

International Educational Experience Problem Solvers

What do I do if my wallet is lost/stolen?

- Report the loss to your on-site mentor, your housing coordinator and the local police.
- Ask your on-site mentor if there is anything else you need to do.

What do I do if my credit/debit cards are lost/stolen?

- Before you leave for your international site, make a copy of your credit cards and the numbers you would need to call to have them cancelled
- Or contact someone at home who can cancel your credit cards and have them re-issued for you.

What do I do if my passport is lost/stolen?

- **BEFORE** you leave for your international site: make three copies of the pertinent pages of your passport (photo, signature page, visa page); carry one with you; leave one with your belongings; leave one at home.
- Report the loss **immediately** to the local police and the American Embassy/Consulate. The latter will let you know what you have to do next. Remember, do not travel, even in-country, without a valid passport.

What do I do if I miss my connecting flight?

- Determine when you will be able to arrive at your destination.
- Contact, if possible, the individuals who will be awaiting your arrival and explain the situation to them or contact Kimberly Connelly (913/588-1480 - work; 816/668-6414 – cell; email – kconnelly@kumc.edu) if you need assistance alerting those who might be waiting for you.
- Determine if your bags went on your original flight or if you need to collect them from your new flight.

What do I do if the country I am visiting becomes involved in civil strife?

- **BEFORE** you leave for your international site, the Office of International Programs will register your in-country address and contact information with the US Department of State Smart Traveler Enrollment Program (STEP) at <https://step.state.gov/step/>
- Contact the American Embassy/Consulate for advice.
- Talk with your on-site mentor to determine how volatile the situation is.
- Travel or walk with someone native to the country. They will be able to steer you away from possible trouble situations.

What do I do if I have inadvertently offended someone?

- Apologize! In most instances, the individual will understand – she/he knows that you are trying your best in a culture vastly different from yours. Hopefully, you will learn from the experience.

What do I do if I have a family emergency?

- Determine if you are needed at home immediately.
- Talk with your on-site mentor – she/he is sure to understand.
- Determine how rapidly you can get a flight home. Call or send an e-mail to Kimberly Connelly and to your KUMC faculty advisor to determine how you will complete your elective.

What do I do if I have more/less responsibility than I anticipated?

- **More** – if you feel you can handle it, go for it! You will learn a lot.
- **Less** – Ask to do more. You may have to prove yourself before being given more responsibility.
- **Remember** – Your health is most important. If you are asked to do a procedure for which you feel unqualified or consider dangerous to you because of on-site conditions – just say no!

What do I do if I do not feel safe in my assigned lodging?

- Talk with your on-site mentor and your housing coordinator.
- Be specific – do not simply say you are uncomfortable with the lodging. People on-site will want you to feel as comfortable as possible – they take great pride in their country and their work.

What do I do if I become slightly/very ill during my rotation?

- See your on-site mentor.
- Determine whether or not you can be treated easily. If not, then you and she/he need to determine if you need to go somewhere else for treatment.

What do I do if my on-site mentor changes?

- Work with your new mentor and note the change in your papers. If your time has been split 50/50, you will want both mentors to sign your papers and evaluate your work (if possible).