates or leaders, or (B) a major event occurring near your delegation (even if your group is not directly affected).

## Managing an emergency or incident

The initial response to any emergency can be summed up in four basic steps—just remember the acronym SAFE.

### Secure the safety of your delegates

- Your first step is to ensure that those who are not immediately involved are not in harm's way.
- Stay calm and take command of the situation immediately.
- Ensure every delegate is accounted for.

### Attend to the needs of any injured

- Assess the situation and administer aid as needed—use the Medical care or first aid chapters in this book to help you.

### Facilitate communication

- Contact emergency medical services, using 911 or the local equivalent.
- Provide as much information as possible regarding the delegate's condition and whereabouts.
- If EMS transports the delegate, one leader should accompany or follow them.
- The accompanying leader should contact the program office as soon as possible at 877.787.5323 (domestic), 001.509.568.SAFE (7233) (international), 800.720.6115 for Leadership Ambassador programs, or [emergency@PeoplettoPeople.com](mailto:emergency@PeoplettoPeople.com).

## Evacuate delegates from the area

- With help from the delegation manager or onsite staff, remove delegates not directly involved in the situation to a safe location where you can focus on their psychological and emotional needs.
- Contact the program office or site staff as soon as possible to report your situation and location.
- Advise your delegation manager or onsite staff of any needs they may be able to help with, such as counseling or minor medical attention.
- Delegates will want to call home, and the delegation manager or onsite staff can help make those connections as needed.

## Preparing for an emergency incident

Memorize the four-step SAFE plan to be your guide in case of an emergency.

Discuss with your leadership team prior to travel or at the start of your program your respective strengths and who might be best suited to:

- Take charge of the situation onsite
- Manage the uninjured delegates, move them to a safe location, and support delegation morale
- Attend to and accompany injured delegates to the hospital
- Take the lead in communications with the program office

Of course, you will need to adjust as the situation unfolds, but planning ahead will help you feel that if the unthinkable happens, you'll know your role and can take action quickly.

## Emergency communications with the program office

Call the program office as soon as possible in an incident so we can be of assistance.

Provide as much information and detail as possible. The emergency notification form at the end of this handbook might help you organize your thoughts.

With this call, we will initiate our incident response teams to begin immediate communications with families, worldwide partners, and our international incident consultants. In many cases, we will also dispatch C.A.R.E team representatives from the program office to come and assist you onsite.

Start a journal of events, documenting your actions ; including the names of people you speak with, as well. This will help you with your regular updates to the program office.

## Emergency medical funds

If you have to arrange for payment of any medical expenses, proceed in this order:

1. The delegate or family pays the expenses. You or the delegate need to keep all original receipts so that the family can file an insurance claim after the program.
2. The leader pays the expenses, using the emergency-use credit card, if the delegate is unable to pay and the parents cannot be reached.
3. The delegation manager or onsite staff may assist with medical expenses as a last resort.

In all cases, fax or electronically submit a copy of the medical report form to the program office as soon as possible.

### LEADER EMERGENCY

*For emergencies affecting leaders, please call the program office immediately at 877.787.5323 (domestic) or 001.509.568.SAFE (7233) (international) or 800.720.6115 (Leadership Ambassador programs).*





# Chapter 11—Program travel conclusion

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## The Ambassador Way: Program in review

### Wrapping up during the final days of the program

- Hold a delegation meeting on your last day or two of travel to review your journey together.
  - Make it a fun, positive discussion giving delegates the chance to talk about what they've learned, what they will remember, and how they've changed since their first meeting.
  - Give everyone a chance to take photos, exchange contact information, etc.
  - Talk about future travel opportunities with People to People.
  - Remind students about the upcoming reunion party. Tell them more detailed information will follow when they get back home.
  - Remind students that all leaders, delegates, and parents will be emailed a survey approximately 7-10 days after they get back home to evaluate the travel program. Explain that we take their feedback seriously, so they should be as honest and accurate as possible about their experience. (NOTE: Surveys for elementary ages students will be sent to parents, asking them to fill out the survey with their children.)
  - Provide students with pertinent information about the departure day (reminders about what to wear on the travel day home, wake up time, breakfast information, airport reminders, etc.)
  - Complete any incident reports and other documentation
- Fill out students' academic evaluation forms (NOTE: Write positive comments on the forms. These evaluations should never be a place for reprimand, nor should they be a student's or parent's first indication of behavior or other issues during the program.)

## Wrapping up once you have returned home

- Sort and submit all receipts, reports, and documentation promptly
- Return leader cell phone to Cellhire
- Return credit card to the program office
- Work with parent volunteers for the reunion party
- Post additional photos and a “Welcome Home” post on the delegation’s Facebook page
- Complete your post-travel survey to provide candid feedback to the program office about your experience. (Note: We make a thorough review of all evaluations and use those comments to enhance future programs. Post-travel surveys are emailed to all leaders within 7–10 days of your return home.)

## Academic evaluations

### For high school credit

#### **Leadership Ambassador programs (Leadership Summit programs)**

- Provide the pink copy of the academic evaluation to students.
- Provide the white copy of the academic evaluation to your primary leaders.
- Students who successfully complete the program will receive a certificate of completion via mail from People to People Leadership Ambassador Programs, which highlights the service-learning hours they earned.
- Students who pass the academic evaluation will receive a transcript from the Washington School of World Studies.
- For students who do not receive a passing evaluation, leaders should write detailed notes on the form as to why the student didn’t pass.
- Your primary leader must be in agreement and initial the academic evaluation if a student does not pass.
- If the student has numerous behavioral issues during program, it may warrant a lower score in the on-program evaluation section of the academic credit evaluation report. However, behavioral issues cannot be the main factor in the final academic grade earned, as the final grade is determined by overall points earned for assignments and projects. It’s important that all behavioral incidents are documented during the program.

## **Student Ambassador programs (junior high and high school)**

At the end of the program, leaders need to complete a credit completion report for all students traveling on a junior high or high school delegation.

- Provide a copy to the students (Scan and email works great!)
- Mail the originals to:  
Washington School of World Studies  
Dwight D. Eisenhower Building  
2001 South Flint Road  
Spokane, WA 99224-4005
- Students who successfully complete the program will receive a certificate of completion via mail from People to People Ambassador Programs, which highlights the service-learning hours they earned.
- Students who pass the academic evaluation will receive a transcript from the Washington School of World Studies.

**For students who do not receive a passing evaluation, leaders should work with them and provide opportunities to make up assignments.**

- All leaders on your team must be in agreement if a student does not pass, and supporting documentation must be provided to WSWWS.
- If the student has numerous behavioral issues during program, it may warrant a lower score in the on-program evaluation section of the post-travel credit completion report. However, behavioral issues cannot be the main factor in the final academic grade earned, as the final grade is determined by overall points earned for assignments and projects.
- If a low score is primarily due to behavioral issues, make sure there is documentation and the proper steps were followed during the program (incident reports filed, program office notified, parents contacted, etc.)

**For younger students (Student Ambassador elementary programs and World Leadership Forum Leadership Ambassador programs)**

- Leaders need to complete the academic evaluation at the conclusion of the program.
- Provide the completed academic evaluation to the students. (There is no need to send a copy to the program office.)
- Students who successfully complete the program will receive a certificate of completion via mail from People to People Ambassador Programs, which highlights the service-learning hours earned.

## Students earning college credit from Eastern Washington University

- Leaders must complete the separate college evaluation form provided by the student.
- The student is responsible for returning the evaluation to Eastern Washington University.

## Post-travel multi-genre project

- Leaders should be familiar with the rubric that is posted on the Compass under Academic Resources.
- Prior to travel, use the post-travel final project guide in the travel portfolio to ensure students are fully prepared to successfully complete their project.
- During travel, encourage students to gather information needed to complete their project once they return home (i.e.: take pictures, journal, etc.)

At the conclusion of your program, ensure students know the due date for the post-travel project and understand how to submit their project electronically to you. The due date should be within two weeks of returning home from the program.

## Expense reports

### Purchases not on the emergency-use credit card

Complete a travel expense report and submit it to the program office with accompanying receipts, as well as a medical incident report if the expenses were related to medical care.

These reports must be received **within two weeks** of your return from travel to be reimbursed.



#### PRE-TRAVEL VS. TRAVEL EXPENSES

*Do not submit pre-travel expenses on the travel expense report form. A separate report for approved pre-travel purchases can be found on the Leader Resources page of the Compass.*

## Purchases on the emergency-use credit card

Submit your credit card expense log to the program office with accompanying receipts, as well as a medical incident report if the expenses were related to medical care.

## Medical and incident reports

Mail the originals of these reports to the program office as soon as you get home, along with any supporting documentation (such as receipts, related incident or medical incident reports, or your expense log for the emergency-use credit card). Use the postage-paid envelope provided in your final travel mailing.

### EXPENSES, CREDIT CARDS, AND INCIDENT REPORTING

- *Leaders do not have pre-travel expenses.*
- *Site coordinators are the only staff with an emergency-use credit card.*
- *Site coordinators will transfer all original incident reports to the D.C. office.*





# Chapter 12—Resources and tools

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## Leader cell phones (Student Ambassador programs)

There will be a minimum of two leader cell phones on each delegation. The phones are to be shared among the leadership team.

**NOTE: If you have problems with the leader phone(s) during the program, or if you have a phone that gets lost or stolen contact:**

*Cellhire's support center, available 24 hours a day, 7 days a week:  
p2pSupport@Cellhire.com OR call them outside the U.S. at:  
+1 214 355.5207.*

## General usage

- Use program-issued phones only in your destination country(ies). (If you have a situation at a domestic airport, such as a flight delay, if possible use your personal cell phone or a pay phone to call the program office at 877.787.5323. In an emergency, you may use the leader cell phone domestically, but you will need to call the international number 001.509.568.SAFE (7233). Always keep your leader cell phone turned on, in case the program office is trying to reach you.)
- Add numbers to your contacts on your phone (for all delegates who have international phones, all leader phones, and the delegation manager).
- Provide the leader cell phone numbers to all students, leaders, and the delegation manager.
- Charge the phone every night while the phone is ON, whether you think it needs it or not.
- One of the leaders should carry the phone at all times. (You can rotate the phone to different leaders during the program.)
- The phones must be turned on 24/7.

## Examples of acceptable uses for the leader cell phone:

- ✓ *To activate your phone tree upon arrival at your destination.*
- ✓ *To make a quick (1–3 minute) call to a family member or friend upon arrival in country – keep in mind this is a business phone and must be available for use 24/7.*
- ✓ *To report an incident (medical or behavioral) or emergency to the program office.*
- ✓ *To report an incident (medical or behavioral) or emergency to a delegate's parents/legal guardians.*
- ✓ *To provide updates regarding an incident or emergency to the program office, delegate's parents/legal guardians.*
- ✓ *To contact the program office if a leader or delegate is hospitalized.*
- ✓ *To communicate to the program office if a delegate is lost.*
- ✓ *To request authorization for making a purchase using the emergency-use credit card.*
- ✓ *As directed by the program office.*

### STANDARD PHONE

The standard Nokia phone has unlimited talk and should be used for all communication. The program office will call the standard phone first for all communications necessary during travel.

If we are not able to reach the leader carrying the standard phone, the program office will call the smartphone, so please make sure all phones are on and the volume is turned up so you can hear phone calls.

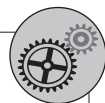


### SOCIAL MEDIA BY CELL

*The leader Samsung smartphone has unlimited data; meaning you can log into your delegation Facebook page and upload photos, send messages, or email as much as you want for free.*

*You may also access your personal Facebook page or email account, but personal communication should never take priority over business uses on the phone.*

*Please keep in mind that using the phone for these types of functions will drain the battery more quickly. It is best to utilize the unlimited-data features when you have the phone plugged in for charging.*



## Country access codes

For delegates and leaders who call from a pay phone.

**Argentina:** 0.800.555.4288 or 0.800.288.5288

**Australia:** 1.800.551.155 or 1.800.881.011

**Austria:** 0800.200.288

**Belgium:** 0.800.100.10

**Canada:** 800.225.5288

**Cambodia:** 1.800.881.001

**China:** 108.888 or 108.11

**Costa Rica:** 0.800.011.4114

**Ecuador:** Andinatel - 1.999.119 or Pacifictel - 1.800.225.528

**Fiji:** 004.890.1001

**France:** 0800.99.0011

**Germany:** 0800.225.5288

**Gibraltar:** 8800

**Greece:** 00.800.1311

**India:** 000.117

**Ireland:** 1.800.550.000 or 00.800.222.55288

**Italy:** 800.172.444

**Japan:** *Number will vary depending on what network your phone shows you're using.*

*To place calls using KDDI: 00.539.111*

*To place calls using Softbank Telecom: 00.663.5111*

*To place calls using NTT: 0034.811.001*

**Monaco:** 800.90.288

**Netherlands:** 0800.022.9111

**New Zealand:** 000.911

**Peru:** 0.800.70.088 or 0.800.50.288

**Portugal:** 800.800.128

**South Africa:** 0.800.99.0123

**Spain:** 900.99.0011

**Switzerland:** 0800.89.0011

**United Kingdom:** 0500.89.0011 or 0800.89.0011

**Vietnam:** Viettel - 1-228.0288 or VNPT - 1.201.0288

NOTE: For delegations visiting Alaska, the U.S. area code is 907.

# Emergency-use credit card guidelines

## (Student Ambassador programs)

*This credit card can be used for authorized expenses approved by the program office for specific incidents and medical situations.*

*All expenses should be paid by the individual in need. If the individual is unable to pay for essentials, the program office can assist with cash advances, payment by phone, or other payment options.*

### General usage

- Always contact the program office to receive authorization prior to using the card.
- Record all charges and descriptions on your emergency-use credit card expense log.
- Keep all receipts with your expense log.
- Make sure the program office is aware of the amounts of all charges and reasons for the charges, so they can document the information in the incident report.

Acceptable uses (that will normally be approved by the program office):

- **Medical:** Transportation to a medical facility and emergency medical treatment.
- **Behavior:** Transportation to facilitate the removal of a delegate or leader from the delegation for behavioral reasons.
- **Family emergency:** Transportation, meals, and lodging associated with a delegate and/or leader who is returning home early.
- **Airline flight delay or cancellation:** Cost for hotels and meals when airline vouchers have been exhausted.
- **Checked baggage:** Baggage fees for one checked bag per participant (NOT additional or overweight baggage).
- **Lost baggage:** If the Travel Protection Insurance (TPP) was purchased, up to \$500 to replace lost medication, toiletries, clothing and other essentials (after airline vouchers have been exhausted). NOTE: If the Travel Protection Plan (TPP) was not purchased and the delegate/family cannot cover the cost of replacing essentials, the program office may approve the leader to help purchase essentials.
- **Meals during scheduled flight layovers of 5 hours or more:** Maximum per person (in U.S. dollars) is \$12 for breakfast and lunch and \$15 for dinner.
- **Telephone/fax/Internet:** Includes communication with the program office concerning urgent matters when the People to People leader cell phones cannot be used.

## Program office contact information



### Student Ambassador Programs

Domestic toll-free phone number: 877.787.5323

International number:

1. From your leader cell phone, dial 001.509.568.SAFE (7233)
2. From a pay phone or public telephone, dial the country access code then 866.237.9201

Incident update email: [SPIncidentReports@peopletopeople.com](mailto:SPIncidentReports@peopletopeople.com)

International fax number: 001.858.712.0522 (no access code needed)

Emergency-use credit card: Wells Fargo, 415.243.1935

Cell phones: Cellhire, 214.355.5285

### IN CASE OF EMERGENCY

- Secure the students.
- Call emergency services.
- Call the program office.\*

International programs: 001.509.568.SAFE (7233)

Domestic programs and Canada: 877.787.5323

*\*If a phone call cannot be placed or for emergency updates to the program office, email [Emergency@peopletopeople.com](mailto:Emergency@peopletopeople.com)*



### Leadership Ambassador Programs

Domestic toll-free phone number: 877.787.5323

Fax number: 866.539.3318

Incident update email: [LPIncidentReports@peopletopeople.com](mailto:LPIncidentReports@peopletopeople.com)

### IN CASE OF EMERGENCY

- Secure the students.
- Call emergency services.
- Call the program office: 800.720.6115

# Emergency notification form

INFORMANT/CALLER DETAILS	
Leader's name and state of residence	Call taken by
Other leader names and state of residence	Department
Leader's mobile/cell number	Date
Additional leader contact info (add. phone, email, etc.)	Time
Leader's location	Other

PROGRAM/INCIDENT DETAILS	
Worldwide partner/Site coordinator	Time of incident
Date of incident	Route/destination
Travel group ID#/Program	Depart/return date
Number of delegates/number of leaders	
Nature of incident	
Location of incident	
Brief description of incident	
Current situation	
Weather at time of incident	

DELEGATE INFORMATION (INCLUDE FULL NAME AND STATE OF RESIDENCE)
Accounted for
Injured
Missing

# Glossary

Important People to People staff, departments, and functions working to help you on your journey.

**Air Department:** Makes air travel arrangements.

**Delegation manager:** Regional guide (engaged by our worldwide partners) who assists with all aspects of daily activities and the itinerary in your Student Ambassador program destination.

**Delegate Support Department/Contact Center:** Assists families, leaders, and delegates by phone and email.

**Duty officer:** The person at the program office who works with leaders to address emergency situations.

**Emergency:** An urgent situation that requires immediate action, possibly involving outside assistance.

**Guide:** A person responsible for guided excursions through a particular city or site or escorting delegations to official functions.

**Incident/case:** A situation that involves behavioral issues, injury, illness, or other situations during travel affecting one or more delegates or leaders.

**Health & Safety Team:** Provides support for leaders, students, and parents prior to travel as well as assists with medical incidents during travel.

**Incident report:** A document describing behavioral issues, injuries, illnesses, or other situations that occur during travel. This report, along with any supporting documentation, must be submitted to the program office within 24 hours after an incident occurs.

**Itinerary:** The pre-scheduled activities and locations planned for a delegation.

**Medical report:** A document describing a situation requiring medical attention for a delegate or leader, which must be filled out and submitted to the program office.

**On Call International:** Organization that provides medical case management, consultation, monitoring, and coordination of medical services while traveling.

**Site staff:** Regional guides who assist with all aspects of daily activities and the itinerary on Leadership Ambassador programs.

**Travel Protection Plan (TPP):** Insurance provided by or purchased through People to People Ambassador Programs.

**Travel Services Department:** Develops program itineraries and travel preparation materials.

**Worldwide partners:** People to People Ambassador Programs' overseas and domestic travel experts responsible for making all logistical arrangements.



People to People Ambassador Programs | Dwight D. Eisenhower Building  
1956 Ambassador Way | Spokane, WA 99224-4001

Student Programs: 001.509.568.SAFE (7233) (international) | 877.787.5323 (U.S./Canada)

Leadership Programs: 800.720.6115

**PeopletoPeople.com**