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# **2018 Flight Chaperone Manual**



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## **Welcome!**

The primary responsibility of the flight chaperone is the welfare of participants traveling on international and domestic flights. By accepting the flight chaperone assignment, the staff/volunteer agrees to the terms outlined in Section One: Flight Chaperone Responsibilities.

Sections Two through Eight of the *AFS Intercultural Programs/USA Flight Chaperone Manual* explain the responsibilities listed in the job description and outline chaperone policies and procedures.

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## 1. Flight Chaperone Responsibilities

The Flight Chaperone has primary responsibility for the welfare of participants traveling on international and domestic flights. In addition, the chaperone is an official representative of AFS-USA to airline, airport, and government personnel.

The position of flight chaperone carries a great deal of responsibility and the Travel and Logistics Coordination (TLC) Department is accountable for the conduct of all chaperones. Evaluations of chaperone performance will be solicited from AFS Partner Office and TLC Department staff. The TLC Department also reserves the right to request a written report on the assignment from the chaperone. This report and the evaluations will be shared with appropriate staff for final evaluation.

### Functions and Tasks

1. Assume responsibility for the participants' welfare at all times throughout the duration of travel. The participants on the AFS program are the main responsibility of the chaperone until they arrive at their final destination. Please be aware of this if you are traveling with a companion. Your presence will be needed with the group at all times, especially in the case of delays, cancellations, or transits.
  - a. Monitor individual participants' well-being by interacting with the group and being accessible at all times.
  - b. Monitor the group's behavior and provide guidance (and discipline, if necessary) for the group.
  - c. Provide assistance to participants who require medical care and/or support.
  - d. Ensure that all medical or support situations are reported in writing and delivered to the staff at the arrival point (for further follow-up).
  - e. Assist with the flight group 24 hours before and/or after the flight, as specified by the US Travel Senior Operations Coordinator of AFS-USA.
  - f. If transiting a group overnight, assist the AFS staff in the transit country:
    - i. Assume responsibility for the group's safe travel back and forth to the airport.
    - ii. Assume responsibility for the group during their stay at the hotel.
  - g. Remain with the group in the event of a cancelled flight or if the group misses the flight.
2. Represent AFS to airline personnel, flight crews, government officials, and hotel staff.
  - a. Cooperate with and follow instructions of AFS Airport/TLC Department staff.
  - b. Coordinate with AFS Airport staff to ensure the participant manifest is accurate prior to departure.
  - c. Account for all participants after a refueling stopover or connection before continuing on the flight.
  - d. Ensure group order and cooperation with airline personnel and government officials during check-in and security clearance.
  - e. Introduce yourself to flight attendants and inform them of your seat assignment. This will allow them to find you should there be problems with any student.
  - f. Assist participants with filing lost or damaged luggage reports with airlines immediately upon arrival and notify staff at arrival points. **Please note that AFS is not responsible for costs related to lost or damaged luggage.**
  - g. Assist students in completing customs/immigration forms.
  - h. If an international flight is cancelled or the group misses the flight, the chaperone is responsible for remaining with the group **no matter what** the circumstances. Failure to do so will result in a charge of the international ticket.
3. Always maintain direct contact with AFS-USA or the AFS Partner Office in the event of any unforeseen circumstances.
4. The chaperone is responsible for reconfirming his or her own return reservation directly with the local airline's office, whether traveling with or without a group of participants.
5. Maintain an accurate record (including receipts) of all **authorized** expenses (See page 6). Prepare the expense report promptly upon completion of flight assignment and submit to AFS-USA within one week of your return.

Upon selection as a flight chaperone, you must be willing to assume responsibilities for all additional groups of participants traveling on the same flight or transiting through the same airport/city (including multinational participants).

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## 2. Prior to Departure

The following are points that should be reviewed carefully as soon as you have been assigned to a flight:

### Arranging Domestic and International Travel

AFS-USA works together with their travel agency, to provide you with your domestic and international ticket.

We are not in a position to book international tickets for spouses or friends. It is usually less expensive for your traveling companion to fly directly from their home town and meet you in the arrival city of your chaperone assignment. Please remember that routing changes cannot be made to the tickets. This includes stopovers.

### Domestic Travel

AFS-USA will pay for your transportation to the city from which your international flight will arrive/depart and for your return home at the end of your assignment. AFS will provide a domestic ticket from the closest *major* airport to the international gateway city. It is, however, your responsibility to coordinate and book your flights with the TLC Department at AFS-USA.

AFS requests that you be prepared to report to the city of your international departure at least 24-48 hours prior to the scheduled flight. **If you are chaperoning a business flight for Sponsored Programs or Hosting YES participant flight, a Sponsored Program staff will contact you with specific dates and other requirements.**

### Flight Assignments Originating in the USA

The chaperone should plan on assisting with the Sending Gateway Orientation. You will need to arrive into the Gateway City two days prior to the international flight, unless specified in your Chaperone letter. YES Abroad and NSLI-Y Chaperone trips may require Chaperones to arrive three or four days prior to international departure. The US Travel Senior Operations Coordinator and/or Orientation Coordinator will be in touch with these details and your domestic flight to the Gateway will be planned accordingly. The TLC

Department will also let you know if your assistance will be needed upon your arrival in the host country.

### Flight Assignments Originating Outside the USA

The TLC Department will contact the Travel or Hosting Coordinator in the country from where your flight will depart, and offer the chaperone's assistance at any End-of-Stay activity or departure orientation. Often the AFS Partner Office staff will ask that you simply report to the airport to meet the group approximately 4 hours before the flight. In these cases, you are responsible for all costs up until the time you meet the group at the airport. Sometimes, AFS Partner Office staff will give you the opportunity to report to their orientation site and possibly assist in their program, which can be an excellent way to get to know your group before the flight departs. You will be able to communicate directly with the AFS Partner Office prior to your trip to confirm your participation in any student event. This contact information will be provided to you in your chaperone travel packet. You will also be emailed the AFS Partner Office staff contact info.

In either case, as soon as you arrive in the country, you should contact the AFS Partner Office and inform them of your itinerary and local contact number so that you can be informed of any last-minute changes in travel or other information you might need. You will be provided with the phone numbers of the AFS Partner Office staff.

You may also be asked to overnight with the group upon your return to the US. This will be necessary if the return flight is scheduled to arrive late in the evening and participants cannot make connecting domestic flights. In this case, AFS-USA will cover the cost of your hotel room and meals.

### Attending an Arrival or Departure Orientation in Host Country

We encourage all of our chaperones to attend an orientation if there is one available at the gateway city. Most AFS Partner Offices will have arrival and/or departure orientations for our US participants. They may be held at the gateway or at the local level. Because this varies from partner to partner and program to program, the TLC Department or Sponsored Programs staff will put you in contact with the AFS Partner Office Hosting and/or Travel Coordinator(s). **Please note, you**

may not ask AFS Partner Office to find you a host family during your stay.

### **Ticket Restrictions**

Please note that AFS-USA are not in a position to arrange alternate routing requests for chaperone travel. Chaperones will be given a ticket that provides direct travel to and from the city of assignment on the airline transporting the group. These tickets are group tickets with numerous restrictions. Given this situation and the regulations the airlines impose on these tickets, stopovers and/or routing changes on international ticket cannot be permitted.

### **Travel Documents: Passports, Visas, Medical Certificates**

***All flight chaperones must hold a valid passport that is valid for 6 months beyond their return travel date!***

Depending on your destination and the length of your stay abroad, you may be required to apply for and obtain a visa or other travel document, such as a tourist card. Your best resource for visa information will be the consular website of the country you are traveling to and the US State Department (<http://www.state.gov/travel>). Some countries require specific inoculations for visitors. Your physician can advise you of any required or even recommended precautions. If you or your doctor would like more information on international health requirements, the CDC has a 24-hour automated hotline (1-800-232-4636) and a web site (<http://wwwnc.cdc.gov/travel>) which are both routinely updated.

### **Expenses**

You are responsible for the following costs:

1. Visa fees or inoculations necessary to your assignment.
2. Transportation-related expenses to reach airports within the US and abroad, and orientation or End-of-Stay sites within the host country.
3. Accommodations and meal expenses, unless you are staying at a gateway orientation, End-of-Stay site or staying overnight with a returning group in the US upon return due to delays.
4. Luggage Fees

***We recommend that you take a credit card and approximately US\$200 for these***

***expenses. Expenses will not be reimbursed unless previously authorized by AFS-USA.***

AFS will reimburse you for the following costs:

1. Transportation costs between the gateway airport and orientation site within the USA. (For example, the cost of the shuttle service between LaGuardia and LIU Post campus in New York). Please note that you are not required to tip shuttle drivers as this is done so AFS-USA staff.
2. Any student-related expenses incurred during your assignment (including medical supplies such as aspirin, antacids, etc.).
3. Purchasing a calling card or SIM card should you have to contact the TLC Department staff either during or after office hours.

**Remember**, meals and overweight baggage charges are the responsibility of the student. If you choose to pay for a student's overweight luggage, you **will not** be reimbursed by AFS-USA.

AFS-USA will cover your expenses for the period of the chaperone duty itself. This includes meals and lodging at the orientation site prior to departure or hotel room upon your return to the USA should your international flight arrive late in the day. If you participate in a departure orientation or other AFS group activity, the chaperone duty starts 24 hours before the flight. Upon arrival at your destination, you may participate in arrival orientation or departure activities. These arrangements will be confirmed prior to your departure. During the assignment period, chaperones must stay in the accommodations arranged by the AFS Partner Office staff.

### **Reimbursement Process**

AFS will provide volunteer chaperones with an expense form on which we ask you to itemize your expenses. Remember to complete the reimbursement report form and mail it to the TLC Department at AFS-USA, including all of your receipts, within one week of your return. Questions about expenses should be directed to Tony Wong (ext. 1952) in the TLC Department. Please remember you will not be reimbursed for unauthorized expenses.

AFS staff chaperones will submit their expense reimbursement via Works reimbursement site (<http://payment2.works.com>). If you do not have access to the Works site (<https://afsusainc.sharepoint.com/departments/finance/Works/>) please refer to the FAQ "How do I get a Works account".

Please process your reimbursement within 2 weeks after your return flight.

## Emergency Expenses

Should there be an emergency travel situation that will incur a large expense, please contact Paula McGrath (ext. 1950) or Tony Wong (ext. 1952) at AFS-USA, at 800-876-2376. If you are calling from overseas, the direct number is 212-299-9000. If you are calling during a weekend or after 6:00 pm Eastern Standard Time (EST), please use the Duty Officer System by calling 212-299-9000, and press 9 to leave a message with our answering service. We will call back to discuss the situation.

## Chaperone Information Packet

Before you depart for your flight, the TLC Department will provide you with a Chaperone Information Packet, including:

1. Details about the flight including flight numbers and times
2. A manifest of student names and other groups that might be on the flight
3. Names, addresses, and telephone numbers of the relevant AFS Partner Office, including the names of designated AFS liaison staff members.
4. Your domestic and international tickets.
5. Reimbursement Report Form
6. Yellow AFS Baggage Tags
7. AFS Sign
8. Map of International Gateway Airport
9. Contact Card
10. Nametag
11. Red Travel T-shirt

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## 3. Departure

### Flight Assignments Originating in the USA

Depending upon the size of the group, you will be checked in at the airport by AFS-USA Airport Staff. Because our chaperoned groups are generally quite large, careful coordination and cooperation is needed to ensure a smooth and orderly departure. AFS-USA Airport Staff will advise you of your duties at the departure point. For smaller groups (less than 15 students), you will be in charge of check in.

### Flight Assignments Originating Outside the USA

AFS Partner Office staff and local volunteers oversee the departure of foreign originating flights. They will instruct you on how to proceed when

you report for your assignment. Chaperones on these flights should cooperate with the staff as requested, especially considering the language and cultural barriers you may face abroad.

Upon arrival back in the USA, AFS staff will meet the group outside of customs and assist with their domestic connections. **The flight chaperone must be the last person out of customs and immigration and assist with any problems while the group is clearing customs and immigration.**

If the international flight is delayed en route, the AFS-USA staff will be aware of any changes made to domestic connections and will explain any changes or overnight procedures to the group upon arrival in the USA.

## Passenger Information

You will be provided with a student manifest. This manifest is a very important document and reflects all of the U.S. participants we anticipate you will escort. You may notice hand-written additions or deletions on your copy. This can result from participants withdrawing at the last moment, participants becoming ill and not traveling with the group, or participants being cleared to travel at the last moment.

There is no universally sound method of advising you how to “check off” your group against the passenger manifest prior to departure, as terminal facilities and airlines procedures are not uniform. You should discuss this situation with the AFS-USA Airport Staff or AFS Partner Office staff while at the airport.

## Situation/Medical Reports

Orientation staff may furnish you with information regarding a particular student or situation that we feel you should be aware of, such as a medical case or serious support case. If a report is brought to your attention, please read it carefully and pass it to a staff member meeting the flight.

## Notes about Departure

1. Wear your nametag and attempt to circulate among the participants so that you become familiar with them. Introduce yourself to airline personnel at check-in and to the flight crew as soon as possible.
2. During check-in and security clearance ensure that the group acts in an orderly manner and cooperates with airline or official personnel. Airline and customs staff take any false statements seriously; the participants you oversee should not make any jokes

related to terrorism, weapons, or drugs. This includes all time spent in the airport and on board the flight.

3. Advise the group that they should not wander too far and to be careful to safeguard their belongings. Prohibit participants from visiting the cocktail lounges that are in most airports worldwide.
4. You are not responsible for the participants' luggage. They are. Please be sure to tell the participants never to leave their bags unattended.
5. Occasionally we have participants with oversize or overweight baggage, or who are holding items that are unacceptable as baggage. **AFS-USA will not pay for excess or overweight baggage. Participants are responsible for paying for their own excess or overweight baggage.** Should you observe any problems of this nature, please act calmly and quickly to resolve the situation in the best possible manner. Worst case they may have to leave belongings behind in the airport. IF you choose, for whatever reason, to pay for a student's overweight/sized luggage, you **will not** be reimbursed.
6. When check-in is complete, safely store any tickets that you are asked to deliver. Do not put these items into checked luggage or leave them unattended, as loss would create numerous problems and possibly a great financial loss.
7. Double check that all e-ticket receipts and boarding passes have been returned to you. The package of return tickets should be given to the AFS Partner Office staff meeting your flight.
8. For groups making connections, keep the boarding passes for the connecting flight together in a stack in your hand luggage.
9. Make sure all participants have their own passports, and that they keep their passports in their hand luggage.
10. When possible, chaperones will be seated with the group during the assignment flight. Upgrades or purchasing an economy plus seat are not acceptable.

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#### 4. In-Flight

With all of our groups traveling on commercial flights, reasonable behavior among our participants is important. You will be expected to cooperate with the flight crew to see that AFS participants conduct themselves in a commendable manner.

#### Some Suggestions

1. Let the flight crew know to not offer our groups alcoholic beverages. AFS participants should not drink alcohol at any time during your assignment.
2. Please remind students to be respectful of other passengers when they are talking in groups.
3. Walk around the plane to remind participants where you are seated and to check on their general well-being.

Some of our groups may travel on flights that make a stop before reaching the group destination. Because an activity such as refueling requires all passengers to deplane, you will have to account for the group as they board prior to continuing. On international flights, passengers continuing on are generally restricted to wait in a transit lounge, a waiting area that one may not exit without passing through immigration and passport control areas. This type of "transit area" does not, however, guarantee that there would be no opportunity for an AFS student to exit. You should advise the group to stay in the transit lounge until given permission to board the plane again. Before deplaning and entering the transit lounge, you should remind the group to keep all valuable belongings with them at all times. Because the group was checked by name at the initial boarding, a head count should usually suffice the second time. Coordinate this as best you can.

Occasionally, some of our groups have their itinerary altered by the airline while en-route, resulting from airline equipment problems or other unforeseeable circumstances. **Should your group encounter a change or delay that will impact your connecting flight and/or arrival into the country of more than a few hours (specifically an overnight situation), it is imperative that you immediately call AFS-USA's TLC Department staff at 212-299-9000, extensions 1950, 1952, 1953 (or the assigned TLC Department staff's cell phone), during office hours or use the Duty Officer System after-hours (see below).** Text messages or emails are not acceptable in these situations.

During office hours you **MUST** speak to a TLC Department staff member, or, if the office is closed, discuss the situation with the AFS Duty Officer who will relay the information to the appropriate staff. You should also remember that airlines are obliged to provide food and, if necessary, hotel accommodations in the event of a serious delay—except in the case of bad weather. Generally this is arranged by a passenger service representative of the airline

carrier. If you feel that this type of service is appropriate but has not been offered, do not hesitate to question the airline personnel.

### **Note on the Duty Officer System**

After office hours at AFS-USA (between 9:00 am and 6:00pm EST), an answering service will take all calls to the 800-876-2376 or 212-299-9000 lines (dial 9). Please leave your name, a telephone number where you can be reached, and a brief message about the problem. The answering service will contact the AFS Duty Officer who will then call you back as soon as possible.

If your situation is not an emergency and can wait, please contact an AFS-USA's TLC Department staff member during regular business hours.

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## **5. Overnight Transits/Hotels**

An overnight stopover is a rare occurrence but may happen due to equipment problems or delays in the inbound flight. If you are chaperoning a group that has such a problem, you will be responsible for your group's safe travel back and forth to the airport and during their stay in the hotel.

Generally, you will be provided with vouchers to be given to the appropriate people for transportation, overnight accommodations, and breakfast for yourself and the group. Overnight accommodations are usually handled by the airline. Airline staff will usually be available to you for assistance. Be sure that you know where each of the participants' rooms are and that the participants are informed where and when they are expected to assemble for travel to the airport to catch their next flight.

Remember that you represent AFS to the hotel staff and remind the participants that their behavior at the hotel reflects on all AFS participants.

Please remember that you must contact AFS-USA's TLC Department staff and/or the AFS Duty Officer should this situation occur.

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## **6. Arrival Procedures**

### **For Groups Departing From the USA**

Prior to arrival at your destination, your group may be asked to complete customs declarations or other entry forms. You may want to circulate among the group while this is being done to assist as needed. Sometimes a student who has limited knowledge of the language in which the form is

presented may be hesitant to ask for help. It is important that these papers be completed to expedite clearing customs and immigration upon arrival.

Many participants may ask you about customs restrictions regarding articles in their possession - food, plants and other "exotic" souvenirs that may be prohibited or taxed. Generally flight crews are fairly knowledgeable about these items.

Upon arrival, you should do a quick check of the area(s) in which your group was seated to check for belongings left behind and then proceed to immigration, customs, and luggage claim. **The flight chaperone should always be the last person in the group out of customs and immigration to ensure there are no problems with any of our participants.**

Given the different physical layouts of terminals and the varying degrees of security and procedures around the world, it is difficult to offer a uniform arrival procedure. Keep these points in mind.

In many countries, AFS staff is allowed to enter these restricted areas by special approval. AFS staff or volunteers may meet your flight and supervise arrival procedures. Should you not see someone from AFS in the immediate area, they most likely are waiting outside the restricted area. If this is the case, you should:

1. Ensure that all participants luggage has arrived on the flight. If there are missing bags or damaged luggage, look for a representative of the airline and initiate claim proceedings immediately. It is essential to do so as soon as possible because leaving the airport and then attempting to report missing belongings or damages at a more "convenient" time can release the airline from responsibility.
2. Make sure that the group clears all documents inspection. If a problem arises that you are unable to deal with, get word to the staff meeting the flight that you need assistance.
3. Make sure that the group cooperates with all officials. Many times participants can have problems at customs inspections when they are asked to pay tax on an item in their possession or something they are carrying is confiscated by inspectors. While parting with a prohibited item can be frustrating and disappointing, you should explain that the local laws must be respected.

AFS has an excellent reputation around the world with government and airline officials. We expect you to do your best to represent us as a

responsible organization and safeguard this image of our programs.

You will be expected to provide AFS Partner Office staff meeting the flight with the following items:

1. Any group tickets in your possession.
2. All papers given to you at departure marked to the attention of the AFS Partner Office.
3. Report any critical or unusual situation that happened during the flight, such as a medical or support problem.

You may be expected to accompany your group to their orientation site to assist with check-in at the site.

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## 7. Arrival Procedures

### For Groups Returning to the USA

Prior to your arrival into the USA, your group will be asked to complete the customs declaration form. You may want to circulate among the group to assist them with any questions they may have.

Many participants may ask you about customs restrictions regarding articles in their possession - food, plants and other "exotic" souvenirs that may be prohibited or taxed. Generally flight crews are fairly knowledgeable about these items.

Upon arrival, you should do a quick check of the area(s) in which your group was seated to check for belongings left behind and then proceed to immigration, customs, and luggage claim. **The flight chaperone should always be the last person in the group through customs and immigration to ensure there are no problems with any of our participants.**

AFS-USA Airport Staff will meet you and the group outside of the customs area. They will give each student a return domestic envelope. For those participants that are connecting to a domestic flight, the envelope will include their flight information, a map of the airport and a welcome home letter. This letter includes information on how to contact AFS-USA in case of an emergency.

We will include a copy of the Return Travel Bulletin that was sent to the natural families in your final travel packet.

Some general information:

1. AFS-USA sent a return travel notification to natural families 2 – 3 months prior to the return of YP/SM programs and 3 – 4 weeks prior to the return of short

programs. This notification includes: international flight information, how to book a return domestic ticket and a reply form for domestic flights. The natural families are responsible for communicating the domestic arrangements with their child.

2. Each student is responsible for making their domestic connection. Staff do not accompany them to their domestic flights.
3. AFS-USA will arrange and pay for a hotel room only when there are no flights available on any airline OR the international flight has been delayed.
4. Should the international flight be delayed so that participants will miss their domestic flights, we will make the initial call to the natural families asking them to rebook the domestic travel. AFS-USA is not responsible for change fees associated with changing domestic tickets due to delays.
5. If the group is delayed so there is a large number of overnights, you will be expected to stay overnight with any participants who cannot immediately travel to their home. AFS-USA will cover any change fees on your domestic ticket. An AFS-USA Airport Staff will also overnight with the group.

We cannot stress often enough the need for direct communication should your group encounter a change or delay that will impact your connecting flight and/or arrival into the country of more than a few hours (specifically an overnight situation). It is imperative that you immediately call AFS-USA's TLC Department staff at 212-299-9000, extensions 1950, 1952, 1953, during office hours or use the Duty Officer System.

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## 8. Student Welfare

Although you may have experience with supervising groups of AFS participants or young people, your assignment as an AFS flight chaperone may present some new and challenging situations. This does not mean that you need to be a psychiatrist, physician or a seasoned traveler to successfully escort one of our groups. What you really need is common sense, energy, patience, a willingness to listen to individual and group concerns and, in some instances, a degree of assertiveness should the situation demand a firm commitment to our policies and procedures.

## Support and Behavior

AFS participants travel under what can sometimes be strenuous circumstances. Having to say good-bye to families and friends and sleepless nights at an orientation can leave the participants very tired. And then consider the concerns of embarking on an AFS experience or leaving an experience behind to return home after an extended time away. For some of our participants, this is their first flight. All of these variables can lead to excitement, anxiety or just plain exhaustion, and participants often need a little help to endure.

The best advice we can offer is for you to make yourself available. Watch the group, chat with them and be receptive to a student who may approach you to discuss a concern about a peer. Encourage them to rest if at all possible. If you are able to hold an open seat next to yours we advise you to do so in the event you have someone not feeling well or who needs to speak with you.

You may be faced with a more serious problem than simple "cold feet" or temporary anxiety, such as a serious medical problem or a problem involving officials. If you need advice from AFS staff, use the following guidelines:

1. If you are able to reach a telephone at an intermediate stop during your flight, contact the AFS-USA Participant Support Staff. Participant Support Emergency Line: 212-299-9000 Press 9. If you call between 9am and 6:00pm EST weekdays you will be connected to the Participant Support Department. If you call outside these hours you will be connected to the AFS-USA Duty Officer.
2. In the event of a serious medical problem, follow the procedure as listed under the section titled "Medical Situations".
3. If you should face the unfortunate situation of dealing with participants and an infraction of the law, (at customs inspections or while in a transit situation), coordinate what should be done with AFS staff available at the airport, or contact the AFS Partner Office or AFS-USA's TLC Department at AFS-USA if local staff is not available. After hours, you will need to contact us using the Duty Officer System.
4. Any serious support matter should be reported in writing as the AFS Partner Office staff may need to do some follow-up work with the student.

## Medical Situations

Many times the stress of traveling can cause some temporary discomfort among participants, such as headaches, nausea, etc. You may want to purchase some basic supplies to take with you (aspirin, Pepto-Bismol, Band-Aids, motion sickness medicine and some sanitary napkins or tampons).

If you are uncertain as to how to confront a medical problem, you should speak to a crew member if you are airborne and solicit their advice as they are trained to handle medical emergencies. If you are in a transit situation, most major airports have an infirmary where you could seek assistance.

If you have a student who needs immediate medical attention, please follow these guidelines:

1. If the situation involves minor treatment or routine examination, ask the physician or nurse to complete the Medical Situation Checklist (attached). Give the completed form to the staff meeting the flight. Ensure that all of the information is complete and legible. If you face a language barrier, ask an airline representative to translate for you.
2. The doctor and/or hospital should then submit their claim directly to Global Medical Management (GMMI) (in the US) or Aon Consulting the Hague (outside the US). See attached medical letter.
3. Any major medical treatment involving surgery, anesthesia, mental health, or hospital admission should be reported immediately for advice and authorization. Telephone AFS-USA before permitting any such treatment. During business hours, please call the Participant Support Emergency Line (646-751-1900 or 1-800-876-2376 Press 9) and ask to speak with a staff member. After 6:00 pm EST, call the AFS Duty Officer (212-299-9000 Press 9 or 800-876-2376 Press 9, the 800 number is only valid within the USA.)

All AFS participants have secondary medical coverage. We have included a copy of the insurance letter verifying their coverage on the next page.

In any major medical situation that requires a participant to go to a hospital or clinic in a transit country for further treatment, the chaperone should stay with this participant. The chaperone should:

1. Notify the AFS-USA Participant Support Staff or the AFS-USA Duty Officer.

2. Arrange with airline personnel to assist in overseeing the group 1) until the chaperone can return, or 2) on to the final destination.

AFS-USA will contact the AFS Partner Office(s) to notify them of the situation. The chaperone may

return to the group once another AFS staff person arrives to stay with the participant who is being treated. In some situations, you may be required to remain behind with the student.

## **AFS MEDICAL PLAN FOR PARTICIPANTS**



### **Proof of Medical Coverage**

To Whom It May Concern:

AFS Intercultural Programs, Inc. provides secondary medical insurance for all participants on AFS programs. This insurance covers expenses for accidents or medical illness up to \$1,000,000 per occurrence, including medical evacuation and repatriation expenses. All AFS participants whose programs start during the period January 1, 2018 until December 31, 2019 are automatically covered under this insurance for the full duration of the program or until they return to their home country, whichever comes first.

The medical services must occur between the time the participant arrives at the international departure site and the time of departure from the program or return to the home country, whichever comes first. Coverage under the AFS Medical Plan is not available to the participant once he or she has returned to the home country.

The coverage contains exclusions including but not limited to pre-existing conditions and routine medical expenses not related to an accident or illness. Please refer to the AFS Participant Medical Pamphlet for a detailed explanation of coverage terms and limits. Coverage applies excess of any insurance which is available to the participant through other medical plans. In addition, up to \$1,000,000 is provided for emergency medical transport and chaperones.

The insurance is underwritten by Europ Assistance S.A. Irish Branch. The policy number is: IB 1800338ISGR0.

Medical claims in the United States are processed by AFS' third-party administrator, Global Medical Management, Inc. at GMMI, Inc., 880 SW 145th Avenue, Pembroke Pines, Florida, 33027. They can be reached at 1-954-370-6468 or at 1-888-444-7773.

Medical claims incurred outside the United States are processed by Aon Consulting, Admiraliteitskade 62, Rotterdam Postbus 1005, 3000 BA Rotterdam, The Netherlands, and they can be reached at (31) 10 448-8238 or by FAX at (31) 10 448-8724.

**AFS MEDICAL SITUATION CHECKLIST**

(For use outside of the U.S. To be handed to AFS Partner Office staff upon arrival.)

**Hosting Partner:** \_\_\_\_\_

**Sending Partner:** \_\_\_\_\_

**Participant Name:** \_\_\_\_\_

**Program:** \_\_\_\_\_

**Cost Incurred:**      **Local Currency**      \_\_\_\_\_

**U.S. Dollar**      \_\_\_\_\_

**Who confirmed coverage?**      \_\_\_\_\_

**Medical Provider:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone#:** \_\_\_\_\_

**Dr. /Contact:** \_\_\_\_\_

**Nature of Emergency:**

(Attach original receipts and medical reports if needed. Additional details and comments are welcome.)

\_\_\_\_\_

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\_\_\_\_\_

<b>Situation Reported?</b>	<input type="checkbox"/>	<b>AFS-USA</b>	<input type="checkbox"/>	<b>AFS International</b>
	<input type="checkbox"/>	<b>TLC Department</b>	<input type="checkbox"/>	<b>Duty Officer</b> _____
	<input type="checkbox"/>	<b>Natural parents</b>	<input type="checkbox"/>	<b>AFS Partner Office</b> _____
	<input type="checkbox"/>	<b>Aon</b>	<input type="checkbox"/>	<b>GMMI</b>

## Chaperone Pre-Departure Checklist

- Passport, Visas, and medical requirements are in order.
- All of your travel has been confirmed and ticketed. We ask that you advise us of points at which we could contact you in the event of a change in schedule or an urgent message.
- You have the specifics on when and where you will meet your group.
- You have any materials from AFS, which you will be asked to deliver to the AFS Partner Office.
- When packing, please remember that you will have many more demands placed on you than when you are traveling independently. We recommend that you adhere to the 20 kilogram/44 pound weight restriction (one bag) that we advise our participants to observe.
- Chaperone manual, manifest, and expense report.

## Phone Numbers

### AFS-USA

Within the USA: 800-876-2376

Outside the USA: 212-299-9000

Fax: 212-299-9096

TLC Department extensions 1950, 1952, 1953

### Duty Officer System

Participant Support Emergency Line: 212-299-9000 Press 9, or 800-876-2376 Press 9, the 800 number is only valid within the USA). If you call between 9am and 6:00pm EST weekdays you will be connected to the Participant Support Department. If you call outside these hours you will be connected to the AFS-USA Duty Officer.

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## The AFS-USA Mission

AFS-USA works toward a more just and peaceful world by providing international and intercultural learning experiences to individuals, families, schools, and communities through a global volunteer partnership.

Updated as of 2.16.18