

A close-up photograph of a person wearing a denim jacket. They are holding a smartphone in their left hand and a silver Polaroid camera in their right hand. The background is blurred, suggesting an outdoor setting.

Pre-Departure Handbook

For Queen's Health Science Learners



Queen's
UNIVERSITY

TABLE OF CONTENTS

01 SECTION 1: PERSONAL HEALTH & SAFETY

Travel Clinic
Personal Protective Equipment
Access to Medical Care
Health Insurance
Avoiding Disease & Injury

04 SECTION 2: TRAVEL SAFETY

Travel Advisories
Preparedness
Emergency Action Plan

06 SECTION 3: CULTURAL AWARENESS & HUMILITY

Cultural Humility & Competency
Culture Shock
Reverse Culture Shock

10 SECTION 4: LANGUAGE COMPETENCIES

Interacting with Patients vs. Interpreters
Key Terms to know

12 SECTION 5: ETHICAL CONSIDERATIONS

Elective Expectations
Common Ethical Challenges
Student Code of Conduct Overview

15 HINARI & CONTACT INFO

Section 1: Personal Health & Safety

Travel Clinics:

Book an appointment at Queen's Drug Smart Pharmacy to ensure you have the medications and vaccinations required prior to departure.



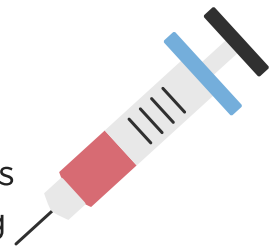
<https://www.drugsmartpharmacy.ca/travel-clinic/>

You can also visit a travel nurse at Queen's University Health, Counselling and Disability services ([Lasalle Building, 613-533-2506](#)) or the Kingston Frontenac Lennox & Addington Public Health Unit ([221 Portsmouth Avenue 613-549-23335](#))

Common traveling vaccinations include:

- Yellow Fever
- Meningitis
- Hep A & B
- Rabies
- Typhoid

Make sure your routine immunizations such as tetanus, diphtheria, whooping cough, polio, measles, mumps and rubella are up-to-date!



Personal Protective Equipment (PPE) & Clinical Safety:

Learn about the common infections in the region you will be travelling, and be prepared to protect yourself (ie. against airborne diseases, or needle stick injuries).

Consider bringing the following with you:

- Gloves
- Masks
- Eye Protection
- Lab Coat
- DEET
- HIV PEP kit

Note: N95 Masks can be purchased on ULINE or Amazon

Please note that Post Exposure Prophylaxis (PEP) requires a prescription. The kit is quite expensive and often is not covered by insurance. If you are travelling with other students, you may wish to split the cost of one kit for the group. In the event that you do not bring a kit with you and there is not one at the clinic, please make sure you research where you can receive treatment in the surrounding area.

Access to Medical Care:

- Bring all your personal medication, and consider having an extra supply in case you are away for longer, or it gets lost or stolen
- Certain medications may not be available locally! Bring what you need!
- Consider bringing preventative medications as well such as anti-malarials, and dukoral for traveller's diarrhea.



Some medications that are sold over the counter in Canada are illegal or require a prescription in other countries. Make sure your medication is legally available in the country you plan to visit and carry a note from your doctor stating the reasons for your prescription.

- Always carry a list with you of your medications and any allergies you might have, your blood type and the name/number of your emergency contact and regular health care provider.
- For further information on drugs and travel visit travel.gc.ca/drugs or contact 1-800-267-6788 or 613-944-6788



Health Insurance:

- Please ensure that you have supplementary health insurance that covers international travel. Consider purchasing a Blue Cross Travel Passport.



<http://www.bluecross.ca/en/index.html>



BlueCross

- Your Queen's University Health Insurance Plan (UHIP) should extend to summer vacation however double check the duration of coverage and any exclusions at



http://studentcare.ca/rte/en/QueensUniversityAMS_Travel_Travel_Coverage&random=586

- Go through the QUIC Health Insurance Information Sheet to ensure you have adequate coverage out-of-country. See:



<http://quic.queensu.ca/wp-content/uploads/2013/11/QUIC-Health-Insurance-Questions-form-updated-with-new-website-info.pdf>

Avoiding Disease and Injury

Food and Water Borne Diseases

When travelling in low-resource countries consider the following:

- Boil it, Cook it, Peel it or Leave it!!
- Avoid unpasteurized dairy products
- Drink bottled water and use it to brush your teeth
- Bring water purification tablets



Insect Borne Diseases

- Be aware of insect borne diseases prevalent in the local region such as dengue, west nile virus, lyme disease and malaria
- If you are going to an area where malaria exists, consult your healthcare provider/travel clinic for antimalarial medication
- Avoid insect bites by covering exposed skin and applying permethrin insecticide to your clothing for greater protection



Environmental Exposure

- Especially in hotter climates, make sure you are using adequate sun protection
- Ensure you drink enough water to avoid dehydration and heat sickness



Injury Prevention

- Traffic accidents are the most common cause of death among travellers under the age of 50! Be aware of both traffic and pedestrian laws abroad.
- Be aware of the risk you are taking and make sure that your health insurance covers the any activities you intend to partake in

02 Travel Safety



Travel Advisories

Visit the Department of Foreign Affairs Trade and Development (DFATD) to find travel advisory warnings.



<https://travel.gc.ca/travelling/advisories>

Register with Registration of Canadians Abroad (ROCA) to ensure that in the event of a natural disaster or political unrest, the Canadian Government will know where you are and can assist you in getting back to Canada



<https://travel.gc.ca/travelling/registration>

YOU MUST COMPLETE PRE-DEPARTURE TRAINING, OCASP AND REGISTER FOR THE EMERGENCY SUPPORT PROGRAM (ESP).

Going Prepared

It is your responsibility to research your host country and gather site-specific information about health issues, environmental hazards, legal considerations and personal risks and emergencies. Consider the following:



How will you get to and from your accommodation to the clinic for work? Will you need to budget for daily transportation? Is walking safe?



What is the currency? If you are planning on using your bank/credit card make sure you call your bank before leaving so they don't freeze your account/cards with suspected fraud



Do you know the equivalent to "911" in your host country?



For more considerations check out the ESP research checklist
<http://quic.queensu.ca/wp-content/uploads/2013/11/QUIC-Site-Specific-Info-Sheet-updated-Aug-26-2011.pdf>

Emergency Action Plan

Click the QUIC logo to help you tailor your Emergency Action Plan **BEFORE** you leave!



Be sure to mark your email high priority with the subject line: **'URGENT'**



CAMPUS SECURITY

Collect calls are accepted 24 hours a day

613-533-6111



DR. JENN CARPENTER

WhatsApp:

255-685-973-110



OFFICE OF GLOBAL HEALTH

Email: ogh@queensu.ca



OCASP

Email: ocasp@queensu.ca

03 Cultural Awareness and Humility

Cultural Humility & Competency

- Cultural humility is the ability to acknowledge the limitations of your own cultural perspective and overcome this perspective in order to provide better care.
- It goes beyond simply acknowledging the differences between cultures and is a kind of "reflexive attentiveness" that requires a great deal of self-awareness.



To learn more about cultural humility visit <http://www.uniteforsight.org/cultural-competency>

Providing Culturally Competent Care

Learn about yourself and patients as a cultural being

- Consider historical events, migration, refugee movements, social and familial structures and influences, religious beliefs and practices, and the use of complimentary and alternative medicine
- Understand your own personal and cultural background in terms of beliefs about health, disease and treatment

Learn culturally appropriate communication skills

- You may need to adapt your interviewing skills to better accommodate with those whom are used to communicating in different manners

Apply cultural information and skills in clinical interactions

- listen to patients' perspectives, explain medical views and acknowledge similarities before recommending a course of action.
- Be open to negotiating plans

Social Etiquette

While standards of appropriate dress vary among cultures, you should always be dressed professionally to show respect and to avoid misunderstanding, embarrassment or offending locals. Please wear clean and conservative clothing that cover the knees, midriff and shoulders. In addition, it is your responsibility to research appropriate dress codes that pertain to your host country.

Standards of politeness and common courtesy also vary widely across cultures. Consider the following for local social etiquette:

- Greeting different people
- Tipping
- Giving and accepting gifts
- Table manners and eating customs
- Body language and gestures
- Attitudes toward sacred spaces

Check out some of MSF blog posts to hear other health professional's personal experience on global health elective



<http://msf.ca/blogs>



Cultural Shock:

A reaction to displacement from one's familiar environment. Common symptoms include:

- Feelings of frustration, loneliness, confusion, melancholy, irritability, insecurity and helplessness
- Unstable temperament or hostility
- Criticism of local people, culture and customs
- Oversensitivity/overreaction to minor difficulties
- Changes in eating and sleeping habits
- Loss of sense of humour

Phases of Cultural Adjustment

- 1 The Honeymoon Phase:**
Initial euphoria where everything is new, fascinating and exhilarating.
- 2 The Crisis Phase:**
You will experience the brunt of the symptoms of culture shock. Where cultural differences become more salient
- 3 The Recovery Phase:**
Gradual adjustment to your new environment and regaining of self-esteem and a more positive outlook.
- 4 The Adjustment Phase:**
Where you develop the ability to function in the new culture. Your sense of foreignness diminishes significantly. You become, in essence, bicultural
- 5 Re-entry**
The above cycle is repeated upon return to one's home country (ie. Reverse Culture Shock)

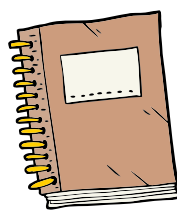




Reverse Culture Shock

Reverse culture shock doesn't have to catch you by surprise. Here are some tips to help you cope:

- Plan to experience boredom, isolation, disorientation and annoyance when you arrive home
- Stay in touch with people from your program and your hosts; they understand the experiences you went through
- Spend time reflecting on the meaningful aspects of your trip to help integrate your experience abroad into your identity
- Stay international and keep up-to-date with current events in your host country



It is possible to feel that there is nothing you can do to help the local area where you are volunteering. Consider journaling to reflect on the purpose of your trip, the positive and negative aspects of you being there and what you can continue to do once you return to Canada.



For more tips, read modules 3 and 11 at

<http://www.uniteforsight.org/cultural-competency/module3>

04 Language Competencies

You should ask the organization well in advance whether you will have access to an interpreter.

Interacting with the Patient

- Introduce yourself and the interpreter before beginning the interview
- Speak directly to the patient
- Pay attention to non-verbal cues
- Regularly repeat back to the patient what he or she tells you to let them know you are engaged



Interacting with an Interpreter

- Speak more slowly than usual
- Use simple language
- Speak 2-3 sentences at a time and pause to allow the interpreter to translate
- Maintain your role as the interviewer. After several interviews, interpreters may notice patterns in your questions. They may begin to "get ahead of you" and ask what they think will be your next question before you ask it. If this happens, politely ask your interpreter to wait for you to ask the question to the patient.



To learn more visit <http://www.uniteforsight.org/cultural-competency/module5>

Common Phrases and Medical Terms to Learn

Greetings

Hello	I'm great	Good evening
How are you?	Good morning	Goodnight
I'm doing well	Good afternoon	Goodbye
		See you later

Civilities

Please	Okay	What's your name
Thank You	Yes/No	I come from Canada
You're Welcome	My name is ---	Where do you come from?

Medical Terms

Patient	Hospital	Nausea	Dizzy	Main
Doctor	Fever	Vomiting	Cough	Body
Nurse	Headache	Diarrhea	Trouble Breathing	parts
		Sweat	Pain	

Other Phrases

Do you speak English?
 Sorry
 I don't understand
 I don't know
 I'm not able to
 Where is the ----?
 What time is it?
 I want/I don't want
 I want to go to ----
 Help us please
 I am not allowed to do that
 How much money?
 Very expensive
 Sorry, no money!

Check out these Apps to help you learn your hosts' language before you go!



Busuu



Memrise



Duolingo



Quizlet

05 Ethical Considerations

Global Health Ethics:

- The right thing to do, the basis for right and wrong, provides reasons for norms of behaviours
- Key to understanding the underlying social justice issues within global health (I.e. marginalization, power imbalances, oppression, poverty, etc.)
- Process applying global health values to health issues. These values include:

- 1 Humility
- 2 Introspection
- 3 Solidarity
- 4 Social Justice



Expectations of the Elective

Prior to departure, consider your motivation for embarking on a global health elective and take time to reflect on your personal motivations to determine what type of placement is best suited to your goals.

Choosing to participate in international electives to gain more hands-on experience or to practice procedures you would not be allowed to perform at home is UNETHICAL. Limited resources and health needs do NOT justify taking on role of a qualified doctor or other healthcare professional. It is your responsibility to ensure that the site supervisor is aware of your level of training and limitations. Furthermore, site supervisors/program coordinators are required to contact the Office of Global Health prior to the placement being approved.

The Working Group on Ethics Guidelines for Global Health Training (WEIGHT)

The WEIGHT guidelines are comprised of ethics and best practice guidelines for all stakeholders (eg. host institution, sending institution and trainees) involved with global health training experiences.

The guidelines address:

- The goal of mutual and reciprocal benefit
- The value of long-term partnerships for mitigating the adverse consequences associated with short-term experiences
- Characteristics suitable for trainees
- The need to have adequate mentorship and supervision for trainees
- Preparation of trainees
- Trainee attitudes and behaviour
- Trainee safety

**Don't forget to review
the full WEIGHT
Guidelines here!**



<https://www.ncbi.nlm.nih.gov/pubmed/21118918>

Common Ethical Challenges

Cultural Challenges

Eg. Religion and withdrawal of care.

Global Ethical Challenges

Eg. Subsidizing an expensive procedure for a family that cannot afford it.

Student Role Challenges

Eg. Being asked to provide care beyond your scope of practice.

Clinical Safety Challenges

Eg. Using Personal Protective Equipment when no one else uses it.

Travel Safety Challenges

Eg. Attending an illegal rally for gay rights.

Student Code of Conduct Overview



MEDICALLY

You are not to provide care without supervision, prescribe medication or perform procedures that you would not perform at home.

- Always respect patient confidentiality and be culturally sensitive when providing care

NON-MEDICALLY

- Do not engage in illegal activities
- Be mindful of cultural sensitivity and avoid having a negative impact on the local community
- Obtain adequate health insurance and all necessary vaccinations and prophylactic medications before departure
- Provide the Office of Global Health with an emergency contact both abroad and in Canada
- Acknowledge personal health and capabilities and maintain personal safety

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or click the image for more info!

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