

ISLCC

Operation  Smile
Student Programs

CONFERENCE INFORMATION PACKET

Version 1
April 20, 2022

Please read the enclosed information carefully.

Operation Smile | ISLC

Student Programs

Dear #ISLC2022 participant,

Welcome to Operation Smile's annual **International Student Leadership Conference (ISLC)**! We're eagerly awaiting this year's conference at the **University of Miami**, and we're excited to be back together in person. During our conference, which will take place from **July 18-24**, you will be learning, making new friends and gaining invaluable leadership skills.

You will also gain a greater understanding and passion for Operation Smile and the important role you play as an advocate for people born with cleft conditions. The conference will teach you new techniques to improve your club, provide new fundraising and awareness ideas, and connect you with other clubs in your region.

This year - 2022 - is very special for Operation Smile: Not only is the organization celebrating 40 years of transforming lives, but it also marks 30 years of ISLC. With that in mind, we want #ISLC2022 to both honor the past and get excited for the future. Our theme, "Love and Leadership," highlights the kickoff of Operation Smile's Next Decade of Love and Leadership. This is an effort to expand our care network and reach people living in distant regions in countries where we work. Meanwhile, the 90s feel and flair of our #ISLC2022 logo and other conference materials celebrate the decade when ISLC first launched.

But even as we celebrate the past and future, we hope you take the present as an opportunity to initiate positive change and inspire others to do the same. We hope you will challenge yourself, absorb new information and come out of the conference ready to reach out in your communities to make a difference.

All our lives have been changed forever by attending this conference and by being involved with Operation Smile. We are going to do everything that we can to make this the best experience that it can be for you. We challenge you to open yourself up to learning new things, making new friends and getting the most out of this conference that you can. If you do that, then this conference is sure to change your life.

We want to thank you for your commitment to Operation Smile and Operation Smile Student Programs.

For any questions about the conference, please email islc@operationsmile.org.

We cannot wait to see you this July in Miami!

The Student Programs Team

*Updated versions of this packet with further detailed information regarding the schedule, speakers, teams, dress code, packing list and more will be sent before the conference.



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UNIVERSITY OF MIAMI

A private research university with more than 17,000 students from around the world, the University of Miami is a vibrant and diverse academic community focused on teaching and learning, the discovery of new knowledge, and service to the South Florida region and beyond.

The university comprises 12 schools and colleges serving undergraduate and graduate students in nearly 350 majors and programs.



Most conference sessions and activities will take place at the University of Miami's **Lakeside Village** in the large exhibition space and other meeting spaces, including an auditorium, classrooms and pavilion.

Opened to students in fall 2020, Lakeside Village was built with a commitment to the integration of the various aspects of campus life into a single facility. The 12-acre village is comprised of 25 interconnected buildings and a multitude of outdoor spaces, including a grand courtyard, study spots, recreational spaces and outdoor terraces. The first floor and mezzanine level of the main structure serve as retail, event and office spaces.

Explore the U Miami campus via this [map](#).

Information here was taken directly from the University of Miami website.

PAYMENT INFORMATION

Your **final conference payment** is **due May 31, 2022**. Please pay the remaining fee according to your role in the conference. Remember, you can fundraise via your participant center for the remaining conference fee or make payments yourself according to your own timeline. If we do not confirm final payment by June 1, 2022, your registration will be terminated.



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- Student participants and Assistant Team Leaders, remaining fee due: \$750 USD
- Team Leaders, remaining fee due: \$350 USD
- Adult chaperones, remaining fee due: \$500 USD

REQUIRED PAPERWORK

Read, sign and email your [Registration Agreement and Assumptions of Risks and Indemnification Forms](#) to islc@operationsmile.org. ***This was due April 15, 2022. If you have yet to send in these forms, please do so as soon as possible.***

The following are due May 13, 2022:

- Complete your online [health form](#) and submit a scan or photo of your health insurance card or policy to islc@operationsmile.org.
- Complete your online [travel form](#) and submit your flight itinerary (if applicable) to islc@operationsmile.org.
- Complete your media release form (to be downloadable soon)
- Non-USA passport holders must submit a copy of your passport bio page (File titled as "First Name Last Name Passport") and USA visa to islc@operationsmile.org. *Please review visa requirements for your country's entry to the USA. All passports must be valid through January 2023 to enter the USA for this conference.

CONFERENCE CONDUCT POLICIES

International Student Leadership Conference policies are uniformly set and enforced for all students, regardless of age. For the safety and protection of our participants, participants either directly or, in the case of minors, through their parents or legal guardians agree to comply with and to be subject to the following policies:

- Attendance by all participants at all lectures, activities, and lessons is mandatory.
- Participants must always stay on campus, except during scheduled off-site events or as otherwise provided the ISLC TERMS, CONDITIONS, RESPONSIBILITIES, AND CONDUCT POLICIES. Under no circumstances may participants leave the premises at which the ISLC is being conducted except in the company or upon approval of an OSI staff/assigned volunteer.
- Each participant must abide by the nightly curfew and remain in the participant's assigned room from curfew until morning activities resume. Curfew is 10:30 p.m. unless otherwise stated by authorized OSI staff or assigned volunteer.
- Participants are required to wear appropriate clothing that is tasteful and modest for the time, activity, and standards of the host country's culture. Dress should be modest at all times. Although casual wear is acceptable, tube



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tops, sweatpants, short shorts, and miniskirts are never acceptable. Clothing must be clean and neat. Operation Smile staff retains the right to require students to change attire deemed inappropriate at any time.

- Male participants are not permitted in dorm rooms assigned to female participants, and female participants are not permitted in dorm rooms assigned to male participants. There is a zero-tolerance policy for sexual relations among participants and for a participant being in a dorm room with a member of the opposite sex. Violation of this policy will result in immediate dismissal from the ISLC and immediate return to the participant's travel point of origin.
- There is a zero-tolerance policy regarding possession and/or use of recreational drugs and alcohol by participants, irrespective of age. Any participant found in possession of or under the influence of any recreational drug, including but not limited to alcohol, will be immediately dismissed and returned to the participant's travel point of origin. Participants are not permitted to possess, smoke, or use any tobacco products during the ISLC.
- No weapons of any kind are permitted during the ISLC.
- Participants will comply fully with all lawful directions given by adult chaperones and OSI staff and conference leaders attending the ISLC. Participants must follow all safety rules and procedures in connection with physical activities and challenges offered to participants.
- In the event OSI determines in its sole discretion to dismiss a participant from the ISLC and to return the participant to the participant's travel point of origin, the participant or, in the case of a participant under the age of 18, the participant's parent or legal guardian shall reimburse OSI upon OSI's demand for all additional expenses incurred by OSI in connection therewith. Additionally, depending upon the conduct in question, participants may be subject to legal proceedings, including criminal prosecution, in the host country or elsewhere.

CULTURAL SENSITIVITY

Sensitivity to and respect for different cultures and social values is an essential component of Operation Smile and its mission. This is an international conference, with participants from around the world. Each ISLC participant is expected to refrain from behavior that is inappropriate or offensive to any conference participant. Areas of particular concern include maintaining an appropriate style of dress and using only verbal communication that is positive and nonpolitical.

TRAVEL INFORMATION

Participants are required to book their own transportation to and from Miami, and those traveling via airplane should book flights to and from **Miami International Airport (MIA)**.



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Operation Smile Student Programs will provide ground transportation from Miami International Airport (MIA) to the University of Miami on **Monday, July 18, 2022**, for **flights that arrive between 9 a.m. and 3 p.m. ET**. We will also provide return transportation to Miami International Airport (MIA) on **Sunday, July 24, 2022**, for **flights that depart between 8 a.m. and 2 p.m. ET**.

If you have any questions regarding travel, or if you're having trouble fitting within the transportation timeframes, please email islc@operationsmile.org before making final travel plans and booking your flights.

Before you depart via plane:

- Regularly check your itinerary online for any changes before departure. If there are any changes in your flights, please promptly notify Operation Smile staff at islc@operationsmile.org.
- Pack a change of clothes and any medications you need in their original containers with you in your carry-on luggage in case your checked luggage is lost. However, we encourage you to only hand-carry luggage.
- If flying internationally, bring copies of your passport and visa and flight itinerary. Keep them separate from their originals. Leave a copy at home with your parents or guardian.
- Bring actual copies of any prescriptions that are required for your health. Even though there is a label on your medicine, the actual prescription will help with any questions at customs.
- Arrive at the airport with enough time to check in. For international flights, we recommend that you arrive at the airport at least 2 hours prior to your departure time. The increased security creates long lines; please account for such delays.
- Show all of your itineraries at check in (the connection flight and hub flights) and make sure you check your bags all the way through to MIA.
- Wear an Operation Smile shirt on your travel day if possible!

Arriving in Miami (MIA)

- Upon arriving at Miami International Airport, proceed to baggage claim and collect your bags. Operation Smile staff and volunteers will be there to meet you after you have collected your bags and exited the baggage claim area. An exact airport meeting location will be included in the next version of this packet. Our Staff and Student Team Leaders will be wearing Operation Smile T-shirts and have Operation Smile signs. Please be on the lookout for us when you arrive.
- Operation Smile staff and student team leaders will direct you to the hire buses that will take you to the University of Miami.
- It may not be possible for you to contact your parents as soon as you arrive in Miami.
- For international students: If you need a physical address for your Customs Form, please use: 1320 S Dixie Hwy, Coral Gables, FL 33146.
- For students getting dropped off at campus: Operation Smile staff will email all participants that indicated on their travel form that they are being dropped off with exact locations a few weeks before the conference.



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LODGING

Operation Smile will provide you with a dorm room on campus. All participants and chaperones will be staying at the University of Miami's Pearson Residential College. All participants will have one roommate and share a "jack-and-jill"-style bathroom with another room (with two participants) of the same gender. You will not be permitted to switch rooms or roommates. In fact, roommate placements are done in the spirit that everyone will meet new people.

If you arrive to MIA before July 18, 2022, and/or depart after July 24, 2022, you must arrange your own lodging and transportation. Please contact Student Programs at islc@operationsmile.org if you are an international student outside of Miami that needs to come in early because of flight availability for options before you book to see what options are available. If you are an international student coming from Latin America or the Caribbean, please contact Gaby.sagel@operationsmile.org for options.



Image from the University of Miami [webpage about Pearson Residential College](#).

Also, keep close guard of your room key. ***If lost, you will be personally charged \$100 USD for the misplaced item.***

MEALS

Participants will receive breakfast, lunch, and dinner for the duration of the conference. Meals will begin at dinner on July 18 and end after breakfast on July 24. If you have special dietary needs, please indicate this in the required [Health Form here](#).

All conference meals will take place at the Mahoney-Pearson Dining Hall and will feature a buffet style setup. Participants will be able to pick and choose the options they'd like.

There are also a wide variety of restaurants on campus, should participants choose to go during free time. Meals outside of the ISLC schedule are not included in the



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registration fee and are at the expense of the participant. For a list of additional dining options, please visit <https://dineoncampus.com/miami>.

SAFETY

While Florida is a safe state to travel in, crime exists everywhere in the world. During the conference, participants are NEVER allowed to leave the campus or venue, unless they are with the whole conference group for a planned activity. Operation Smile will do everything possible to ensure participants' safety. During the conference, participants should listen to conference staff, adult chaperones, and student leaders when given advice or instructions.

There will be Operation Smile Staff, adult chaperones and campus security supervising the conference during the day and after-hours at night.

SOCIAL MEDIA

Families and friends are encouraged to follow our journey during the conference. Daily email blasts will be sent to registered parent emails. Our Operation Smile Student Programs social media channels will provide regular updates.

Instagram/TikTok/Twitter @osstudpro
Snapchat @opsmilestudpro
Facebook group: [Operation Smile Student Programs](#)

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q: WILL THERE BE ARRANGED TRANSPORTATION FROM THE AIRPORT TO CAMPUS?

A: Operation Smile will arrange transportation to and from MIA and UM on July 18 (between 8 a.m. and 1 p.m.) and July 24 (for flights between 6 a.m. and 10 a.m.). If you arrive or depart from a different airport, or on different days, you must find your own transportation.

Q: WHAT DOES ARRIVAL AND DEPARTURE TO AND FROM THE CONFERENCE LOOK LIKE?

A: By submitting your travel information, we group arrivals and departures into blocks. We will have staff and student leaders at the airport to greet participants. Participants are then led to our privately hired buses to take



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them to campus. Prior to the conference, directions will be provided on where to meet at the airport.

Q: WHAT WILL MY CHILD HAVE TO PAY FOR WHILE AT THE CONFERENCE?

A: Keep in mind that while three meals a day and lodging will be provided during the conference, the participant is responsible for extra charges for baggage, any souvenirs the student wishes to purchase, and food at the airport between connections, etc. It is encouraged to bring between \$200 and \$300 USD.

Q: WILL PARTICIPANTS HAVE THEIR OWN ROOM?

A: All participants, including chaperones, will share a room with one to two other participants. Operation Smile fosters a community of cultural exchange, so we create the rooming roster to allow for that experience. Roommate requests will not be honored.

Q: IF I HAVE TO BOOK MY OWN TRAVEL, HOW DO I KNOW IF ANYONE ELSE IS ON THE SAME FLIGHT?

A: During registration, there will be an option to share your information with other participants. If you choose yes, your contact information will be shared with others from your geographic area. It will be up to the participants and their families to communicate with the others to determine if you would like to be booked on the same flight. Operation Smile does not provide chaperoning of students from their home airport to Miami International Airport.

Q: WHAT IS UNACCOMPANIED MINOR ON A FLIGHT, AND WILL I HAVE TO BOOK MY TICKET WITH THAT?

A: Unaccompanied Minor is a special feature on an airline ticket which is an additional cost for a child under a certain age to travel alone. Costs and age limitations are determined by the airline, so check with your specific airline. Some may force you to purchase this option to travel internationally if your child is under a certain age. This feature also requires an assigned guardian to physically drop off the minor at the gate and another assigned guardian to physically pick up the child at the arriving gate.



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Q: WILL I NEED A PASSPORT?

A: All non-USA participants will need a valid passport to enter the USA. The passport must be valid for six months after the expected return date.

Q: WILL I HAVE TO GET A VISA TO ENTER THE USA?

A: If your country of residence requires a visa to enter the USA, it is your responsibility to secure it. We will ask for documentation of a valid passport and visa (if applicable) in the required forms packet for attendance. Visa invitations letters will be provided upon request to provide to your embassy and/or visa application.

Q: WILL I BE ABLE TO CALL HOME DURING THE CONFERENCE?

A: For international participants, there will not be access to an international phone to call home during the conference. The best option is Wi-Fi for use of such apps as WhatsApp, Viber, Skype, etc. If your parents have questions or concerns while you are away, the best way to contact Operation Smile staff is by email, islc@operationsmile.org.

Q: WILL I HAVE INTERNET ACCESS?

A: There will be WiFi on campus where all our activities are and in the dorm rooms.

Q: WILL I BE ABLE TO LEAVE CAMPUS DURING FREE TIME?

A: No. All students must remain on campus during free time.

Q: WHAT IF I GET SICK OR HURT?

A: If you are sick, you will be required to stay in a room in the medical suite, which will be monitored by one or more of the conference nurses. No sick participants will be allowed to stay in their own room, regardless of the medical issue. If there is an emergency that cannot be handled by the nurses or on-call physician, you will be taken to the closest hospital.

Q: WHAT ARE THE EXPECTATIONS REGARDING COVID-19?

A: Due to the nature of the International Student Leadership Conference (ISLC) – which is a large, weeklong, co-living, and international gathering –



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and in consultation with our Global Medical Quality and Oversight teams, Student Programs has determined that all participants must be vaccinated to participate in this event. As a global medical organization serving children and families who are medically vulnerable, we are committed to maintaining a high standard of care for our students, families, and communities. According to the World Health Organization as well as the U.S. Centers for Disease Control and Prevention, vaccination is the leading public health prevention and risk-mitigation strategy to protect individuals and communities from COVID-19. The CDC recommends that everyone 5 years and older receive all recommended COVID-19 vaccines, including any booster dose(s) when eligible. Additional measures in regard to our COVID protocol will also be in place to ensure the health and safety of our participants and guests, as well as the full enjoyment of the conference for all. We will have enhanced protocols, such as temperature checks, and medical professionals will be on staff to ensure the well-being and safety of our student leaders and chaperones.



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