

READ CAREFULLY!

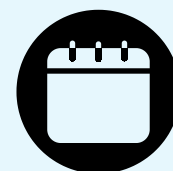


Operation  Smile

ISLC 2025
CONFERENCE
PACKET NO. 1

**WHERE:**

University of Maryland,
College Park, Maryland, USA

**WHEN:**

July 21-27, 2025

Dear participant,

Welcome to Operation Smile's annual International Student Leadership Conference (ISLC)! We're eagerly awaiting this year's conference at University of Maryland, and we're excited to have you with us. During our conference, which will take place from July 21-27, you'll learn, make new friends, and gain invaluable leadership skills.

You'll 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.

Please do make sure to read this conference packet (and future packets) carefully. It will help you prepare for the fun week ahead of us.

Thanks from the Student Program staff!

Operation  Smile
welcome

the theme of islc 2025 is ...

‘LEAD WITH HOPE’

**Together, we’re going to
take hope to the next level**

“Hope” is the key word for Operation Smile as we work toward bringing care closer to more people around the world. As part of our Operation 100 campaign – which we officially launched in March this year – we’re bringing essential surgical care closer to patients’ homes by investing in frontline health workers and strengthening district hospitals. This means we’ll start by equipping 100 cleft operative teams with advanced skills, essential equipment, and enhanced health care infrastructure across 100 hospitals around the world.

While “hope” is defined as a positive feeling for the future, we’re asking all of you to take action now and help us bring this feeling of hope to the families and communities we serve worldwide – like Adolphe of Rwanda, pictured right.



**Click to
read
Adolphe’s
story.**

Operation  Smile
theme



univofmaryland

a welcome from our support team at the university of maryland



We're delighted to welcome you to the University of Maryland! As one of the United States' top public research institutions, UMD offers an inspiring setting where leadership, innovation, and tradition come together.

Founded in 1856, our university has grown into a vibrant community of more than 40,000 students representing all 50 U.S. states and over 100 countries. We are proud to be a place where diversity of thought and background drives creativity and impact. One of the nation's preeminent public research universities, UMD capitalizes on its location just outside a global center of research, policy, tech and culture to provide exceptional opportunities to learn, innovate and serve the public good.



During your visit, be sure to stop by one of the iconic Testudo statues—a beloved campus symbol said to bring good luck.

Just minutes from Washington, D.C., and Baltimore, our location offers unique access to some of the nation's most important cultural, political, and historical landmarks. We're excited to share the spirit and energy of College Park with you.

Enjoy your stay and make the most of your time here at the University of Maryland!

Jennifer Bradley

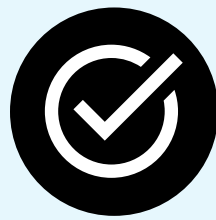
*Senior Program Manager,
Conferences & Visitor Services*

Photo courtesy of the University of Maryland

Operation  Smile

welcome

what to keep in mind as we count down to the conference



REQUIRED PAPERWORK

The following are due by June 15, 2025:

- Code of Conduct Form
- Health Form
 - Copy of your health insurance card
- Media Release Form
- Travel Form
 - Copy of your ID (USA REAL ID or passport & visa)
 - Copy of your flight itinerary

All forms will be available on May 15, 2025. You will receive an email from Adobe Sign to complete - please be sure to check your spam folder.

**Please review visa requirements for your country's entry to USA. All passports must be valid through January 2026 to enter the United States of America for this conference.*



PAYMENT INFORMATION

If you have only paid the registration fee of \$250, your final conference payment is due May 31, 2025.

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 15, 2025, your registration may be terminated.

You may complete this payment on the [ISLC Website](#).



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. Participants are expected to refrain from behavior that is inappropriate or offensive to another participant. This may include, but is not limited to, maintaining appropriate attire and using constructive communication.

Operation  Smile

reminders

conference conduct policies: what we expect

ISLC policies are uniformly set and enforced for all students, regardless of age. For the safety and protection of everyone involved, participants directly, or in the case of minors, through their parents or legal guardians, are subject to and agree to comply with the following policies.

OSI staff have the right to enforce these disciplinary actions as needed and are subject to change due to circumstances.

Participants will comply fully with all lawful directions given by adult chaperones and OSI staff and conference leaders attending the ISLC 2025. Participants must follow all safety rules and procedures in connection with physical activities and challenges offered to participants.

- Attendance by all participants at all lectures, activities, and lessons is mandatory.
- Participants must wear appropriate, tasteful and modest clothing for the time, activity, and standards of the host country's culture. Clothing must be clean and neat. Although casual wear is acceptable, we ask that you refrain from wearing the following items during our conference gatherings: tube tops, crop tops, sweatpants, pajama pants, short shorts, miniskirts and other clothing of similar fashion. Operation Smile, Inc. (OSI) retains the right to require any participant to change attire deemed inappropriate at any time.
- Participants of the opposite gender may interact in public, common areas only. Participants of the opposite genders are not allowed in one another's room at any time, even if the door is open. No exceptions.
- Curfew is 10:30 p.m. unless otherwise stated by authorized OSI staff or assigned volunteer. Each participant must abide by the nightly curfew and remain in the participant's assigned room from curfew until morning activities resume. Room checks will be conducted at curfew and periodically throughout the night by OSI staff and volunteers.
- **There is a zero-tolerance policy regarding the following:**
 - Theft of any kind, whether it is personal belongings, public property, or other
 - Environmental or bodily harm to anything or anyone
 - Possession and/or use of recreational drugs, tobacco, or alcohol by participants, regardless of age
 - Sexual relations among participants
 - A participant being alone in a dorm room with a member of the opposite sex at any time
 - Weapons of any kind

Operation  Smile

conduct



preparing for your journey to college park

Participants are required to book their own transportation to and from Washington DC; those traveling via airplane should book flights to and from Dulles International Airport (IAD).

Operation Smile Student Programs will provide ground transportation from Dulles International Airport (IAD) to the University of Maryland on Monday, July 21, 2025, for flights that arrive between 6 a.m. and 3 p.m. local time. We will also provide return transportation to Dulles International Airport (IAD) on Sunday, July 27, 2025, for flights that depart starting at 6 a.m., local time. Buses will be going to the airport all morning and the last bus will leave at 12 pm local time.

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.

Operation  Smile
travel, part 1



BEFORE YOU DEPART VIA PLANE

- Regularly check your itinerary online for any changes before departure. If there are any changes to your flights, please promptly notify Operation Smile staff at islc@operationssmile.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. We encourage you to bring only carry-on luggage.
- If flying internationally, bring copies of your passport, visa (if applicable), 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 your itineraries at check in (the connection flight and hub flights) and check your bags all the way through to IAD.
- Wear an Operation Smile shirt on travel day if possible!

If you need a physical address for your Customs Form, please use College Park, MD 20742 USA.



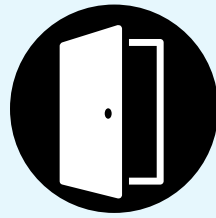
ARRIVING AT DULLES INTERNATIONAL AIRPORT

- Upon arriving at Dulles International Airport (IAD), 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 Operation Smile staff and student Team Leaders will be wearing Operation Smile T-shirts and have Operation Smile signs. Please be on the lookout for us!
- Operation Smile staff and student Team Leaders will direct you to the buses that will take you to the University of Maryland.
- It may not be possible for you to contact your parents as soon as you arrive in Washington DC – you will have wi-fi upon arrival at University of Maryland.
- For participants getting dropped off at the University of Maryland, Operation Smile staff will email all participants that indicated on their travel form that they are being dropped off in exact locations a few weeks before the conference.
- For participants driving and leaving their cars at the University of Maryland, parking is available for \$20 a day. The parking fee is the participant's personal responsibility and is not covered under the conference fee.

Operation  Smile

travel, part 2

a look at accommodations during the conference



LODGING

Operation Smile will provide you with a room. All participants will have one roommate of the same gender and share a double bed residential hall with a share bathroom. 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 before July 21, 2025, and/or depart after July 27, 2025, you must arrange your own lodging and transportation. If you are a participant outside the USA that needs to come in early because of flight availability, please email islc@operationssmile.org for options before you book to see what options are available.

If you are coming from Latin America or the Caribbean, please contact Gaby.Sagel@operationssmile.org; if you are from Europe please contact Anna.Scotti@operationssmile.org; and if you are from other region outside the USA please contact Carlos.Veron@operationssmile.org for options.

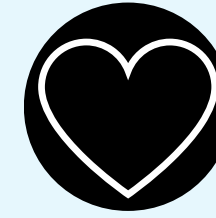


MEALS

Participants will receive breakfast, lunch, and dinner during the conference. Meals will begin at dinner on July 21, 2025, and end after breakfast on July 27, 2025.

If you have special dietary needs, please indicate this in the required Health Form (found in your email via Adobe Sign starting on May 15).

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



SAFETY

Operation Smile takes the safety of our participants very seriously. During the conference, participants are NEVER allowed to leave the university campus, 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 University security supervising the conference during the day and after-hours at night.

Operation  Smile
your stay

frequently asked questions

QUESTION: Will there be arranged transportation to and from the airport to University of Maryland?

ANSWER: Operation Smile will arrange transportation to and from IAD and the University of Maryland on July 21, 2025 (between 6 a.m. and 3 p.m. local time) and July 27, 2025 (last bus will leave the university at 12 p.m. local time). 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 that will take them to the hotel. Prior to the conference, directions will be provided on where to meet at the airport.

Q: Is there a way to book the same flight as others coming from the same areas? How will I know?

A: If you are interested in being on the same flight as other participants, please email islc@operationsmile.org to confirm common flights prior to booking. 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 IAD.

Q: Do I need to bring money for 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. Remember that we do host our “Shop for Smiles” night during the conference, where participants can purchase souvenirs from other countries as well as Operation Smile gear. We encourage you to bring between \$100 and \$200 USD in small bills.

Q: Will all participants have their own rooms?

A: All participants, including chaperones, will share a room with one other participant. 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.

Operation  Smile

faq, part 1

Q: What is an unaccompanied minor flight ticket? Do I need one?

A: Unaccompanied Minor is a special feature on an airline ticket that 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 your parents to purchase this option to travel internationally if you're 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.

Q: Do I need a passport?

A: If you are flying within the USA as a U.S. resident, you will need a REAL ID (please visit www.tsa.gov/real-id for details). If you are flying outside of the USA as a non-USA citizen, you will need a valid passport. The passport must be valid for six months after the expected return date.

Q: Do I need a visa?

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 all 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 you have questions or concerns while you are away, the best way to contact Operation Smile staff is via email at islc@operationssmile.org.

Q: Will I have internet access at the University of Maryland?

A: There will be Wi-Fi throughout campus.

Q: Will I be able to leave the campus during free time?

A: No. All participants, including chaperones, must remain at the University of Maryland 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.



@operationsmile / @osstudpro / operationsmile.org