

GROW COORDINATOR HANDBOOK

GlobeMed



GROW COORDINATOR HANDBOOK

Table of Contents

VISION, MISSION, CORE VALUES.....	1
GROW PURPOSE & GOALS.....	2
GROW 2015 TIMELINE & IMPORTANT DEADLINES.....	3
GROW COORDINATOR EXPECTATIONS.....	4
GROW TEAM GUIDELINES.....	5
RESOURCES: GROW TEAM APPLICATION.....	6-7
RESOURCES: LEADERSHIP & TEAM MANAGEMENT.....	8
GROW GRANTS.....	9
RESOURCES: GROW GRANT APPLICATION.....	10
GROW SAFETY & SECURITY.....	11-12
RESOURCES: GROW RISK MANAGEMENT & HEALTH FORMS.....	13
RESOURCES: STA TRAVEL.....	14
GROW TRAINING EXPECTATIONS.....	15
RESOURCES: HEALTH & WELL-BEING.....	16
RESOURCES: GLOBEMED NATIONAL OFFICE CONTACTS.....	17

GlobeMed Leadership Practices

In a world of constant change, GlobeMed uses our core values as a compass to keep us simultaneously grounded and nimble.

Dig Deep

To cultivate wisdom, we approach ourselves, our communities and the world with openness and curiosity.

See Possibility

In all people and situations, we see the ability to learn, connect, grow and contribute to positive change.

Grow Together

We accompany each other, cultivating a global community that inspires, challenges, and sustains us.

Be Bold

We put mission in front of ego and fear, doing what it takes to make the change the world needs.

Follow Through

We think what we say what we do.

Stay Authentic

We let ourselves be known, remaining grounded and humble even as we aim for the boldest vision.

The GlobeMed Approach

We use three strategies to strengthen the movement for global health equity. Through this approach, GlobeMed supports community health today and fosters the global health leadership and collaboration needed for tomorrow.



Developing Students into leaders for Global Health



Supporting the Health Impact of Grassroots Organizations



Building Collaborative Global Network to Advance Health



A Movement for Health Today and Health Tomorrow

Mission

GlobeMed aims to strengthen the movement for global health equity by empowering students and communities to **work together** to improve the health of people living in poverty around the world.

Purpose of GROW

The GROW Internship offers the opportunity for GlobeMed students to form relationships with members of their partner organizations and partner communities. It also allows the partner organization to better understand GlobeMed's work and mission, and to share resources and information that will help the partnership grow the following year.



Goals of GROW

1. To collectively reflect on the strengths and weaknesses of the previous year of partnership.
2. To engage in mutual learning & evaluation of the work that has been done in order to assess impact and opportunities.
3. To set a strategy for the upcoming year of partnership through development of a new Partnership Action Framework.

Deadlines + Important Dates for GROW 2015:

BY OCTOBER 1: GROW Coordinator for GROW 2015 must be selected

OCTOBER - DECEMBER: GROW Advising with National Office

BY DECEMBER 1: GROW Team for GROW 2015 must be selected and Team Roster must be submitted to National Office

DECEMBER 1: GROW Grant applications released

BY DECEMBER 31: GROW Grant applications must be submitted

JANUARY 21: GROW Grant decisions released

FEBRUARY 28-March 1: GROW Institute at Northwestern University
--> *mandatory for all GROW Coordinators and Grantees*

FEBRUARY 28: GROW Team's Risk Management Forms due at Institute

FEBRUARY-MAY: On-campus GROW Team weekly meetings

BY APRIL 1: All GROW Health Forms due to National Office
--> *everyone **must** submit health forms on this date **regardless** of departure date*

Every member of every GROW Team is expected to adhere to the dates listed above. The National Office does have the authority to remove somebody from a GROW Team and will act on that authority if deadlines are not met.

All deadlines exist for the purpose of maintaining quality of internship, safety & security of interns, and standardization of expectations & professionalism across the GlobeMed Network.

As Coordinator, you are responsible for ensuring that 100% of your team meets the deadlines above, particularly the submission of Risk Management Forms and Health Forms. These systems were created based on lessons learned from past internships and they exist to support you in cultivating a safe, secure, healthy, and productive experience.

GROW Coordinator Responsibilities & Expectations

The GROW Internship Coordinator is a member of a GlobeMed Chapter's Executive Board and leader of the GROW Team. The Coordinator should be familiar with and passionate about GlobeMed in order to act as an ambassador for the Chapter in the partner community.

GROW Coordinator Responsibilities:

- Attend the **2015 GROW Internship**
- Attend **weekly Executive Board meetings** throughout the academic year
- Attend a **GROW advising call** with National Office staff in fall 2014
- Select the **2015 GROW Team** with Co-Presidents' and Partner contact's support
- Attend **GROW Institute** at Northwestern University in spring 2015
- Lead at least **10 weekly GROW Team meetings** in spring 2015
- Communicate with partner contact to **coordinate the internship logistics**
- Complete all **evaluations** from the GlobeMed National Office

GROW Coordinator Expectations:

- Act as a **leader and mentor** to the GROW Team
- Act as a **liaison** between the GlobeMed National Office and GlobeMed Chapter
- Uphold & enforce all GlobeMed **safety and security** policies
- Assess challenges as they arise, **make important decisions**, and report them to the Director of Partnerships at National Office in a timely manner
- **Keep GlobeMed chapter informed** about GROW Internship updates
- Make appropriate **evaluations and assessments of impact** of the partner organization, project and partnership while on GROW
- **Report any team challenges**, including behavioral issues, health problems, and partnership concerns, to the Director of Partnerships at National Office in a timely manner
- **Represent the partnership** and partner's voice on the Executive Board
- Build **relationships with partner organization** staff
- **Bring the GROW Internship back** to the chapter meaningfully

"Expect the unexpected, be comfortable with the uncomfortable, learn to laugh at yourself, and go with the flow."

COURTNEY CURTIN, GROW 2012

Philosophy

Teamwork in GlobeMed is deeply rooted in our core values. Teamwork is first and foremost about accomplishing organizational goals through a process of mutual capacity building.

Team Expectations

1. Meet your commitments

In order for a team to function well, each member of the team needs to carry out their role. Once expectations are defined, hold yourself to your commitments. If you don't understand how your work fits into the team and the partnership's broader goals, don't be afraid to ask someone in your chapter, the National Office partnerships team or your partner contact for support.

2. Advance your own development

If you have specific interest areas for your personal and/or professional development, make it a priority to act on your interests. Discover your capabilities and the possible solutions to meeting them.

3. Adhere to the timeline

You should set the vision and work plan for your team at the beginning of the year. Once it's clear, adhere to it and set the team standard. If you're not able to meet a deadline, let your team know at least 3 days in advance.

4. Provide accurate and honest feedback

The most important part of team dynamics is the trust you have in one another. Avoid being passive aggressive by trusting that your team members want you to grow and develop as much as you want the same for them. Be honest about your hopes and needs, and address issues with a team member directly. Avoid gossip, treat others as you want to be treated, and remember that everybody comes to the team with a different framework. Be sensitive while maintaining honest and open communication.



GROW 2015 Team Application

This is a recommended template application. You can edit it as necessary for your partnership. We also recommend having specific internship positions for interns to apply to, proposed by the partner organization or created based on shared goals (e.g., media, M&E, research, etc.).

PROCESS

Nov 7: Application due to GROW Coordinator

Nov 14: Eight applicants selected for interview with GROW Coordinator and Partner Org contact

Nov 17-26: Interviews conducted // Decisions made by GROW Coordinator and Partner Org contact

Dec 1: GROW Team finalized

APPLICATION

Full Name:

Email Address:

Phone Number:

Date of Birth:

Citizen of (country):

Year in school:

Language proficiency (not required):

Major(s)/Minor(s):

1. Describe your involvement with GlobeMed, including your contributions and the skills you've gained.
2. How do you envision yourself contributing to GlobeMed in the future?
3. List your top three goals for the GROW Internship with a brief explanation for each.
4. Share your greatest hopes for the future of the partnership. What impact do you see it having?

Resources: GROW Team Application

5. List what you believe are your top three personal strengths and opportunities for growth with a brief explanation of each.
6. List your top three personal core values and how you hope to live them out on a GROW team of 3-5 interns.
7. Define what *team* means to you.
8. Describe a time when you experienced difficulty adapting to a new culture -- either in the US or abroad. What did you do to address it and how would you prevent or manage that difficulty on the GROW Internship?
9. Describe how you plan to pay for the GROW Internship.
10. What is the role of a GROW Intern in the partnership and how do you plan to maximize that in Fall 2014?
11. Describe how you hope to contribute to the partnership during and after GROW. What creative element will you bring?
12. If you could connect your partner organization to any person or institution in the world, who would it be and why?

ADDITIONAL MATERIALS

Please submit the following materials to the GROW Coordinator.

Parent Letter of Recommendation

Brief, signed letter stating that your parent(s) is aware of your decision to apply for the GROW Internship and a confirmation that they understand the purpose and cost.

Doctor Letter of Recommendation

Brief, signed letter stating that your doctor confirms you are physically and mentally healthy enough to travel to the partner country for the length of the internship.

NOTE FOR COORDINATORS: *Once you have a team, you must submit your team roster to the **GROW 2015 TEAM ROSTER FORM.***

On Holistic & Authentic Leadership

A practice guide for authentic leadership towards sustainability

[The Lotus](#)

On Being a Strong Team

A group of people working together does not automatically equal a team. Through hard work, time spent together, and attention to team process, groups can evolve into high performing teams.

[A Note on Team Process](#)

On The Power of Questions

To help people develop, you must first help them become aware, on their own terms, of the need to change. To do that, you ask questions.

[Questions are the Leader's Most Powerful Tool](#)

On Seeing the Best in Others

Viktor Frankl, psychiatrist and Holocaust survivor, on unlocking the best in human potential.

[Viktor Frankl - The Search for Meaning](#)

On Why We're Doing All of This

Paul Farmer's "This I Believe" recording from NPR with photos taken at PIH sites around the world.

[Paul Farmer - "This I Believe"](#)

Our callings are found in the places where our 'deep gladness' and the 'world's deep hunger' meet, on the holy ground where our heart's desire comes together with that the world needs most from us.

[A Sacred Voice is Calling - Jon Neafsey](#)

On Becoming a Great Non-Profit

The leaders of truly great organizations were "humble, with stoic will ... ambitious first and foremost for the cause or the work, and willing to do anything to make [it] come out best."

[Good to Great: Lessons for the Social Sector - The Bridgespan Group](#)

Each *individual* member of the GROW Team is responsible for his or her own fundraising for the GROW Internship. While the National Office does provide grants for some GROW Interns, we only expect to be able to meet the need of about 40-45% of Interns for GROW 2015.

Getting Started - GROW Fundraising

You should strongly encourage your team to start their fundraising at your university. Many American colleges and universities provide support for students to have international and leadership development experiences. Even if you have heard that your school is not included, don't settle until you have assess all of your options. To start with, consider the following:

- Does your school have an office focused on global engagement? Ask them about research or experiential learning grant opportunities.
- Does your school have work study opportunities for the summer that do not have to be located on campus?
- Does your school have a research office? Ask them about research grants.
- Does your study abroad office have information on how students can "create their own" learning abroad experience and get funding or academic credit for it?
- Are you familiar with a particular university department that has research needs or interests? For example, maybe the Health Sciences department is curious about how religion influences malnutrition rates in Southeast Asian countries. If they are, they could be willing to fund your internship to Cambodia, for example.

American colleges and universities typically have excessive resources. Let's make sure we get creative, tap into them, and utilize them to advance health and social justice.

GlobeMed National Office GROW Grants

The National Office provides some funding for GROW. The most common type of funding is from the Global Health Fellows Program-II. This program and the grant requirements are explained in detail in the GROW 2015 Grant Application.

GlobeMed National Office GROW Grants

The GROW 2015 Grant Application will officially open on December 1, 2014. It can be found at this link: [GROW 2015 GRANT APPLICATION](#)

Prior to completing the application, there will be two essential steps:

1. If an applicant does not already have a FAFSA form, he or she must complete the **GlobeMed Financial Assessment (GFA)**. This will be sent to all GROW Interns by email on December 1. The Assessment will give each individual a GFA Number. This number must be entered into the appropriate space on the grant application.

Important Note: *If you do not submit your Team Roster by December 1, your team members will not receive the GROW Grant information.*

2. Applicants must have a detailed GROW budget ready to submit by the time your application is submitted. ALL applicants must submit the budget, and it should be informed by costs given from your partner and/or former GROW team. You will receive an Excel sheet template on December 1 to complete and upload to your application.

All grant applications are assessed on three main criteria:

1. **Financial Need:** First and foremost, GlobeMed prioritizes financially disadvantaged students who otherwise would not be able to attend the internship. If you do not have at least 40% of your tuition covered by some type of financial aid, it is unlikely you will receive a GROW Grant. However, you are still welcome to submit an application and try.
2. **Commitment to & Understanding of GlobeMed Partnership:** The GROW Internship exists for the purpose of furthering the partnership. GlobeMed prioritizes grants to interns who can communicate how they will use this experience as a way to ignite partnership energy.
3. **Long-term Commitment to Global Health:** The GROW Internship can also be a catalyst for igniting passion in interns who want to commit to a life of leadership for global health. This does not mean that we prioritize grants to people who want to do Doctors Without Borders; it means that we prioritize grants to people who understand the interdisciplinary nature of global health and seek to advance it through their own individual skill sets.

Please Note: The National Office staff does everything it can to provide grants to all qualified applicants. However, we are also fundraising. If you do not make the first round of grants, we will put you on a wait list as we continue to look for new outlets of raising funds.

GROW Risk Management

Safety and security of interns is the highest priority of the GlobeMed National Office. While we are not able to prevent accidents and some other situations, we have extensive safety and security measures in place in order to prevent as much as we can and we depend on GROW Coordinators to help us uphold and enforce the basic standards.

There are a few specific measures that GlobeMed has in place in order to continually assess the safety and security of a partner community.

1. International SOS - In order to determine the safety of a particular location prior to adding a partner, GlobeMed utilizes International SOS's security service. Below is an overview of how International SOS rankings influence GROW decisions:

- **Low** or **Medium**: the location is considered safe for a GROW Internship.
- **High**: GlobeMed's Director of Partnerships has conversations with individuals in the community to determine whether or not the site is safe enough for a GROW Internship.
- **Extreme**: GlobeMed students are not allowed to travel to the site.

This review process is conducted for each partner community on an annual basis prior to the acceptance of GROW Internships.

GlobeMed students can access International SOS rankings by using Membership ID 11BCAS000003 on www.internationalsos.com.

2. Site Assessments - GlobeMed's staff make assessments of each partner community at least once every three years. This allows us to observe a "day in the life" of a GROW intern and determine risk factors. There is also a **Site Safety Manual** for each partner community that has been created by GROW Coordinators. If you do not have access to yours, email partnerships@globemed.org to request a copy.

3. GROW Emergency Fund - GlobeMed has an annual fund that could be used in case of an emergency on a GROW Internship. This money could be used to fly students out of the country, or to send GlobeMed's Director of Partnerships to a site in order to provide support. *If anything happens to one of your team members, contact the Director of Partnerships immediately at alysa@globemed.org to assess if the Fund or another option needs to be utilized.*

4. State Dept. Registration & Medical Evacuation Insurance - All GROW Interns are required to register the internship with the US State Department. The reason for this is that the State Dept. will evacuate all American citizens from a country in the case of a natural disaster or crisis, but you must register for them to know you are there. You can learn more and register at this link: <https://step.state.gov/step/>. Interns are also required to receive Medical Evacuation Insurance.

GROW Crisis Management

In addition to GlobeMed's commitment to prevent as much risk as possible, we have determined a crisis management procedure in case of emergency. The procedure is categorized by the threat level of the event; these levels and common activities within them have been laid out in the table below. It is the responsibility of the GROW Coordinator to ensure that everyone on the team is aware of these protocols and to get in touch with the Director of Partnerships immediately if any Medium, High, or Immediate risks occur on the GROW Internship.

Risk Rating	Action Needed	Example Incidents
Informational Request/ Perceived Emergency	No immediate action needed	<ul style="list-style-type: none"> - Sensationalized media reporting of overseas event - Anxiety of family member or friend in US with little or no factual evidence of risk
Moderate Risk	Action needed by GROW Coordinator	<ul style="list-style-type: none"> - Theft - Loss of passport - Mild sickness or injury requiring medical attention - Minor behavioral issue noted by partner
Medium Risk	Action needed by GROW Coordinator Non-urgent action needed by GlobeMed National Office staff	<ul style="list-style-type: none"> - Interns' travel difficulties resulting in students needing assistance - Interns/partner relationship issues threatening to end the internship
High Risk	Action initiated immediately by GlobeMed National Office staff and completed within two days	<ul style="list-style-type: none"> - Significant code of conduct breach requiring dismissal discussion - Deterioration of intern(s) physical or mental health - Pandemic in partner country - High risk gang activity in partner community - Terrorism threat in partner community - Political coup or civil unrest
High, Immediate Risk	Action initiated immediately by GlobeMed National Office staff and completed within one day	<ul style="list-style-type: none"> - Serious physical/mental illness or accident - Kidnapping/missing student - Natural disaster - Immediately threatening disease outbreak in partner community

Important Forms & Deadlines

There are four processes that are **essential** for each GROW Team to go through in order to uphold the safety and security expectations for the GROW Internship. As Coordinator, you are responsible for ensuring that everything is completed *accurately and on time*.

1. EMERGENCY AND RISK MANAGEMENT FORM -- DUE FEBRUARY 28 BY ALL INTERNS

This form requires interns to submit their emergency contact information, in-country emergency information, and risk management agreements. The risk management agreements will be sent by email to all interns and must be uploaded to this form.

When you arrive at GROW Institute as Coordinator, we will expect that ALL interns on your team have submitted this form by then. If they have not, you will be required to take time at GROW Institute to work with them (regardless of whether or not they are at training) to get all of this information submitted. None of it requires them to have vaccines, flights, or parent signatures, so it should not be a problem for anybody to complete the form by the end of February.

2. FLIGHT AND STEP INFORMATION FORM -- DUE APRIL 1 BY ONLY GROW COORDINATORS

This form should be submitted by ONLY the Coordinators of the teams. You should have your State Department STEP Registration information and your flight itineraries ready to complete the form. If you are not traveling on the same flight as the rest of your team, you should have ALL team members' flight itineraries ready to submit by April 1.

3. HEALTH INFORMATION FORM - DUE APRIL 1 BY ALL INTERNS

The Health Information Form will be sent to all interns by email with the risk management agreements. Regardless of your GROW Internship departure date, all interns **MUST** submit their health information, including confirmation that vaccinations have been completed, by April 1.

Please plan ahead for this, keeping in mind you will need to make appointments at a Travel Clinic before you can get vaccinated.

4. DOCTOR'S APPROVAL - DUE APRIL 1 BY SOME INTERNS

After completing the Health Information Form you will get a notice about whether or not you require a doctor's note. If you have any chronic or long-term conditions you will have to get a note. This is both so that the intern has the opportunity to discuss any health challenges they are concerned about and so the National Office can support interns through any health challenges that may arise. ***Please be honest with your primary care physician about any and all health challenges, specifically mental health concerns. More likely than not, if you have previously faced a mental health issue, it will flare up and potentially get worse on GROW.***

Flight & Insurance Logistics

This year GlobeMed has started a partnership with STA Travel to make booking your flights a breeze. You can work with STA Travel to book flights in one of three ways:

1. **[GlobeMed / STA Web Portal](http://b2b.statravel.com/GlobeMed/globemed_form.html)** — By clicking this link (http://b2b.statravel.com/GlobeMed/globemed_form.html), you will be directed to a GlobeMed-specific portal to connect with an STA Agent. Just fill in the information and they will respond to you with flight options.
2. **Call STA Travel at 1-800-230-6421 and note that you are a GlobeMed GROW Intern.**
3. **Email STA Travel at globemed@statravel.com.**

If you decide to book your GROW flights through STA Travel, you have the following opportunities:

If you do not receive a grant from GlobeMed...

You have the option to do the “Book Now, Pay Later” Airfare Deposit Program with STA. This allows you to book your flight and put down a \$300 deposit, and then pay the rest 7 days before departure. That should allow you some time to raise funds or save.

If you do receive a grant from GlobeMed...

We will work out your flight payments directly with STA Travel, up to the grant amount you receive. For example, if you receive a GROW Grant from the National Office totaling \$2,000 and the flight you select is \$1,800, we will send the \$1,800 directly to STA Travel and send you the remaining \$200. If your flight is more than the amount you receive in grant funding, you are responsible for the remaining payments. For example, if you receive a GROW Grant from the National Office totaling \$2,000 and the flight you select is \$2,200, we will send \$2,000 directly to STA Travel and YOU should pay the remaining \$200 directly to STA Travel.

*Both of the above options should significantly reduce the barriers that money poses to purchasing flights. **So purchase your flights early!!***

STA Travel also offers Health & Travel Insurance options. Speak with your STA Travel Agent for details, and check out the [GROW Training Site](#) for additional insurance options.

Please contact Ashly Ortiz at STA Travel with questions: aarooth@statravel.com

Pre-Departure GROW Institute

ALL GROW Coordinators and Grantees are required to attend GROW Institute in Chicago, IL. This year Institute will be **February 28-March 1**. There is an application process in January to receive funds for a flight and the Training is free for Coordinators and Grantees.

In addition to the in-person GROW Institute led by the National Office, you are required to have weekly team meetings on campus to prepare for the specifics of your GROW internship. By using the [GLOBEMED GROW TRAINING SITE](#), you can review some of the most important resources in five phases:

- 1. LEARN** - resources on travel, storytelling, culture, and GlobeMed partnerships
- 2. TEAM DYNAMICS** - case studies and resources on team bonding, culture shock, and diversity
- 3. PLANNING** - sample workstream and resources for planning, hosting meetings, and completing projects
- 4. BRINGING GROW BACK** - host a brainstorm with your chapter to explore creative ways they want you to bring GROW back to them
- 5. TOOLBOX** - resources on asset mapping, m&e, research, personal and team reflection, and media collection

*“The more you learn, the more you realize how little you know, right? I think that might be the most valuable lesson of all – Global health and social justice are so complicated. They are always changing, they a part of every industry and economy and political party, and they require dedication. You are always on your toes, and you must always look at things with a critical eye from every perspective. **It’s not easy, and it shouldn’t be, because if you’re not challenging yourself and others to tackle problems with innovative strategies, you risk groupthink and overlooking key facts. I value my GROW team so much because each of us brought to the table something different that resulted in a dynamic approach to our project. Teamwork and partnership are solid – they aren’t the easiest things to do but they get you far.**”*

- KARLI LAWSON, GROW 2012

“When I dare to be powerful, to use my strength in the service of my vision, then it becomes less important whether I am unafraid.”

— **Audre Lorde**

Loving Kindness - by Sharon Salzberg

<http://goo.gl/qfq9m>

Full-Catastrophe Living - by Dr. Jon Kabat-Zinn

Stress Reduction & Mindfulness

<http://www.amazon.com/Full-Catastrophe-Living-Wisdom-Illness/dp/0385303122>

When Things Fall Apart - by Pema Chodron

Heart Advice for Difficult Times

<http://www.amazon.com/When-Things-Fall-Apart-Difficult/dp/1570623449>

On Being Wrong - TED Talk by Kathryn Schulz

http://www.ted.com/talks/kathryn_schulz_on_being_wrong.html

Stroke of Insight - TED Talk by Jill Bolte-Taylor

http://www.ted.com/talks/jill_bolte_taylor_s_powerful_stroke_of_insight.html

The Power of Vulnerability - TED Talk by Brené Brown

http://www.ted.com/talks/brene_brown_on_vulnerability.html

Listening to Shame - TED Talk by Brené Brown

http://www.ted.com/talks/brene_brown_listening_to_shame.html

8 Secrets of Success - TED Talk by Richard St. John

Worth watching just for his definition of "crap"

http://www.ted.com/talks/richard_st_john_s_8_secrets_of_success.html

The Fringe Benefits of Failure - TED Talk by JK Rowling

http://www.ted.com/talks/jk_rowling_the_fringe_benefits_of_failure.html

National Office Support & Communication

First and foremost, the National Office staff is *always* available for you to help address GROW-related questions, concerns, etc. You can get in touch by email if it is a non-urgent question or concern, or by phone if it is an urgent question or concern.

PRE-GROW NON-URGENT QUESTIONS/ CONCERNS:

Email: partnerships@globemed.org for someone on Partnerships Team | alyssa@globemed.org for Director of Partnerships | anupa@globemed.org, caroline@globemed.org, or rosalind@globemed.org for your Chapter Advisor (ask your Co-President if you do not know who your Chapter Advisor is)

ON-GROW NON-URGENT QUESTIONS/ CONCERNS:

Email: alyssa@globemed.org for Director of Partnerships | anupa@globemed.org, caroline@globemed.org, or rosalind@globemed.org for your Chapter Advisor

URGENT QUESTIONS/ CONCERNS:

Phone:

Alyssa (Director of Partnerships): 724-355-4683

If you cannot get in touch with Alyssa, first call your Chapter Advisor. If you cannot get in touch with them, call the Chief Operating Officer, Alina.

Anupa: 702-875-1015

Caroline: 415-335-8347

Rosalind: 970-216-0913

Alina: 703-371-9698

If you are questioning whether or not it is appropriate to email or call a National Office staff member, you can use the Crisis Management Protocols laid out on page 12 of this handbook, or you can simply send the email or make the call. **It is always safer to take the step to communicate rather than remain silent.**