# Theis

# APPENDIX H Program Director's Operational Handbook Outline

- I. U.S. Department of State, Consulates and Embassies
  - a. Contact Information (Name of Contact, Phone #)
  - b. Passport Replacement
  - c. Visa Requirements

# II. Emergency Procedures

- a. Crisis Management
- b. Evacuation
- c. Law Enforcement/Security
- d. Disciplinary Action

#### III. Medical

- a. Health Care/Contact Information for Doctors, Hospitals, etc.
- b. Specific Risks Associated With Country
- c. Medical History/Medical Surrogacy
- d. Physical Demands in Program

#### IV. Academics

- a. Program Focus
- b. Classrooms/Costs
- c. Access to AV Equipment, etc.
- d. Internet Access/Cost

#### V. Contacts in Country

- a. Contacts under contract with TnCIS
- b. Other in-country Contacts
  - Name, Address, Phone Number
  - Other relevant information about this person(s)

## VI. Housing Accommodations

- a. Address, Phone Number, Contact (if applicable)
- b. Laundry
- c. Home Stay/Hotel/Hostel
  - Special accommodations
- d. Disability Access

#### VII. Food

- a. How Meals Are Handled
- b. Restaurants Recommended
- c. Grocery Stores in Vicinity

#### VIII. Communications

- a. How to Dial Locally/Internationally
- b. Cell Phone Use
- c. Calling Cards

# IX. Transportation

a. Methods of transportation (contact info)

#### X. Excursions

- a. Overnight Excursions
- b. Day Excursions
- c. Special Presentations (speakers, etc.)
- d. Free Time for Students
- e. Suggested Reading, Films, Websites for Students

## XI. Financial Information

- a. Banks
- b. Currency Information
- c. Alerts Specific to Country

#### XII. Orientation

- a. Pre-Departure Orientation for Students
  - Materials Distributed
- b. On-Site Orientation
  - Materials Distributed

# XIII. Itinerary/Calendar

- a. Class Time
- b. Excursions
- c. Free Time