

University of Calgary

International Travel
Field Handbook for Group Study Program Instructors

April 2025



Emergency Situations

In case of an emergency, please call the local emergency number in destination country.

If you need to contact the Director, Risk Management & Insurance, please contact Security Operations at +1-403-220-5333 for assistance. You may call them collect 24 hours a day, 7 days a week.

Additional Contacts

University of Calgary Campus Security	+1-403-220-5333 available 24/7 (you may call collect)
International SOS (UCalgary Membership # 27AYCA093142)	+1-215-354-5000 available 24/7 (you may call collect)
Canadian Government Emergency Watch Response Centre	+1-613-996-8885 available 24/7 (you may call collect)
Nearest Consulate(s) or Embassy (s) and their phone numbers. You may call collect during business hours. At all other times call the Canadian Government Emergency Watch Response Centre.	
Emergency contact number in country of travel (Police, Ambulance, Fire)	
Local Hospital Location	

Contacts in country of travel - e.g. colleague, teaching assistant etc.

Contact 1 Name:	
Email address:	
Phone number:	
Contact2 Name:	
Email Address:	
Phone:	

UCalgary Global Learning Contacts

Manager, Education Abroad: Tara Jorgensen	
Director, Global Learning: Colleen Packer	

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Field Handbook for Group Leaders

This field guide will offer you resources to support you while you are travelling abroad. Other Group Leader information as well as a copy of this handbook is available on the Risk Management and Insurance web page at <https://ucalgary.ca/risk/risk-management-insurance/travel/field-handbook-group-leaders>

This handbook is provided in Word format to allow department/faculties to include their specific requirements. You are welcome to add to the handbook but please do not delete any information.

Determine who your main contact person in your Department/Faculty will be (they must be in Calgary for the duration of your program) and ensure you have the phone number in your contact list.

As you leave

There are some basic items that will assist in supporting your program. These include:

- Ziploc bags to hold papers and receipts (ensure that disposable plastic bags are allowed to enter your country of travel);
- A receipt book;
- A small sturdy notebook for recording daily expenses. It can also be used to record other relevant information for the program to keep a central record;
- Several copies of the list of everyone in the group. This can be helpful especially when meeting the group and checking into hotels;
- The student package of personal information sheets – which include personal information, passport information, medical information (if applicable) and emergency contacts. Please note that this is highly confidential information and, if stored electronically, it must password protected or on an encrypted USB;
- An emergency first aid kit; and
- If possible, sufficient host country currency to support you and the group for the first few days – this will help to ward off surprises! Check that countries regulations to determine the maximum amount of currency you are allowed to take.

Travel and Accommodations

It is required that Group Leaders travel with their group on the same flights and stay in the same hotels/accommodations. This facilitates a quick response if an emergency arises during the trip and allows for the group to move together quickly if an evacuation is required or accommodations must be changed quickly.

When the Group Leader is not staying with students, a communication plan must be set up to ensure that the students can contact the Group Leader if an emergency occurs.

If the department would like assistance in identifying pre-screened local accommodations and ground transportation services, they can access this information through International SOS by completing the on-line form at <https://www.ucalgary.ca/risk/risk-management-insurance/travel/travel-briefings>

Meeting the group at departure

Establish a check-in location. Please make sure you take attendance. Advise Study Abroad directly, or through Campus Security in off hours, if anyone did not check in for the program.

Once travel is underway, establish the protocols for the group, such as once we deplane, we will meet at... If there are several hours between flights, it is a good practice to find the departure gate first and provide students with a time to meet again in the departure lounge. Unless the stopover is a very long one, group members should be encouraged to remain in the airport.

Upon arrival in destination

Once you have arrived in your destination (and each time you arrive in a new destination), you should take a moment to review items from the Emergency Response Plan with your group, as applicable. For example, pick an appropriate muster point for the group in case there is a fire or other emergency that requires an evacuation from the hotel (or field sites).

If you have switched out your cell phone sim-card based on the new host country, provide the emergency contact number to your students, your Department/Faculty and riskmgmt@ucalgary.ca. Advise students where the nearest clinic or hospital is located just in case you are not with them during a medical emergency. Remind the group of the emergency protocol to contact Campus Security and/or International SOS in your absence.

Checking in with the team back home

Daily check ins with our team are a requirement of field safety standards. Most programs check in on teams, though if another method works better in your location, please confirm at your final meeting your method of check in.

Risk and Crisis Management

COVID-19

In the event that a student or instructor developed COVID-19 symptoms while in field they are required to follow the local laws and guidelines related to isolation. These laws and guidelines can change rapidly and without notice. Because of this, it is important that you stay informed and up to date with current guidelines while you are in field.

If a student requires hospitalization related to COVID-19, please contact Campus Security. Global Learning and Risk Management will work with you and the student's emergency contact to determine the best course of action. We will not require that a staff member stay for the entire duration of the student's hospital stay or isolation period. Students are required to have additional medical insurance that will cover all additional costs related to a COVID-19 illness while abroad.

If an instructor requires hospitalization, we ask that the secondary instructor contact Campus Security Immediately. Risk Management will work with the instructor's emergency contact to determine the best course of action. All instructors have medical insurance that includes additional COVID-19 coverage while they are in field to cover any expenses related to a COVID-19 illness while abroad. Risk Management and the Global Learning team will actively work with the instructor, department and/or faculty to determine the best course of action for the remainder of the program.

Managing Crises in the Field

The University of Calgary has a strong protocol in place to support our faculty, staff and students. UCalgary's emergency response protocol starts with the 24 hour/365 days a year ability to access the Campus Security team. They should be the first call should something go wrong while you are away. They can be contacted at +1-403-220-5333 and will accept collect calls. They can also be reached at assist@ucalgary.ca. **Appendix H** has further contact information for resources while managing a crisis abroad.

Campus Security will respond by contacting the appropriate personnel at the University.

Our efforts at managing risk and crisis start with the completion of the Emergency Plan document that you finalized in preparation for travel. Please remember to take a copy with you so that you and the team at the University are working from the same information. (**See Appendix A** for the document).

As the situation changes, please do not forget to update your Field Level Hazard Assessment. This document also has space for both your in-field contact information as well as your day-by-day itinerary. If you change locations or get a new sim-card and it is not already included on the document, please email Study Abroad as well as riskmgmt@ucalgary.ca , who will update your UCalgary Travel Registration.

If you would like more information on preparing for managing risk in the field, please contact Risk Management & Insurance at riskmgmt@ucalgary.ca. An International SOS travel briefing document specific for your group may be requested through this website as well.

Many types of situations can arise while traveling. For example, a member of your group may:

- become intoxicated and may bring harm to themselves or the group;
- separate themselves from the group; or
- invite strangers into the hotel or dorm.

As soon as possible, after one of these types of incidents occurs, please complete the Off-Site Incident Preliminary Investigation Report (see **Appendix G**). That document must be forwarded to the University contact indicated on the form. There is also a process flow-chart available in that Appendix.

Incident Reporting and Investigation

All work-related incidents must be reported to UCalgary. Reporting must be completed as soon as practicable and within 24 hours of the incident. Submit an Online Accident Report System (OARS) report at <https://ucalgary.ca/risk/environment-health-safety/report-incident> . Information may also need to be submitted to the Workers' Compensation Board (WCB) and that information can be found on that website as well.

If it is not practical to complete the OARS form while in the field, please see information on the types of emergencies plus a list of questions in **Appendix F**. Complete this information and return it to your Department/Faculty contact who will enter it into the system on behalf of the ill or injured person. Information on the OARS and WCB processes can also be found in **Appendix F**.

Preparing for an Evacuation

A Field Level Hazard Assessment should be completed for any travel that is undertaken outside of urban areas. That assessment should contain information that might assist you in the case of an evacuation.

For the group: In the case of an early departure please ensure that group members have the following items with them when preparing for an evacuation:

- Passports and visas or tourist documents not attached to the passport such as embarkation cards and other customs documents;
- Vaccination records;
- An appropriate amount of local currency and/or US dollars or Euros to support group expenses; and
- Clothing and other articles as appropriate for the trip.

The Group Leader should also carry:

- A first aid kit;
- A flashlight with batteries;
- Waterproof matches;
- A map of the region; and
- Their journal and writing implements.

All unnecessary personal possessions should be left behind in the case of an emergency evacuation.

University Policies and Regulations While Travelling

Please be advised that all University of Calgary policies apply while away from the campus and while travelling in other countries on university business. The policies can be found at www.ucalgary.ca/policies/. A summary of key policy information is available in **Appendix C** and **Appendix E**.

Student Participation Agreement

All students (including non-University of Calgary participants) are required to sign a Participation Agreement found in **Appendix B** prior to travelling.

Program Expectations

In addition to the guiding principles outlined by the University of Calgary's Code of Conduct, the Group Leader can provide additional expectations that are specific to program.

Examples of expectations could include expecting students to:

- Act in a manner that respects the comfort, security and peaceful enjoyment of accommodations for roommate(s) and/or other residents of the accommodations;
- Act in a manner that does not put the group at risk;
- Not invite non-program participants to stay within group accommodations;
- Respect program curfews (if applicable);

- Act in a manner that is not abusive, threatening, and/or demeaning towards fellow participants and/or to members of the community while in-field;
- Avoid binge drinking, substance abuse, or misuse of alcohol where it causes significant discomfort to other program participants, damage to property, or raises safety concerns for self or others;
- Avoid unscheduled absences from the group where prior approval has not been obtained;
- Behave in a way that does not jeopardize the reputation of the University of Calgary or institutional partnerships.

Student Non-Academic Misconduct Policy and Investigation

www.ucalgary.ca/policies/files/policies/non-academic-misconduct-policy.pdf

The Student Non-Academic Misconduct (SNAM) Policy applies to all students at the University of Calgary. A list of prohibited conduct can be accessed at <https://www.ucalgary.ca/legal-services/university-policies-procedures/student-non-academic-misconduct-appendix-1-prohibited-conduct>

Alleged violations of the [Code of Conduct](#), [Harassment](#), [Sexual Violence](#), [Alcohol](#) and [Cannabis](#) policies that occur while travelling will require an investigation by the Group Leader. After submission of the Off-Site Incident Preliminary Investigation report (**see Appendix G**), and in consultation with the Director of Risk Management & Insurance, the Vice Provost (Student Experience) the Dean and others as necessary, a decision will be made as to the appropriate course of action. Should an individual be found responsible for violation(s) of a University policy, possible sanctions could include removal from the trip at their own expense.

Before it gets to that point, we hope that there is an opportunity to resolve the issue(s) with the group member. This should start with an informal discussion on the phone with your Dean/Department Head, followed up by sending an email to them to document the discussion. Should the issues persist, please complete the Off-Site Incident: Preliminary Investigation Report (**see Appendix G**). When complete, email this form to the Vice-Provost (Student Experience) at vpse@ucalgary.ca.

Appendix G contains a flow chart of the misconduct investigation process.

If, after discussion with the Vice-Provost (Student Experience), it has been determined that a student is to be removed from the program, the Acknowledgement of Removal from Program (**Appendix I**) must be completed by the Group Leader who should also ask the student to initial clause 7 and sign the document at the bottom. If the student refuses to sign, the Group Leader should note that on the document and sign as the witness.

Harassment Policy

www.ucalgary.ca/policies/files/policies/harassment-policy.pdf

This policy defines Personal Harassment as “unwelcome verbal, written, graphic or physical conduct, behaviour or communication, not based on a Protected Ground, and directed toward an individual or group of individuals where:

- there is a misuse or abuse of power having the effect or purpose of significantly abusing, threatening, demeaning or intimidating an individual or group of individuals; or
- such conduct has the purpose or effect of significantly interfering with work or educational performance; or

- such conduct creates an intimidating, hostile or offensive working, living or educational environment.

Individuals are encouraged to use informal measures when possible, to resolve an allegation of harassment. Should you feel uncomfortable to manage a situation on your own, please reach out to Campus Security 24/7 at 1-403-220-5333 for assistance and support.

Sexual Harassment/Sexual Violence

www.ucalgary.ca/policies/files/policies/sexual-violence-policy.pdf

The applicable definitions from the policy include:

u) “Sexual and Gender-Based Violence” means any violence, physical or psychological, that is committed, threatened or attempted against another individual without the individual’s consent by targeting an individual because of their sex, gender identity, gender expression, or sexual orientation. This includes Gender-Based Violence, Sexual Assault, Sexual Harassment, stealthing, indecent exposure, voyeurism, creating, acquiring, or distributing degrading sexual imagery, the acquisition or distribution of a sexual image or video of a University Community member without their consent, and stalking that targets an individual based on their sex, gender identity, gender expression or sexual orientation. It can include a single incident or a pattern of behaviour whether in person, online, or via other means. v) “Sexual Assault” means any type of unwanted sexual act done by one individual to another that violates the sexual integrity of the individual as more fully described in 4.9. w) “Sexual Harassment” means one or more unwanted or demeaning remarks, behaviours or communications of a sexual nature and/or unwanted or demeaning remarks, behaviours or communications based on sex, gender identity, gender expression, or sexual orientation, where the individual responsible for the remarks, behaviours or communications knows or ought reasonably to know that these are unwanted or demeaning.

Should a traveller experience sexual harassment and/or has been a victim of sexual violence, they may contact you to seek support. There are many supports available to you including the:

- Sexual and Gender-based Violence Prevention and Support Office,
- Vice Provost (Student Experience), and
- Director (Risk Management & Insurance) with respect to providing them with local support or discussing whether or not to report the incident to local police.

The Sexual and Gender- Based Violence Prevention and Support Office is a recommended point of contact for confidential support for travellers who have been subject to, or witness to, sexual violence. The traveller can reach out to the SGBVP+SO directly by email at svsa@ucalgary.ca or by phone during business hours at 1-403-220-2208. The Sexual Violence Prevention and Support Office webpage is also a good resource for information regarding options and supports:

www.ucalgary.ca/sexualviolencesupport.

It is important during your travels to recognize that different host societies may have different perceptions around sexual harassment/violence than those to which we are accustomed here in Canada. Therefore, complaints that would be taken very seriously by the Canadian judicial system (and are taken very seriously by the University of Calgary) may be minimized while abroad. There may also be negative repercussions from the police and/or judicial systems for the person who reports the crime. Consequently, while the University takes this very seriously, it may be limited in what it can do for a victim of sexual harassment/violence while abroad.

International SOS is able to provide destination-specific guidance and advice regarding the reporting of incidents of this nature and can provide counselling to you and/or your students.

Reporting Matters to the Local or Tourist Police

It is possible that you or your students will be victims of violence, robbery or lose a passport or other items. In most cases, it is wise to report the incident to local police as quickly as possible in order to obtain an incident report.

In the case of robbery or loss of important documents and/or funds, the affected person will need to obtain a police incident report and number in order to file an insurance claim or obtain replacement travel documents. If in doubt about reporting to the police in the area that you are in at the time that the crime or loss occurs, contact International SOS or the Canadian government for advice. This is especially true if the report is related to a sexual violence crime.

Use of Illegal Substances

Staff and students may not engage in use of illegal substances while travelling. Note that illegal substances may differ in the country of destination from those that are illegal in Canada (i.e. the use of cannabis, or alcohol prohibition in many Muslim-majority countries).

The use of illegal substances while travelling may result in fines and/or incarceration in the country of travel and possibly subsequent disciplinary action pursuant to the appropriate University policy or dismissal from the program.

Alcohol and Cannabis Policies

www.ucalgary.ca/policies/files/policies/alcohol-policy.pdf
www.ucalgary.ca/policies/files/policies/cannabis-policy_0.pdf

All group members must comply with relevant laws, regulations, rules and policies respecting cannabis or alcohol in the country in which they are traveling. The University of Calgary's alcohol policy does not prohibit the consumption of alcohol on a group program. However, behaviours associated with the excessive use and/or abuse of alcohol may fall under the Student Non Academic Misconduct policy.

Relationships Between Students and Faculty

While the University does not currently forbid consensual intimate relationships between students and faculty, such relationships are fraught with risks for both the student and the faculty member and strongly discouraged. If a relationship cannot be avoided, the faculty member is responsible for complying with the University's conflict of interest guidelines, which requires them to make arrangements to excuse themselves from any supervisory or evaluative role regarding the student concerned and to disclose the relationship to their Dean.

Depression, Anxiety and Panic Attacks

Culture shock is not normally the first thing your participants will feel. Typically, it is the feeling of euphoria of being in a new place and experiencing new things. Culture shock starts to settle in when people become overwhelmed by the changes, language differences, food, weather, etc. Within group programs, group dynamics also play a key role in a students' transition into a new culture. Some tips for you and the students to manage culture shock include, but are not limited to:

- Learning about your destination: even a small bit of knowledge can support transitions;
- Participating in local events: find something local that the group can do;
- Ensuring that the person having the difficulties is included in the group – welcome them in and remind them of the healing value of staying connected to the group;
- Practicing tolerance and understanding: remind them we encourage tolerance and understanding towards each other, program leaders, those you meet along the way and especially towards themselves; and
- Keeping everything in perspective. Soon the program will be over and you will be on your way home. In six months, when you look back, it will be a quality experience you remember.

Group members may also experience feelings of depression, anxiety or even panic attacks while abroad. **Appendix D** provides some tips to recognize the symptoms as well as some coping strategies.

International SOS provides an Emotional Support Program (at no cost to the traveller/leader) for all individuals travelling on behalf of the University. Resources are available in a variety of languages and travellers can choose to request a local professional, over-the-phone assistance or use the International SOS App to chat with a professional on-line.

The Group Leader can also contact International SOS to discuss what steps might be taken to assist a traveller in need. They are available at 1-215-354-5000 (call collect).

Dealing with culture shock

Culture shock is not normally the first thing your participants will feel. Typically, it is the feeling of euphoria of being in a new place and experiencing new things. Culture shock starts to settle in when people are overwhelmed by the changes, the language differences, the food, the weather, etc. In Group Study Programs, group dynamics also play a key role in students' transition into a new culture. Some simple tips for you and the students to deal with culture shock include but are not limited to:

- Learn about your destination: even a small bit of knowledge can support transitions
- Participate in local events: find something local that the group can do
- Ensure the person having the difficulties is included in the group – welcome them in and remind them of the healing value of staying connected to the group
- Practice tolerance: remind them we encourage tolerance towards each other, program leaders, those you meet along the way and especially towards themselves
- Keep everything in perspective. Soon the program will be over and you will be on your way home. In six months, when you look back, it will be a quality experience you remember.

Tips for Managing Funds Abroad

Group Study Programs involve a travel advance that will need to be reconciled at the conclusion of your travels associated with the program.

Currently, the University of Calgary Travel and Expense Reimbursement Handbook requires that “ All cash advances MUST be cleared by submissions of an expense claim and supporting receipts and documentation within two weeks of the return date of the traveler.” See new March 22, 2022, edition.

<https://www.ucalgary.ca/finance/sites/default/files/teams/5/ap-travel-and-expense-reimbursement-handbook.pdf>

To this end, we will be following up with you when your return to Canada to offer support in submitting your expense claim through Peoplesoft within that two-week window. This includes reviewing all your receipts and supporting documents for ineligible or non-compliant expenses and determining the amount of the advance that is to be returned. To repay the excess cash advance amounts, a personal cheque made out the University of Calgary will have to be completed when the expense claim is finally submitted.

Some in-field ideas to follow:

- Study Abroad will provide a receipt book for you to take with you. Where it is not possible to obtain an itemized receipt, create one from your receipt book. Include the payee’s name, amount paid and payee’s signature. A summary of the expense information should also be included with the receipt.
- Consider what will be the best way to manage funds from your advance while you are in field.
- Determine how much cash you will need to travel with to your destination in order to pay for items immediately.
- Have a strategy for the additional expenses – what can be paid by credit card and what will need to be paid for in cash.
- Determine what the daily and weekly limits for cash withdrawals are available at your destination – can you pull sufficient amounts of money out of ATMs at your destination, or will you need a ‘start-up’ fund brought from Canada?
- Consider how you will transport large sums of money. Many countries have limits to the amount of currency that one person is allowed to bring into the destination. One approach is to divide funds amongst the travelers for safe passage. You can collect the funds back when you reach your destination.
- Save every receipt including slips from ATMs and currency exchange locations. This will be the currency conversion rate that is acceptable with the exception of credit card statements.
- If you have not saved your bank withdrawal or forex slips that would demonstrate the real exchange amounts, an average of the Bank of Canada rates for the currency over the dates of the program will be used. The Bank of Canada rates do not include fees or commissions charged by the chartered banks or forex operations and so it is not in your favour. Save the receipts!
- Document expenses regularly. Use a notebook or a spreadsheet to track your funds as you spend them – don’t wait until the end of the day when you might forget what you spent. This will help you later when you input your expenses into the expense report spreadsheet to support your claim.
- Include everything on a daily basis including gratuities/tips.
- Use re-sealable bags to protect your receipts. They are also handy for sorting by destination or by receipt type. Carry one at all times to keep receipts safe until you can sort them later in the day. Please note that there may be some countries who do not allow the import/use of plastic bags. Please check the Government of Canada Travel advisory for your country of destination.
- Write a receipt from your own book and do your best to obtain a signature for all expenses to facilitate the claim and track the funds. You can have another staff member or student witness a transaction and

sign the receipt if the vendor cannot sign it. Finally, even an unsigned receipt and a note in a daily journal is better for audit purposes than saying you could not get a receipt.

Post travel information

Reports

Upon conclusion of the program, each instructor is asked to submit a concluding report. This should include what worked well and what needs to be reconsidered, any issues that have not already been reported through other means, and any risk situations that were identified.

Additionally, in order to comply with the Travel and Expense policy at the University, expense reports for travel must be completed within two weeks of your return to Canada. Please contact the GSP Operations Specialist at gsp.ops@ucalgary.ca for support in preparing your final claim for the program.

Appendix A –Emergency Plan

Name of Program		
Travel Dates:		
Element	Information	Comments
Name of Group Leader		
Phone Number of Group Leader		In field phone number – please include all digits for dialing, including international codes for calls placed from Canada
Name of Secondary Group Leader		
Phone Number of Second Group Leader		In field phone number – please include all digits for dialing, including international codes for calls placed from Canada
Name of Program		
Phone Number of Program Assistant		In field phone number – please include all digits for dialing, including international codes for calls placed from Canada
Muster Location(s)		Each new destination will require a new muster point in case of emergencies. Please communicate this with the group upon arrival in each new destination.
Name of Partner		
Contact Info of Primary contact at Partner		Name, email and phone number with international dialing codes.
Name of translator for the group in case of an emergency. (It can be a group member)		
Phone Number of Translator		In field phone number – please include all digits for dialing, including international codes for calls placed from Canada
Name and Address of nearest hospital/clinic		
Phone Number for nearest hospital/clinic		
University of Calgary Emergency Contact Information	Campus Security - (international code) 1-403-220-5333	Available 24 hours per day, seven days per week. They will accept collect calls and are the starting point for the Emergency Response Plan.

Element	Information	Comments
Contact info for National Parks and/or any other area requiring consent to enter for research/study purposes		From Field Level Hazard Assessment
Contact information for Nearest Canadian Consulate		Can be found on Travel Report from the Government of Canada provided at pre-departure orientation
Other appropriate consulate resources <u>in the case of no Canadian Embassy or Consulate</u>		British, Australian and US consular services are sometimes available to Canadians in destinations lacking a Canadian Embassy or Consulate
Overall conditions that could pose a hazard		Review Field Level Hazard Assessment and provide hazards in this space for Overall Conditions, Environmental Conditions and any other hazards that can be identified
Alternate Modes of Communication		In case of an emergency and primary mode is not available
Departure		Example: there are pre-departure taxes or visa costs.
Other concerns		

Element	Information	Comments
Group Preparation for emergency departure		In the case of an early departure, ensure that group members are aware of the following in advance of the emergency:
		<p>All Members of the Group should have:</p> <p>Passports & any required visas</p> <p>Appropriate amounts of cash (local currency, Euros and or American dollars recommended) to deal with the first few days of the evacuation</p> <p>Water and food as appropriate</p> <p>Blanket/sleeping bags as appropriate</p> <p>Up-to-date vaccination records</p> <p>All host country identification papers and at least one photocopy of each including Embarkation Cards, customs documents, etc.</p> <p>NOTE: if being evacuated, individuals may be restricted in the poundage of the items permitted. If required to leave some items behind, make a list of them in case they can be obtained at a later date</p>
Group Leader preparation for emergency departure		In addition to the above mentioned items, the Group Leader is responsible for the following:
		<p>First aid kit</p> <p>Flashlight with batteries</p> <p>Waterproof matches</p> <p>Road/route map</p> <p>Pad of paper & pen</p> <p>Retaining the emergency package containing information on the group members</p>

Appendix B – Student Participation Agreement



The University of Calgary

PROGRAM NAME Student Participation Agreement

Please read carefully!

Name of Participant: <<Insert Name In Bold>>

Permanent Address of Participant: <<Insert Address In Bold>>

Name of Program: <<Insert Program Name In Bold>>

(herein after called "the Program")

Dates of Program: <<Insert Start and End Dates In Bold>>

I, <<Insert Name>>, UCID <<Insert UC ID>> hereby declare that I have read, understand, and agree to the following:

1. I understand that the Program is designed as an experiential learning opportunity. I will strive to maximize my own personal learning while engaging fully with others as they learn. I will attend and actively participate in all Program activities, complete any Program readings and assignments, and conduct myself in a respectful and professional manner as a representative of the University throughout the Program.
2. I will provide UCalgary International - Study Abroad at group.study@ucalgary.ca with as much notice as possible should I decide not to proceed with **The Program**.
3. I will take part in all aspects of the Program including any orientation sessions, exercise briefings, field activities, seminars, case studies, and academic sessions that take place prior to and following the travel portion of the program.
4. I will comply with all requests for information and documentation for participation in **The Program** including providing copies of the required trip cancellation/interruption and out of country medical insurance at least **two months prior** to **The Program's** departure and earlier if directed.
5. I will register for the Program and pay any required Program fees, University of Calgary tuition, student fees and travel costs as outlined in the Student Cost Summary before the applicable deadlines.
6. I understand that should I withdraw from this Program at any time the deposit payment will not be refunded.
7. I understand that all other program fees will not be refunded if I withdraw within nine weeks of the commencement date of my program.
8. I agree that I will register and remain in all required academic courses defined in the **Program Description**. I understand that my tuition is part of the cost recovery budget for **The Program**, and should I drop one or more of the required academic courses before the University's drop and add date, I will owe University of

Calgary International an amount equal to the tuition I have been refunded.

9. I understand that it is mandatory to have valid appropriate medical/health, medical repatriation and repatriation of remains insurance for participation in the program.
10. I will be a part of the Program's D2L course, and may choose to be a part of the Program's social media if applicable. I will use these sites for the purposes of the program. I recognize my responsibility to use these sites in positive and constructive manners, to promote the Program, and not to use them in a defamatory manner.
11. I agree to abide by any of the Program specific expectations as established by the Program's leader. These expectations may include start and end times of daily activities, curfews, expectations around alcohol consumption, and other recommendations to ensure personal and group safety, and respect for the culture in my host location.
12. I acknowledge that I am bound by the rules and regulations of the Program and all University of Calgary policies, including the "Student Non-Academic Misconduct Policy". I recognize that these policies will continue to bind me during my participation in the Program. If I am found to be in breach of any of these rules, or if my actions are deemed to be harmful to the safety of others, the ability of others to participate, the reputation of the Program, or the reputation of the University of Calgary, I will be dismissed and required to leave the program. I will be responsible for the costs of safe transit and any other costs incurred as a result of the removal. I understand that if I am dismissed from the program I will not receive a refund of any program or tuition fees.
_____ (initial here)
13. I will abide by the laws of the region I am visiting and engage respectfully with other program participants, community partners, and local community members.
14. I understand that I will be staying in accommodation that is shared with other group members, or with a host family. I will demonstrate respect for my peers, the local host organization, the accommodation provider, other guests, and if applicable, my host family. I will not invite non-Program participants to stay in the accommodation.
15. I understand that each individual, member of the Program or not, is entitled to be treated with dignity and respect. My actions and speech throughout the program will reflect this at all times while also encouraging diversity and inclusivity. I recognize that I am equally entitled to dignity and respect. Should a situation arise in which I feel I am not being treated in this way, I will address the situation in an appropriate manner after consulting with a Program leader and/or University of Calgary International.
16. I recognize that optimal success in this program is supported by my own wellness, and willingness to seek support for any health concerns that may arise. This responsibility includes informing the Program leader if I have any health concerns, and making use of the support services provided during the Program. As a member of a student community, I recognize the importance of also supporting the wellness of my fellow students.

I have read and accept each of the above responsibilities and voluntarily sign this agreement.

(Signature of participant)

(Signature of witness)

(Date)

(Witness, please print name)

Appendix C: Conduct

All participants (including non-University of Calgary participants) are required to sign a Conduct Agreement. The following excerpts are provided to Group Leaders as a guide to the types of conduct that are deemed inappropriate.

Code of Conduct Policy

www.ucalgary.ca/policies/files/policies/code-of-conduct.pdf.

Rights, Responsibilities, Services and Resources - Guiding Principles

The principles guiding include:

4.1 The University endeavours to create and maintain a positive and productive learning, working and living environment; an environment in which there is:

- a) respect for the dignity of all;
- b) fair treatment of individuals;
- c) respect for academic freedom; and
- d) respect for University Resources and the property of individuals.

4.2 When representing the University, Employees, Academic Staff Members, Students, Postdoctoral Scholars and Appointees are required to act:

- a) ethically, honestly and with integrity; and
- b) in accordance with the principles of fairness, good faith, and respect.

For more information on the University's expectations, please review the policy.

Academic Freedom

The University is committed to the pursuit of truth and the advancement of learning as well as to the dissemination of knowledge. Academic Freedom is the right of the academic staff to examine, to question, to teach, to learn, to investigate, to speculate, to comment and to criticize without deference to prescribed doctrines, and recognizes the right of academic staff to engage in these activities. Academic freedom includes the duty to use that freedom in a manner consistent with the responsibility to base research and teaching on an honest search for knowledge.

Discrimination

Discrimination, whether intentional or unintentional, is unfair, differential treatment of individuals and groups based on prejudice, stereotypes, ignorance and fear, for which there is no bona fide or reasonable justification and which imposes burdens, obligations, or disadvantages on individuals or groups as defined under the Alberta Human Rights Act. The Act prohibits discrimination on the following grounds: race, religious beliefs (includes Native Spirituality), colour, gender (being male, female or transgender), physical or mental disability, age, marital status, family status, ancestry, place of origin, source of income, sexual orientation or political beliefs. The University of Calgary is governed by this Act.

Student Non-Academic Misconduct Policy

<https://www.ucalgary.ca/legal-services/university-policies-procedures/student-non-academic-misconduct-policy>

The following excerpt is from this policy.

General (directly quoted from the policy)

2.1 This policy applies to Students' actions, interactions and behaviors that take place: a) in or on University Facilities; b) off University Facilities, including online, including through social media, , online communication platforms, remote work applications, or other online means, where such actions, interactions or behaviour have a negative impact on a member of the University Community such that it materially interferes with their University learning, working or living environment; c) when participating in a University club or organization, or a student club or organization, including student clubs or organizations sanctioned by the Students' Union or Graduate Students' Association; or d) at a University Event.

2.3 Students studying in a program operated in collaboration with another postsecondary institution who commit Student Non-Academic Misconduct may be responsible to the other post-secondary institution to repair any damage to its learning, working, and living environment. The University will work with the other post-secondary institution to ensure a fair process consistent with this policy.²² Student Non-Academic Misconduct Policy The electronic version obtained from www.ucalgary.ca/policies is the official version of this document. Page 2 of 5 2.4 If alleged Student misconduct is investigated as a potential violation of another University policy in accordance with an associated procedure and the Student is found responsible for conduct that constitutes Student Non-Academic Misconduct, the investigation will be deemed to be an investigation under this policy and the Student Non-Academic Misconduct Procedure. The implementation authority for that other policy will refer the matter to the Student C

4.1 The University endeavors to create and maintain a positive, productive, and respectful learning, working, and living environment in which there is: a) respect for the dignity of all; b) fair treatment of individuals; c) respect for academic freedom; and d) respect for University resources and the property of individuals.

4.6 A Student may be subject to an investigation pursuant to this policy and the Student Non-Academic Misconduct Procedure regardless of any action by civil, administrative or criminal authorities against the student relating to the same or similar conduct. The electronic version is the official version of this policy.

Prohibited Conduct - (Appendix 1 to the Student Non-Academic Misconduct Policy)

Excerpts directly quoted from the policy:

1. Protection of Individuals

A Student shall not cause or threaten to cause harm to another individual or endanger the safety of another individual. This includes:

- (a)** actual, attempted, or threatened physical harm;
- (b)** stalking, bullying, verbal or non-verbal aggression, intimidation or coercion, or any other pattern of behaviour directed at a specific person or group of persons that would cause a reasonable person to fear for their physical or psychological safety or suffer emotional distress;
- (c)** recording another individual in a private place, including a lab, classroom, bathroom, shared residence room, or other private place to which access is generally restricted in some fashion, without appropriate consent;
- (d)** conduct that is, or a reasonable individual would conclude is, intended to humiliate or demean another individual, or inciting others to commit an act that a reasonable individual would conclude is intended to humiliate or demean another individual;
- (e)** practical jokes that may cause physical or psychological harm to members of the University Community; and
- (f)** hazing or any act that harms, or could reasonably be expected to harm, the physical or psychological health or safety of another individual, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization.

2. Protection of Property

A Student shall not:

- (a)** damage, deface, destroy or steal the property of another individual, corporation or other entity, including the University;
- (b)** create a condition that unnecessarily endangers or threatens destruction of the property of another individual, corporation or other entity, including the University;
- (c)** use University Facilities, or other property, equipment or materials owned, leased, controlled or used by the University for an unauthorized purpose;
- (d)** enter or remain in any University Facility without authorization when the University Facility is officially closed or restricted for designated purposes or to designated individuals;
- (e)** record lectures without appropriate authorization;
- (f)** use recordings of lectures, presentations, or other intellectual property for anything other than their own learning without the express permission of the owner of the intellectual property.

3. Protection of University Functions, Activities and Services

A Student shall not:

- (a)** Unreasonably obstruct another individual or group of individuals from carrying on their legitimate activities, including from speaking or associating with others; or
- (b)** Unreasonably interfere with the business, activities or services of the University or a student group or groups such that the business, activity or service is obstructed or disrupted. Examples of University business, activities and services include:
 - i.** active living services;
 - ii.** campus security;
 - iii.** classes, lectures, seminars, tutorials and labs;
 - iv.** computing services;
 - v.** field trips;
 - vi.** governance meetings and administrative hearings;
 - vii.** library services;
 - viii.** parking services;
 - ix.** registration services;
 - x.** residence and food services; and
 - xi.** social, cultural, athletic events, ceremonial, or spiritual events.

4. False Information and Identification

A Student shall not:

- (a)** knowingly provide false information to any office or individual acting on behalf of the University or a University student group;
- (b)** possess, distribute or use false or altered University identification or credentials;
- (c)** alter or forge any University document or record, including identification materials, issued by the University;
- (d)** allow any University document or record, including identification materials, issued for the Student's own use to be used by another individual;
- (e)** use any University document or record other than for its authorized purpose; or
- (f)** act for or on behalf of the University unless expressly authorized to do so.

5. Possession or Use of Dangerous Objects, Drugs or Alcohol

A Student shall not:

- (a)** possess, use, manufacture, sell, exchange or otherwise distribute firearms, explosives, or other weapons in violation of any applicable law;
- (b)** possess, use, manufacture, produce, sell, exchange or otherwise distribute any drug in violation of any applicable law, or University policy; or
- (c)** possess, consume, furnish, manufacture, produce, sell, exchange or otherwise distribute any alcoholic beverages except as permitted by applicable law and University policy, including the Alcohol Policy.

6. Aiding in the Commission of an Offence

A Student shall not:

- (a)** encourage or aid another Student in the commission of Student Non-Academic Misconduct.

7. Contravention of Other Laws and University Policies

A Student shall not:

- (a)** contravene any provision of the Criminal Code of Canada or any other federal, provincial, or municipal law, regulation, or ministerial order;
- (b)** contravene any University Policy. Alleged violations of University policy not investigated in accordance with a procedure as set out in the policy will be addressed as Student Non-Academic Misconduct. Relevant policies include the:

- i.** Acceptable Use of Electronic Resources & Information Policy;
- ii.** Alcohol Policy;
- iii.** Cannabis Policy;
- iv.** Code of Conduct;
- v.** Copyright Policy;
- vi.** Harassment Policy;
- vii.** Sexual and Gender-Based Violence Policy; and
- viii.** Smoking Policy.

Appendix D – Depression, Anxiety and Panic Attacks

Depression

A traveller may be grappling with feelings of a deeper despair over an extended period of time – not just an occasional blue period.

If you (or your students) have displayed some of the following signs for more than several weeks, you may be experiencing a depressive episode:

- Loss of interest and a lack of pleasure in activities;
- Withdrawal from social situations;
- Ongoing feelings of sadness, anxiety, worthlessness, hopelessness, or guilt;
- Changes in appetite, or an unexplained fluctuation in weight;
- Lack of energy, complaints of fatigue;
- Sleep disturbances (insomnia or excessive sleeping);
- Loss of focus, decreased concentration, forgetfulness;
- Complaints of physical ill health with no identifiable cause; or
- Thoughts of suicide.

Sometimes people who are experiencing symptoms of depression don't show signs that are considered typical. For example, a depressed person may have extended periods of irritability or anger rather than sadness.

Anxiety

Experiencing some anxiety is normal. However, it can become problematic when it starts to interrupt or stop you or your students from participating in areas of your life. Signs of anxiety tend to appear in four areas:

- Physical responses (increased heart rate, sweating, muscle tension, etc.);
- Thoughts (overestimation of danger, worries, catastrophic thoughts);
- Emotions (anxiousness, nervousness, irritability, panic);
- Behaviours (avoidance, escape, perfection, etc.).

Strategies to cope with anxiety are typically focused in these same areas:

- Physical: Relaxation techniques such as abdominal breathing, progressive muscle relaxation, guided imagery;
- Thoughts: Replacing anxious thoughts with more balanced, realistic thoughts (i.e. change "I'm terrible at meeting new people" or "Nobody ever likes me." To "I feel uncomfortable when I meet new people but I know that with time, I'm able to make friends."). Remember, it needs to be realistic and something that you can believe;
- Emotions: acknowledge and accept what you're feeling; talk, write, or use other ways (art, stories, collage, music) to express your feelings; comfort or soothe yourself;
- Behaviours: to manage anxiety, you may eventually seek support. Taking small, progressive steps to approach anxiety, using strategies to address the other areas of anxiety, is a helpful way to change behaviour.

Panic Attacks

Panic attacks are a specific type of anxiety. A panic attack is a sudden rush of intense fear or discomfort that includes symptoms such as increased heart rate, sweating, shaking, changes in breathing, chills/hot flashes, stomach upset, numbness or tingling, detachment, and fear of losing control or of dying.

Here are some strategies for an individual to manage panic:

- Panic occurs when we go into the fight, flight or freeze response, our body's response designed to help us escape danger. In the absence of real danger, we perceive our body's reaction as the danger. With an understanding of what's happening, a person can react differently to the physical response;
- Don't fight it, try to float with it. Fighting panic only makes it worse. If a person can tell themselves to stay calm, focus on slow, deep breathing, and recognize that the physical response can't hurt them, the anxiety will pass;
- Have a plan ready to deal with anxiety, if it arrives, that addresses the four areas identified above.

Getting Support

With intense emotion, depression, stress, anxiety or panic attacks, talking with family, friends or fellow instructional staff about their experience may be helpful. Helpful information is also available on line at sites such as Anxiety BC (<https://anxietycanada.com/>). It may also be helpful to speak with a professional counsellor or medical doctor. Remember International SOS offers free counselling locally, over the phone or by using the Chat function on the International SOS app. Upon return to the University of Calgary, students can connect with Student Wellness Services for assistance at <https://www.ucalgary.ca/wellness-services> and employees can connect with Staff Wellness at <https://www.ucalgary.ca/risk/staff-wellness>

Helping Someone at Risk - Know the Signs

- Look for these signs as they may be an indication that your student or colleague is struggling emotionally or thinking about suicide. They may show any of these signs and in any combination.
- Are they talking about suicide? Have they made comments about suicide or making a plan? This can include subtle statements, such as "I wish I hadn't been born" or "If I see you again", "I'd be better off dead" or "Life isn't worth living"
- Are they withdrawing from others? Have they withdrawn from the group and the planned activities? Are they socially isolating themselves from the group? Do they suddenly prefer to be left alone?
- Do they struggle with depression, addiction or other mental health issues? Not everyone with a mental illness will consider suicide. Many mental illnesses, such as depression, addiction, anxiety, and post-traumatic stress disorder (PTSD) may increase the risk.
- Are they expressing feelings of hopelessness or helplessness? Are they expressing feelings of self-loathing or self-hatred? This may include feelings of worthlessness, guilt, shame and a sense of being a burden on those around him.
- Are they getting their affairs in order? This may include actions such as making out a will, giving away prized possessions or making arrangements for family members.
- Are they saying goodbye? Has the participant made unusual or unexpected visits or calls to family and friends? Is this person saying goodbye to people as if they won't be seen again?
- Are they engaging in self-destructive behaviour? Have they increased their intake of alcohol or there are suspicions of drug use? Have they become more reckless engaging in potentially life threatening activities? Are the risks that this person taking extreme, as if they have a death wish?
- Are they suddenly calm and happy after being depressed?

Now that you know the signs, it's time to...

- Start the Conversation. Talking to someone about suicide may be very difficult, but it is an important step in helping someone to obtain the support they need.
- When Talking to Someone About Suicide - Remember that talking about suicide will not make a person suicidal. Listen without judging or offering advice. Encourage them to seek support and go with them if possible. Talk in a private location, offer continued support, and follow up with them.
- Openers for Starting a Conversation - "I have been feeling concerned about you lately." Or "I wanted to check in with you because you haven't seemed yourself lately." Or "I have noticed some differences in you, like ... (be specific about the changes), and wondered how you are doing."
- Questions to Help Encourage the Conversation - "When did you begin feeling like this?" "Did something happen that made you start feeling this way?" "How can I best support you right now?" "Have you thought about getting help?"
- Words of Support and Encouragement. - "You are not alone in this. I'm here for you." "I may not be able to understand exactly how you feel, but I care about you and want to help." "When you want to give up, tell yourself to hold-off for just one more day, hour, minute—whatever you can manage."

Now that you've started the conversation, it's time to **Reach Out**. This may include contacting local supports or counselling through International SOS and/or the Student at Risk Team at UCalgary (who can be reached through Campus Security at 1-403-220-5333). There are other supports that can be accessed through Campus Security and staff are there 24/7 to help and support you and the person at risk.

Appendix E: Sexual and Gender-Based Violence Policy

The University of Calgary Sexual and Gender-Based Violence Policy can be accessed here:
www.ucalgary.ca/policies/files/policies/sexual-violence-policy.pdf

From the University of Calgary SGBV Policy:

“4.2 All members of the University Community have the right to learn, work, and live in an environment where they are free from harassment, discrimination and violence, including Sexual and Gender-Based Violence. The University:

- a) will promote a culture of respect so that those who make a Disclosure or Formal Report are treated respectfully;
- b) has investigation processes that protect the rights of all individuals;
- c) will provide training to Academic Staff Members, Appointees, Employees, Postdoctoral Scholars and Students on how to respond to a Disclosure; and
- d) will implement awareness, education and risk management programs to address the prevention of Sexual and Gender-Based Violence.

4.3 The University respects the rights of Victim/Survivors to choose:

- a) the services and supports they feel are most appropriate;
- b) to report to the police or to file a Formal Report with the University;
- c) not to report; or
- d) to identify ways the University can support their healing.”

What Is Sexual Harassment?

““Sexual Harassment” means one or more unwanted or demeaning remarks, behaviours or communications of a sexual nature and/or unwanted or demeaning remarks, behaviours or communications based on sex, gender identity, gender expression, or sexual orientation, where the individual responsible for the remarks, behaviours or communications knows or ought reasonably to know that these are unwanted or demeaning.” – University of Calgary Sexual and Gender-Based Violence Policy, 2024

. Sexual harassment can happen to anyone, and anyone can sexually harass someone else. It can occur between members of the opposite gender or the same gender, people of different status or the same status. Sexual harassment can have impacts on someone’s learning, working or living environment. It can happen to anyone and it's not your fault if you experience it.

What Can I Do If I Think I'm Being Sexually Harassed?

Individuals are often unsure if what they are experiencing is sexual harassment. If you are unsure, contact the Sexual and Gender-Based Violence Prevention and Support Office at svsa@ucalgary.ca or 1-403-220-2208 during business hours.

If you are the victim of sexual harassment, it is not your fault. Nothing you have done or could do entitles another person to harass you. There are many ways of dealing with sexual harassment and the Sexual and Gender-Based Violence Prevention and Support Office can help you select the best method.

The Reporting Process:

Start by documenting what is happening. Carefully write down the dates, times, locations and details of all incidents.

One way of dealing with a harassing situation is to tell the harasser what it is that you find offensive and ask that the behaviour stop. Sometimes, someone may not intend to cause discomfort or harm, and if the behaviour is

unintentional, communicating your discomfort may be enough to stop it. Be specific about the behaviour in question. For example:

“I feel uncomfortable when you put your arm around my shoulder. Please stop.”

“I need to talk to you about the remarks you make on my personal appearance at meetings. I find them inappropriate and I need to you stop.”

“Comments like this make me feel uncomfortable. Please do not continue to make jokes like this in my presence.”

However, it may be difficult to confront someone directly with sexual harassment concerns, particularly in situations involving a power differential. Do not feel that you have to handle the situation yourself before approaching anyone else. If you feel uncomfortable directly approaching your harasser, speak with the Sexual and Gender-Based Violence Prevention and Support Office or speak to someone on campus to support you in this process.

For more information about institutional and community resources, please visit the **Sexual and Gender-Based Violence Prevention and Support Office** website at www.ucalgary.ca/sexualviolencesupport

What Are Some Examples Of Sexual Harassment?

(Adapted from Sexual Harassment in the Workplace, Third Edition, by Arjun P. Aggarwal and Madhu M. Gupta)

Verbal Behaviour – includes, but is not limited to:

- continuous idle chatter of a sexual nature and graphic sexual descriptions;
- offensive and persistent risqué jokes or jesting, and kidding about sex or gender-specific traits;
- suggestive or insulting sounds such as whistling, wolf-calls, or kissing sounds;
- comments of a sexual nature about weight, body shape, size or figure;
- pseudo-medical advice such as "You might be feeling bad because you didn't get enough" or "A little tender loving care (TLC) will cure your ailments";
- staged whispers or mimicking of a sexual nature about the way a person walks, talks, sits, etc.;
- derogatory or patronizing name calling;
- innuendoes or taunting;
- unwelcome remarks;
- rough and vulgar humour or language;
- jokes that cause awkwardness or embarrassment;
- gender-based insults or sexist remarks;
- comments about a person's looks, dress, appearance, or sexual habits;
- inquiries or comments about an individual's sex life and/or relationship with sex partner;
- remarks about a someone's breasts, buttocks, genitals, and/or overall figure;
- speculations about virginity or of sexual partner or practices;
- verbal threats or abuse;
- telephone calls with sexual overtones.

Gestures And Other Non-Verbal Behaviour – includes, but is not limited to:

- sexual looks such as leering and ogling with suggestive overtones;
- licking lips or teeth;
- holding or eating food provocatively;
- lewd gestures, such as hand or sign language to denote sexual activity;
- persistent and unwelcome flirting.

Visual Sexual Harassment includes, but is not limited to:

- display of pornographic or other offensive, derogatory, and/or sexually explicit pictures, photographs, cartoons, drawings, symbols, and other material;

- display of sexual magazines;
- showing of pornographic or sexually explicit movies or slides;
- sexual exposure, such as dropping down pants in view of others.

Physical Behaviour includes, but is not limited to:

- touching that is inappropriate in the workplace such as patting, pinching, stroking or brushing up against the body;
- hugging;
- cornering or mauling;
- invading another's "personal space";

Psychological Sexual Harassment includes, but is not limited to:

- repeated unwanted social invitations for dinner, drinks or movies;
- relentless proposal of physical intimacy beginning with subtle hints which may lead to overt requests for dates and/or sexual intercourse;
- sexual favours;
- propositioning

Electronic (E-Mail And Social Media) Harassment includes, but is not limited to:

- sending personal and inappropriate messages;
- sexual jokes;
- graphic sexual descriptions;
- unwelcome remarks;
- vulgar humour or language;
- display of pornographic or other offensive, derogatory, and/or sexually explicit pictures;
- repeated unwanted invitations;
- relentless proposals for physical intimacy;
- threats; and
- sharing explicit pictures or videos without someone's consent.

Appendix F – Accident Reporting

Online Accident Reporting System (OARS) – reporting an accident in the OARS system (<https://www.ucalgary.ca/risk/environment-health-safety/report-incident>) should be done by the ‘supervisor’ of the program – that is a member of the instructional team. If this is not possible, then please complete the information at the end of this Appendix and email your department for assistance in entering the data. Reporting criteria is below.

OARS Classification	Reportable Criteria
Level 1	<ul style="list-style-type: none"> ▪ First aid with no lost time (temporary, immediate care) ▪ Minor incident with no lost time ▪ Spill or release NOT reportable to Alberta Environment (AENV) or City of Calgary but more than 5L or 5kg ▪ Near Miss
Level 2	<ul style="list-style-type: none"> ▪ Medical aid with no lost time (medical care beyond first aid) ▪ Injury reportable to WCB with NO Lost Time ▪ Occupational Disease (Illness) reportable to WCB with NO Lost Time ▪ Radiation incident internally reportable ▪ Spill or release reportable to Alberta Environment (AENV) or City of Calgary that is not an adverse effect or contravention of an approval, license or code of practice. ▪ Chemical Spill resulting in injury or exposure ▪ Motor vehicle accident
Level 3	<ul style="list-style-type: none"> ▪ Injury reportable to WCB with Lost Time ▪ Occupational Disease (Illness) reportable to WCB with Lost Time**Injury or accident that results in death ▪ **Injury or accident that results in a worker being admitted to a hospital for more than 2 days ▪ **Unplanned or uncontrolled explosion or fire that causes a serious injury or that has the potential of causing serious injury ▪ **Unplanned or uncontrolled flood that causes a serious injury or that has the potential of causing serious injury ▪ **Unplanned or uncontrolled flood that causes a serious injury or that has the potential of causing serious injury ▪ **The collapse or failure of any component of a building or structure necessary for the structural integrity of the building structure ▪ **The collapse or upset of a crane, derrick or hoist ▪ Release of dangerous goods reportable under Transportation of Dangerous Goods (TDG) ▪ Radioactive incidents reportable to the Canadian Nuclear Safety Commission (CNSC) ▪ Spill or release reportable to Alberta Environment (AENV) or City of Calgary that is potentially an adverse effect or contravention of an approval, license or code of practice

Definitions:

- **Near Miss** means any undesired event or incident that under slightly different circumstances could have resulted in personal injury, illness, environmental release, or loss.
- **Medical Aid** includes medical and other services provided by a licensed person, and nursing, hospitalization, drugs, dressing, x-ray treatment, special treatment, appliances, apparatuses, transportation and any other matters and things that the Worker's Compensation Board authorizes or provides.
- **No Lost Time:** a program related injury or disease (illness) which is not likely to cause time off by the participant or employee beyond the day of the injury.

- **Lost Time:** a program related injury or disease (illness) which is likely to cause the participant or employee to be required to take time off beyond the day of the incident from the program.

Workers Compensation

When an accident occurs to an employee, or where a student is injured during their credit course work, they must complete a WCB report **within 24 hours**. Please see <https://ucalgary.ca/risk/risk-management-insurance/insurance/workers-compensation-insurance> for more information and to access the correct forms. UCalgary could face fines of up to \$50,000 for non-or inappropriate reporting.

All accidents require completion of the OARS form, however, if accidents fall into one of the following two categories, the Worker’s Compensation Board (WCB) reporting requirements. All WCB reportable incidents require the completion of WCB forms and the University of Calgary’s OARS incident report.

Within 24 hours of Incident:

<p>Employees</p>	<p>Report accident or incident to their Supervisor or Manager as soon as possible</p> <p>Follow the WCB reporting procedure on the Staff Wellness website – www.ucalgary.ca/risk/staff-wellness/injury-and-illness/workers-compensation-board-wcb</p> <p>What needs to be reported to WCB? Any work-related injury or illness that results in:</p> <ul style="list-style-type: none"> • Lost time – or probable lost time – beyond the day of accident • The need for medical treatment beyond first aid (i.e. assessment by physician, physiotherapist, chiropractor) • A temporary or permanent change in your ability to perform the regular duties of your job • Incurring medical aid expenses (i.e. dental treatment, eyeglass repair/replacement, prescription medications)
<p>Students</p>	<p>Report all accidents or incidents to their Supervisor, Group Leader or University Representative as soon as possible</p> <p>Follow the WCB reporting procedure for students on the Risk Management website - https://ucalgary.ca/risk/risk-management-insurance/insurance/workers-compensation-insurance</p> <p>WCB reporting procedure for students injured during their course of study</p> <ol style="list-style-type: none"> 1. Students seek medical attention promptly. 2. Student completes the WCB Student – Workers Form https://ucalgary.ca/risk/sites/default/files/teams/16/uofc_student_wcb_employee_report.pdf and faxes to WCB at 1.800.661.1993. 3. Student or University Representative to complete OARS report at https://ucalgary.ca/risk/environment-health-safety/report-incident 4. Faculty/Department of the student reporting the incident completes and faxes the WCB Employers Report at https://www.ucalgary.ca/risk/sites/default/files/teams/16/uofc_student_wcb_employers_report.pdf to WCB at 1.800.661.1993.

	<p>5. Faculty/Department of the student reporting the incident retains the original WCB Employer's Report.</p> <p>6. Ambulance costs for students who suffer an accident during a credit course or are a graduate student undertaking research, and who are in need of medical aid to a hospital may be covered by Alberta Advanced Education and Technology. Invoices should be sent for payment to Melanie White, Office Manager, Training & Development Coordinator, 7th floor, Phipps – McKinnon Building. 10020 – 101 A Avenue, Edmonton. Alberta T5J 3G2.</p>
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Information required for OARS and WCB reporting

Name Of Person:	
UCID:	
Status (Staff/Student/Volunteer):	
# of Years At UofC:	
Person Reporting Incident if Not Self:	
Date of Incident:	
Time of Incident:	
Location of Incident (Be Specific):	
Incident Details: (Attached Page If Desired):	
First Aid Required?	
Doctor, Hospitalization or Other Medical Visit Required?	
Details of Medical Care Required:	
Any Other Details to Report	
Names and emails of Witnesses to the event	

This information is collected under the authority of and in response to the Freedom of Information and Protection of Privacy Act. If you have any questions about the collection or use of this information, please contact the Information and Privacy Coordinator at 403-220-5581.

Appendix G: Off-site Incident: Preliminary Investigation

Conducted By:

Date:

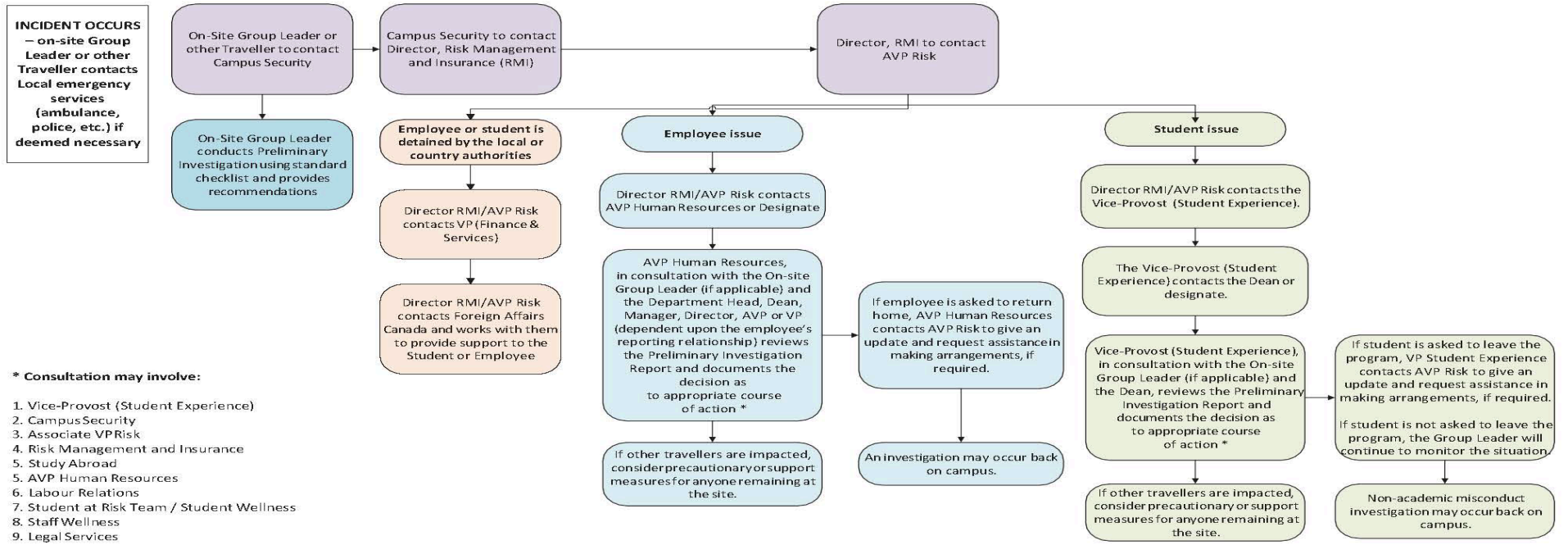
Name Of Person (s) Involved:	
UCID number (s) :	
Status (Staff/Student/Volunteer/ Third party):	
Person Reporting Incident- (include direct contact number)	
Date of Incident:	
Time (local) of Incident:	
Location of Incident (Be Specific):	
Incident Details: (Attach documents if relevant e.g. statements from those involved):	
First Aid Required?	
Doctor, Hospitalization or Other Medical Visit?	
Police Involved?	
Any Other Details to Report	
Names and emails of Witnesses to the event	
Recommendations	

Details of safety and support of others impacted and/ or precautionary measures put in place	
Report submitted to:	
Signed: Date: Time:	

When complete, email this form to the Vice-Provost (Student Experience) if this is related to student behaviour and to the Associate Vice-President (Human Resources) if this is related to University employee behaviour.

Incident involving possible conduct component

Can include incidents of illegal activity, harassment, threatening or actual physical harm, 3rd party involvement, mental health crises or escalation of concerning behaviours.



Appendix H - Managing incidents abroad

Country Calling Codes

A useful tool for finding country and area codes for calling from one country to another:
www.countrycallingcodes.com

Look up calling codes before you leave home so you have them ready in case of an emergency.

Look up the telephone number(s) for emergency services in the country of travel:
https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf

Global Affairs Canada

Outside Canada +1-613-944-6788 (call collect 24 hours/day)

Within Canada and USA 1-800-267-6788 (call collect 24 hours/day)

For emergency assistance after hours, you may call the Emergency Watch and Response Centre in Ottawa at **1-613-996-8885** or e-mail sos@international.gc.ca. Tell the local operator that you want to place a collect call and that recorded message will indicate that the government will accept the charges should they not want to place the call.

International SOS emergency assistance abroad

Please download the phone app for information regarding host destinations from their website at www.internationalsos.com and use the University code **27AYCA093142**

If you are in trouble in field you are welcome to contact them by phone at **+1-215-354-5000** (collect calls accepted). The International SOS membership number for the University is **27AYCA093142**

University Of Calgary Security Operations Centre

In case of a critical emergency while you are abroad on a UCalgary program, please contact Campus Security at **+1-403-220-5333** who will connect you with the appropriate resources. You may call them collect 24/7.

Appendix I – Acknowledgement of Removal from Program



The University of Calgary

PROGRAM NAME - Acknowledgement of Removal from the Program

Please read carefully

Name of Participant: <<**Insert Name In Bold**>>
Permanent Address of Participant: <<**Insert Address In Bold**>>
Name of Program: <<**Insert Program Name In Bold**>>
(herein after called "The Program")
Dates of Program: <<**Insert Start and End Dates In Bold**>>

I, <<**Insert Name**>>, UCID <<**Insert ID**>> hereby declare that I have read, understand and acknowledge the following:

1. I have been required to leave the Program as of **DATE**, as a result of **BRIEF STATEMENT OF INFRACTION/POLICY/RULE BREACHED**.
2. I will take a **MODE OF TRANSPORT** to **LOCATION** on **DATE**.
3. I will not be receiving any refund of Program, tuition, or other fees.
4. I have advised my Program leader of any health concerns or special circumstances I have so that those may be appropriately addressed in arrangements for my departure.

I have read, understood and acknowledge each of the above responsibilities.

(Signature of participant)

(Signature of witness)

(Date)

(Witness, please print name)