



**Summer  
Study Abroad  
2010**

**2010**

**SUMMER  
STUDY  
ABROAD**

**FACULTY HANDBOOK FOR  
OFF-CAMPUS PROGRAMS**



# University of Richmond

## School of Continuing Studies

### 2010

## FACULTY HANDBOOK FOR OFF-CAMPUS PROGRAMS

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This handbook was written for faculty members and resident directors who are responsible for students off campus. It covers the important issues of health and safety abroad, as well as what to do in case of an emergency. The staff of Continuing Studies and the International Office is prepared to help you. If you are not offering your course

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or program in conjunction with another the University of Richmond faculty member you  
should identify one or two students on your program who could help you in case of an  
emergency.

*The University of Richmond Office of International Education and School of Continuing  
Education would like to express its appreciation to Rollins College, the Institute for  
Shipboard Education and Grand Valley State University for sharing their documents for  
the purpose of creating this manual.*

## Orientation

All field studies and semester off campus must have an orientation prior to departure that covers the following points. Faculty should also plan for an additional orientation for students on arrival.

**Make sure to cover:**

## Practical Details

- Passport/Visa information
- Itinerary, with contact information
- Packing information
- Health and safety, including emergency contact details
- Financial issues
- What is covered in the course?

## Cultural Sensitivity

- American cultural traits
- U.S. role in politics as it relates to the areas where you are going
- What are some of the political/economic issues in the country and region?
- What are the communication patterns, social structure, religious beliefs and cultural practices?
- What are the general characteristics of male/female roles?
- What follow-up, independent preparation can the students be doing?
- What books might they read?

## Expectations

- Academic expectations
- What do the students want to achieve?

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- What can they expect from the instructor?
- How can they contribute to the course?
- What are their concerns?
- How will they get along in a group situation?

## Health and Safety

- What are the safety issues in the area where you will study?
- What are the health issues?
- What are the group's issues concerning safety (women out alone, men accompanying women, etc.)

## Alcohol and Drug Policy

- Alcohol and drug policy abroad
- Consequences of alcohol and drug use/abuse

## Course/program budget

Please keep in mind that the budget for the program is based on the fees paid by the students. We all have an obligation to be good stewards of the amounts paid by students to participate in these programs.

If necessary, you can request an advance for small charges that you will personally pay abroad. You must complete an Expense Report when you return and submit it with a daily log of expenses, noting the foreign currency amount and the U.S. dollar equivalent. All expenses must be documented in order to comply with audit and IRS requirements. Expenses should be converted into U.S. dollars from the local currency, with a receipt documenting the exchange rate used. **Any amounts not spent or accounted for with receipts must be returned to the University.** Refer to the University of Richmond *Reimbursement Policies* document for more detailed information.

Legitimate expenses to charge to your course are pre-determined budget expenditures and program related costs incurred on site. All expenses for your course, including advance site visits, telephone calls, faxes, your expenses, etc., must be met by the amount charged to the students.



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## **Course evaluation**

Students are required to complete a course evaluation. The forms should be distributed at the final class meeting, collected and put in a sealed envelope. Please return the forms to the Director of Summer Programs when you return to the University of Richmond.

## General information

### Good standing policy

All students are required to maintain good standing after a program accepts them. This means that they must maintain good academic standing as well as good social standing. Students who violate the University of Richmond conduct code after they are accepted may be withdrawn from the program.

### Orientation

All programs have a mandatory orientation program. There are a lot of details involved in preparing a course off campus, and the orientation program gives students an opportunity to have all their questions answered. Students who do not attend the orientation may be dropped from the program.

### Travel coordination

Traveling requires organization and coordination. Schedules for trips, movement at airports, and other areas concerning travel arrangements will often necessitate certain regimentation. Students are required to cooperate in the regard, realizing that it is imperative to follow the directions of the University of Richmond faculty member or program staff member at such times.

### Attendance

It is essential for students to be in attendance in all classes and other scheduled activities while on an off-campus program. The future of our programs depends upon the good will of our overseas coordinators, professors, and staff. The University of Richmond must protect that good will by *requiring* that students be present at every scheduled class and activity.

### Visitors

Participants on the programs are reminded that the resident director must first approve visits by family members or friends. All visitors must make their own arrangements for travel, housing and food. **University of Richmond students cannot offer housing accommodations, meals or allow participation in classes and/or field trips to non-participants.**

### Insurance

All participants are required to pay for the University of the University of Richmond insurance plan. Details of this plan are included on page

## Transportation

Students **do not** have permission to operate a motorized vehicle while enrolled on a program off-campus. This rule is not subject to the discretion of the University of Richmond faculty member or program staff.

## Substance abuse

### Alcohol

The consumption of alcoholic beverages is prohibited at all University-sponsored functions, no matter where located, that include students. Faculty members accompanying groups of students on off-campus study programs will discuss the guidelines for responsible use of alcohol with the students in their group prior to departing on the program. Faculty members accompanying groups and the students in the group on off-campus study programs are responsible for establishing and implementing the **consequences** of not following the policy governing the responsible use of alcohol **prior to departure**.

#### Responsible use of alcohol occurs when:

- A student abides by the laws of the country or state in which they are living.
- A student does not miss any scheduled event because of the effects of alcohol consumption
- A student does not become ill due to the effects of alcohol consumption.
- A student does not engage in inappropriate behavior toward other individuals that is the result of alcohol consumption.
- A student does not engage in destructive behavior toward property that is the result of alcohol consumption.
- A student does not engage in behavior that causes embarrassment to the other members of the group, the faculty member(s) or the in-country host(s) as a result of alcohol consumption.
- Students in a group do not facilitate or encourage or ignore a fellow student who is abusing alcohol. Providing alcohol to persons under the legal drinking age is illegal and against the University of Richmond policy.
- Transporting quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group is considered to be an irresponsible use of alcohol and a violation of the substance abuse policy.

Students are encouraged to use good judgment if consuming alcohol at private homes or other accommodations during non-program hours. Students living in accommodation provided by the University of Richmond will be considered the same as residence halls on the University of Richmond campus. Therefore, they will be under the same alcohol

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policy. Student groups are encouraged to discuss issues related to alcohol abuse by other members of their group with the program director or faculty member.

If a student becomes incapacitated due to alcohol overuse, or if they are in need of medical attention, students are encouraged to contact the resident director or the faculty member immediately, in order to protect the health and well being of the affected student. The individual needing medical attention will not receive disciplinary sanction in these circumstances, but rather will be referred for assistance to address issues of chemical use/abuse. Students are encouraged to make the responsible choice to notify faculty or emergency personnel quickly.

Alcohol and drug use is the major cause of health problems and death overseas, particularly in study abroad programs. This includes serious injuries, sexual assault, date rape and drowning. Students need to be aware that they are in a different culture with different laws governing drinking and drugs. Alcohol and drug use can affect their ability to comprehend dangerous situations. This can be compounded by language and cultural differences.

If a participant is a recovering alcoholic, they need to be aware of the stress of going overseas. If going on a program with a family stay, the program director must place such students in a non-drinking family. There is an AA World Service located in New York (1-212-870-3400). Members of AA who are going overseas may write to obtain an International AA Directory (for \$1.80) at PO Box 459, Grand Central Station, New York NY 10163.

## Drugs

All U.S. legal restrictions on use of drugs apply to all University of Richmond programs.

American visitors abroad are particularly vulnerable when it concerns violations--**intentional or unintentional**--of local rules and regulations concerning alcohol and, in particular, drugs. The process of law and punishment is far more arbitrary than within the United States and more often than not may lead to prolonged imprisonment under substandard conditions. Consequently, it is of utmost importance for the welfare of the individual that extreme caution and prudence be applied when it concerns these matters.

The use, purchase, or sale of illegal drugs (hallucinogens, narcotics, stimulants, or depressants) is a critical issue. Any student who uses, buys, or sells illegal drugs will be expelled from the program and immediately returned to the United States at his/her own expense. **One violation will be cause for removal from the program.** Separation from the program will result in loss of academic credit. The costs of legal advice, fines, and return travel must be borne by the violator. The University of Richmond prohibits the unlawful possession, distribution, or use of illicit drugs and/or controlled substances on any property owned or rented by the University or in any program or activity sponsored by the University in any location.

Anyone violating policy regarding illicit drugs, and/or controlled substances will be subject to disciplinary action and they may face additional actions by the courts.

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### **Antidepressants or anti-anxiety medications**

If a student is taking antidepressant or anti-anxiety medications, physicians often recommend that they **stay on them** through the duration of your program, even if it would otherwise be time for them to taper. Please encourage students to consult with their physician on this matter.

If a student chooses to go off their medications, please advise them that physicians typically advise taking a supply of medication and/or a carefully written prescription, with drug names listed generically, along with a physician's instructions. With these, they are prepared to go back on the medications should that become necessary.

## **Student Health**

Please share this section with your students.

The link for insurance while abroad web page for faculty/staff can be found at:

[http://oncampus.richmond.edu/academics/international/Faculty/Insurance\\_Faculty&Staff\\_Traveling\\_Aboard.htm](http://oncampus.richmond.edu/academics/international/Faculty/Insurance_Faculty&Staff_Traveling_Aboard.htm) under the section "University of Richmond Health Plans."

### **Health issues to consider**

Many places you will go have no special health concerns. Health-care systems and facilities in many overseas locations are quite similar to what we have in the United States. In other regions, however, there are differences and specifically recommended health procedures. You will need to take appropriate health measures as dictated by your overseas location. International Education will make certain recommendations. However, students and faculty must take full responsibility for educating themselves on health issues.

It is important that students talk to their faculty director and receive the most up to date information about medical facilities at the site where you will study. Some programs, especially those traveling to developing countries, require extra immunizations. It is important for all students to update their basic immunizations.

### **Assess your health**

For both faculty and students, going abroad is not a magic "geographic cure" for concerns and problems at home. Both physical and emotional health issues will follow you wherever you go. In particular, if you are concerned about the use of alcohol and other controlled drugs, or if you have an emotional health concern, you should address it honestly before making plans to travel. Contrary to many people's expectations, travel does not minimize these problems; in fact, it often brings them to a crisis stage while you are away from home.

Be clear about your health needs when applying for a program and when making housing arrangements. Describe allergies, disabilities, psychological treatments, dietary requirements and medical needs so that adequate arrangements can be made. Resources and services for people with disabilities vary widely by country and region; if

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you have a disability or special need, identify it and understand ahead of time exactly what accommodations can and will be made.

### **Hospitalization or emergency care**

It is to your advantage to provide information about current or past medical problems of which the University should be aware. In cases of illness of a group member, the resident director or faculty member will consult with local medical authorities regarding hospitalization and treatment. In emergency situations the resident director or faculty member will authorize required surgery, but in non-emergency situations will only order surgery upon receipt of parental authority.

If, in the judgment of local medical staff, serious illness warrants return to the student's home, the resident director/faculty member will make the necessary arrangements for such return and advance funds for return travel, if needed.

In the case of medical withdrawal, the student will receive a refund of recoverable room and board charges. The student must submit a physician's statement to the University of Richmond School of Continuing Studies along with a request for the return of funds.

### **Diet and routine**

Food overseas may be quite different from what you are used to at home. It may be "healthier" in some instance (more vegetables and fruits) or "less healthy" in others (more fried foods than you may usually eat), but most often it will just be different from what you are used to. Eat nutritiously, which may mean trying some foods you are not accustomed to. Make sure to take special dietary needs into account and make arrangements in advance.

Despite the change in your environment, you can still keep some of your daily routines from home. Get enough rest, especially the first few days. Get plenty of exercise to keep your mind and body working. Don't isolate yourself. You will probably have to make the first move in developing friendships, but they are an essential part of any overseas experience and, more importantly, your emotional well being.

### **Immunizations**

All students should have their tetanus immunizations updated. Specific guidelines from the Center for Disease Control can be found at <http://www.cdc.gov>.

### **Prescriptions**

It is a good time to update your health records, eyeglass and contact lens prescriptions and prescriptions for any medications you routinely take. Carry your prescription medications in their original containers and carry written prescriptions using generic names to facilitate getting them filled overseas, should this be necessary. It may also be helpful to have a letter from your physician, which includes a description of the problem, the dosage prescribed and the generic name of the medicine.

Prescriptions should be accompanied by a letter from your physician. This letter should include a description of the problem, the dosage of prescribed medications to assist medical authorities during an emergency and the generic name of any medicine listed.

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If you are allergic to anything, it is important to wear a medical alert bracelet or necklace and carry an identification card to inform overseas health care personnel in the event of an accident or injury.

It is advisable for each group program to have a small medical kit. If you are on an individual program, you may want to make up your own kit. This could contain such items as: Band-Aids, ace bandages, thermometer, adhesive tape, gauze, sterile cleansers, antibacterial ointment and antiseptic cream, sunscreen, sunburn ointment, aspirin or other painkillers, and anti-diarrhea medicine. Depending on the region, take antihistamines for allergy relief, salt tablets, skin moisturizers and insect repellents.

### **HIV/AIDS/Hepatitis B and C**

Everything you already know about AIDS and Hepatitis concerning how it is contracted is as true overseas as it is at home. Taking the advised precautions is the only way to protect yourself.

The World Health Organization states: "AIDS and Hepatitis are not spread by daily and routine activities such as sitting next to someone or shaking hands, or working with people. Nor is it spread by insects or insect bites. AIDS and Hepatitis are not spread by swimming pools, public transportation, food, cups, glasses, plates, toilets, water, air, touch or hugging, coughing or sneezing."

Many developing nations do not have resources for mandatory blood screening. Thus, it is important to avoid or postpone any blood transfusion unless absolutely necessary. If you do need blood, try to ensure that screened blood is used.

If you are sexually active, it is very important to ALWAYS use a latex condom. Take them with you, as condition, manufacturing and storage in other countries may be poor.

Many foreign countries reuse syringes, even disposable ones. It is best to avoid injections unless absolutely necessary. If an injection is required, verify that the needles and syringes come directly from the package or are properly sterilized. If the situation arises that you need extensive treatment or surgery, medical evacuation should be carefully considered.

If you are HIV or Hepatitis B/C positive, contact the consulate or the embassy of the country(ies) you plan to visit. Each country may have specific entry requirements, or requirements regarding carrying medicines, that you should know about before leaving.

### **Check health advisories**

It is important to be aware of health issues in the country where you will travel. Remember to ask such questions of your interim instructor or check on the CDC website at <http://www.cdc.gov/travel/> and the US State Department website at [http://travel.state.gov/travel/travel\\_1744.html](http://travel.state.gov/travel/travel_1744.html)

Important questions to ask:

- What illnesses, if any, are specific or endemic to the region?
- What medications should be brought to prevent these illnesses?
- What precautions are recommended for sexual or health practices?
- What kind of insurance do you need and how much coverage?
- What are the customs, beliefs and laws in the host country concerning sexual behavior and the use of alcohol and drugs?
- What is the water quality in the host country/countries?
- What are the laws governing import of medications, medical supplies and contraceptives?

### **Illness upon return**

If you become sick when you return from your study abroad experience, it is important to contact your doctor. Sometimes illnesses first appear weeks after your initial exposure. Also inform medical personnel what countries you have been in. There are many diseases which are indigenous to foreign countries which U.S. trained doctors may not be familiar with.

### **Swimming and walking barefoot**

Swimming carries a high level of risk unless you are in a well-chlorinated pool. Those in tropical or developing areas can be at risk of disease from contaminated water, which can cause a variety of skin, eye, ear and intestinal infections. Tides and undertows can be deadly to the uninformed swimmers. Beaches and coastlines, which are marked with the international code for no swimming, should be avoided. Walking barefoot should be avoided in all circumstances.

## **Health and medical resources**

Learn how to find medical assistance, whether routine or emergency, before the need arises. Is there a 911-style emergency number and, if so, what services does it access? Who will provide routine medical care and how can you reach that provider? If you need any special resources, find out how to get them. Is there a coordinator on-site who can assist you with finding this information?



## Safety

*Please share this section with your students.*

### General safety

Faculty and staff at the University of Richmond have extensive experience in all aspects of operating off-campus programs. Students study in various parts of the United States and the world for one month to one year.

In planning these programs, the concern for the safety of our students and faculty is given careful attention. We know that there are risks involved in travel. It is therefore important to prepare for both known and unknown circumstances. The goal is to “manage risk” to the greatest extent possible and to communicate this to students in all materials given to them.

It is important to have a comparative perspective of the United States and the world. The United States is known around the world as a comparatively dangerous country. Our street crime statistics back up this view. No country has as many guns or gun-related injuries and deaths. U.S. drug and alcohol abuse is among the highest in the world. Although international visitors come in great numbers to visit the United States, many arrive concerned about what they think they will find.

The excitement of travel and the newness of the environment you are in make it easy to become careless or distracted. The following suggestions offer no guarantee of safety and are mostly common sense. The idea is to be aware of where you are and what is going on around you at all times. In preparing for your time abroad, talk to students from the places you intend to stay. Their insights will prove very helpful.

**Safety begins with packing.** Dress conservatively. Short skirts and tank tops may be comfortable, but they may also encourage unwanted attention. Also, avoid the appearance of affluence.

**Travel light.** This enables you to move quickly. You will be less tired and less likely to set your bags down. Never leave your baggage unattended; everything you own is in it. A thief knows this and will take advantage of even a few seconds of your inattention. This holds true no matter where you are—in a hotel, at the train station, in the train or bus, at a restaurant or resting in a park.

**Protect your valuable documents.** Carry these in a money belt or neck wallet at all times. Wear them under your clothing.

**Do not agree to meet a person whom you do not know in a secluded place.** Be aware that sometimes people from other cultures tend to mistake the friendliness of Americans for romantic interest.

**Do not use illegal drugs.** You are subject to the laws of the country in which you are traveling. Hundreds of American travelers end up in foreign jails each year as a result of carrying, using or *being suspected* of using drugs. There is little the American embassy

University of Richmond Summer Programs can do on your behalf in these cases and the laws in many countries are more severe than at home. It isn't worth the risk.

**Think and act confidently** and self-assured. Try to seem purposeful when you move about. Do not look like a victim. Avoid flashy dress, jewelry, luggage, or conspicuous behavior, which would draw attention to you.

**Avoid demonstrations**, especially in politically volatile countries. Read the local newspaper and learn about potential civil unrest. What appears peaceful can suddenly become a dangerous situation, and you could be caught in the middle.

**Use the buddy system** while traveling. Use common sense if confronted with a dangerous situation. At times it may be best to attract attention by screaming or running. In some countries it will be important to have a male companion in the group.

**Plan where you are going in advance** and be aware of your surroundings. This is not paranoia--it's good common sense. You know what feels comfortable and what doesn't. If your instincts tell you a situation is uncomfortable, trust them and move along. If you become lost, ask directions if possible from individuals in authority.

**Use banks and authorized money exchanges.** Do not exchange on the black market or on the streets. Learn currency prior to your arrival in a country. This will keep you from being a target as you use money.

**Taking photos of police or military installations is usually prohibited** - your camera can be confiscated and you may be jailed. Watch for the sign of a camera with a line through it, which means "Don't take pictures".

**Stay healthy by eating well** and getting sufficient rest. If you become ill, take care of yourself by getting the proper care. Don't be afraid to visit a doctor or hospital because you don't speak the local language. Usually there is someone who speaks English.

The perception is often that life at home is safer than life "over there". U.S. media coverage of the rest of the world focuses on overseas political upheavals, violent strife and natural disasters, rather than on positive political and social developments or on the richness and human warmth of life as it is actually lived. Students who study abroad often comment on how "normal" life seems abroad, in spite of cultural differences. This discovery comes when you can look past the stereotypes and misperceptions and see people and cultures with your own eyes.

It is required that all students accepted on off-campus programs will attend all scheduled orientation sessions. Orientation provides practical information about the cultures and countries in which you will study. It teaches attitudes and skills which will aid in understanding and interacting. Personal safety is increased when a student is sensitive to the difference between acceptable and unacceptable behavior in a different culture, including the areas of traffic and public transportation (trains, buses, cars). Danger more often lies in personal confrontations or accidents than in international political instability.

Faculty members are requested to call the School of Continuing Studies at 804 289 8133 or fax at 804 289 8138 immediately should there be concern for the group's health and

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safety. In case of a crisis, re-arrangements of travel plans may be necessary and steps would be taken to act accordingly. Informed on-campus personnel, State Department personnel and course faculty would be included in the decision-making. Continuing Studies has access to immediate international information over the Web. Each student and parent receives a copy of the crisis management plan.

### The University of Richmond

- **Cannot** guarantee or assure the safety of participants or eliminate all risks.
- **Cannot** monitor or control all the daily personal decisions, choices and activities of individual participants.
- **Cannot** prevent participants from engaging in illegal, dangerous or unwise activities.
- **Cannot** assure that U.S. standards of due process apply in overseas legal proceedings or provide or pay for legal representation for participants.
- **Cannot** assume responsibility for the actions of persons not employed or otherwise engaged by the University of Richmond for events that are not part of the program or that are beyond the University of Richmond and its subcontractors' control, or for situations that may arise due to failure of a participant to disclose pertinent information.
- **Cannot** assure that home-country cultural values and norms will apply in the host country.
- **Cannot** assure that participants will be free of illness or injury during the program.
- **Cannot** assume responsibility for acts and events that are beyond our control; or ensure local adherence to US norms of due process.

### Student responsibility

We believe that participants have a major impact on their own health and safety through the decisions they make before and during the program by their choices and behaviors. Participants on the University of Richmond sponsored programs need to:

1. Read all materials issued or recommended by the School of Continuing Studies that relate to safety, health, legal, environmental, political, cultural and religious conditions in host countries *prior to departure*.
2. Consider personal emotional, physical and mental health and safety needs when accepting a place in a program.
3. Make available to the School of Continuing Studies accurate physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.

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4. Assume responsibility for personal preparation for the program and participate fully in orientations.
5. Obtain and maintain appropriate insurance policies and abide by any conditions imposed by the carriers.
6. Inform parents, guardians and any others who may need to know, about participation in the study abroad program. Provide them with emergency contact information and keep them informed on an ongoing basis.
7. Learn the culture and laws of the country in which you will study. Comply with local codes of conduct and obey host-country laws. Americans are NOT immune to local laws in the host country.
8. Be aware of local conditions when making daily choices and decisions. Promptly express any health or safety concerns to the program staff or other appropriate individuals.
9. If you travel independently during your program, for any length of time, inform the faculty member and your host family as to how to contact you in an emergency.

### Parent responsibility

1. Parents play an important role in the health and safety of participants by helping them make decisions and influencing their behavior overseas. It is important for parents/guardians to:
2. Obtain and carefully evaluate health and safety information related to the program, as provided by Continuing Studies and when necessary from the Center for Disease Control, the U.S. State Department and other sources.
3. Be involved in the decision of your son/daughter to enroll in a particular program.
4. Engage your daughter/son in a discussion of safety and behavior issues related to the program.

### Airport safety

1. **Arrive early** (check with your airline for details) and check in with your airline as soon as possible and proceed immediately through security clearance. All shops and services available in the non-secure area will also be available once you have passed through the security check.
2. **Put your name and address** inside and outside each piece of luggage; bright or fluorescent string or tape around your luggage will make it easier to find. Make sure you receive a claim check for EACH piece of luggage you check.

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3. **Do not make jokes about terrorism** of hijacking, or you may find that you are the object of unwanted attention. Respond to all questions asked by security personnel seriously and honestly. Be aware of what you discuss with strangers or what others may overhear about your travel plans.
4. **NEVER carry packages or letters for strangers** or agree to watch a stranger's luggage. Be watchful for suspicious abandoned packages and briefcases. Report them to airport security and leave the area.
5. **Do not carry** on your person, or in your hand luggage, anything that could be regarded as a weapon. Matches and lighters are forbidden in baggage as are nail clippers, metal nail files and scissors. It might be a good idea to purchase these items once you are on foreign soil. Metal objects in your suitcase may activate security devices, causing delays in the arrival of your luggage.
6. **When landing in airports abroad**, don't be surprised if you see military guards and police carrying machine guns. They are there to protect you.

### Transportation safety

1. Many countries drive on the opposite side of the road than the U.S. Be aware of our natural reaction to look to the left and then right. This is reversed in the countries, which drive on the other side.
2. Take only taxis clearly identified with official markings. Beware of unmarked cabs. Agree on a fare before departing. Lock taxi doors if possible, especially at night in strange cities. Don't share personal information. Pay for the ride while in the car. Do not sit up front with the driver.
3. There is risk involved in operating any motor vehicle abroad. Students are not allowed to operate a motor vehicle in another country.
4. Well-organized, systematic robbery of passengers on trains along popular tourist routes is a serious problem. It is most common at night and especially on overnight trains. If you see your way being blocked by a stranger and another person is very close to you from behind, move away.
5. Where possible, lock your compartment, especially at night. If it cannot be locked securely, take turns sleeping. If you must sleep unprotected, tie down your luggage, put your valuables in your hidden money belt and sleep on top of your belongings.
6. Do not accept food or drink from strangers. Criminals have been known to drug food or drink offered to passengers.

### Residence safety

1. Keep your hotel/residence doors locked when you are there and when you leave.

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2. Do not open your door to people you don't know and don't give your room number to persons you don't know well. Meet visitors in the lobby. Let someone know when you expect to return, especially if you will be out late at night.
3. Keep valuables in a safe place - this may be different for each place you stay. When in doubt, carry money and valuables with you.
4. Close curtains after dark and lock ground floor windows.
5. Know the exit routes.

### **Safety in cities**

When possible, avoid places frequented by large numbers of Americans, military personnel in particular. Major restaurants and other premises clearly identified as American are best avoided. You may also want to avoid places frequented by military personnel.

Many students dress in a way that immediately identifies them as American. It's important to realize that this can bring you unwanted attention. Fraternity t-shirts, baseball hats, and white athletic shoes worn for non-athletic events will highlight the fact that you are American - and some people will resent you for that fact. You may decide to wear a sweatshirt with hopes that other Americans will introduce themselves - but you can always meet Americans in America.

### **Crime prevention**

While you may not directly encounter thieves, they will have their eyes on travelers like you. Some students use money belts or neck safes to hold their passports, cash and other valuables.

Beggars may approach you with children. We recommend you do not give them money and remove yourself from the situation.

1. Pickpockets usually do not work alone. Be aware of distractions by strangers, as the "lift" often follows.
2. If any of your possessions are lost or stolen, report the loss immediately to the police. Keep a copy of the police report for insurance claims and an explanation of your plight.
3. It is important to be aware that some people make a living of preying upon honest people. Follow your instincts with casual friendships--they are not always what they seem to be.
4. If someone tries to take your purse, backpack, or other property by force, let them have it. Your personal safety is far more important than any property.

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5. A camera is the most often lost or stolen item on off-campus programs. Be especially careful to not leave the camera in a taxi, hotel room, or on a bus. Carry the camera inconspicuously.

## Preparing for the trip

### Jetlag

To avoid some of the problems of jet lag (adjusting to the difference in time at the new location), there are a few simple rules to follow on the airplane.

- **Drink liquids to avoid dehydration.** Water and fruit juices are the best to drink. Alcohol will further dehydrate you during your flight and hits you stronger and faster on a plane. It can also cause joint swelling and make it harder to adjust to time changes.
- **Exercise:** Stretch during your flight. If possible, sit in a bulkhead or aisle seat to stretch your legs. Some planes have extra legroom in the emergency exit seat over the wing.
- **Sleep.** If at all possible, sleep on the flight. If you can find an empty row, lift the armrests and stretch out. This will help you to be awake when you arrive at your destination.
- **Set your watch.** Change your watch to the new time when your flight departs. Attempt to eat meals on the "new" time. This will help your body's adjustment to the new time zone.
- **Don't sleep on arrival.** When you arrive at your destination, it is important to adjust to the local time. If you arrive in the morning, attempt to stay awake until a usual bedtime (or at least until 8:00 or 9:00 p.m.). If you arrive later in the evening, force yourself to go to sleep early. Usually, if you get a regular night's sleep, you will wake at the normal time the next morning, and be able to function normally. Try to establish a regular sleeping pattern as soon as possible.

### Culture shock

"Culture Shock" is the term used to describe the more pronounced reactions to the psychological disorientation most people experience when they move for an extended period of time into a culture markedly different from their own. It can cause intense discomfort, often accompanied by irritability, bitterness, resentment, homesickness and depression. In some cases, distinct physical symptoms of psychosomatic illness occur.

For some people, the bout with culture shock is brief and hardly noticeable. These are usually people whose personalities provide them with a kind of natural immunity. For most of us, however, culture shock is something we have to deal with at the beginning of our stay abroad. It may surprise you that culture shock is a real health issue when traveling abroad. Traveling through time zones and for long periods of time, facing new values, habits and methods of daily life can leave travelers impatient, bewildered and depressed.

You may find yourself alternately exhilarated and exasperated, thrilled at the experiences the new culture offers you and frustrated with the culture's differences from your own. Early in your experience, you will likely have ups and downs. The feelings you experience are natural. If you are angry, impatient, homesick, or depressed your first few



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days, remind yourself that these things will pass once you have rested and are eating normally. If depression persists, however, do seek professional assistance from a counselor or doctor. If you are not sure about something, whether it is a simple question about where a service can be found, or a more complex matter, such as expectations about friendship and dating, ask someone you trust.

In a sense, culture shock is the occupational hazard of overseas living through which one has to be willing to go in order to have the pleasures of experiencing other countries and cultures in depth. All of us have known frustration at one time or another. Although related, and similar in emotional content, culture shock is different from frustration. Frustration is always traceable to a specific action or cause and goes away when the situation is remedied or the cause is removed. Some of the common causes of frustration are: the ambiguity of a particular situation; the actual situation not matching preconceived ideas of what it would be like; unrealistic goals; not being able to see results; using the wrong methods to achieve objectives (i.e., methods which are inappropriate to the new culture).

Frustration may be uncomfortable, but it is generally short-lived as compared to culture shock. Culture shock has two quite distinctive features:

- It does not result from a specific event or series of events. It comes instead from the experience of encountering ways of doing, organizing, perceiving or valuing things which are different from yours and which threaten your basic, unconscious belief that your own customs, assumptions, values and behaviors are "right."
- It does not strike suddenly or have a single principal cause. Instead, it is cumulative. It builds up slowly, from a series of small events that are difficult to identify.

### **Culture shock comes from:**

- Being cut off from the cultural clues and known patterns with which you are familiar; especially the subtle, indirect ways you normally have of expressing feelings. All the nuances and shades of meaning that you understand instinctively and use to make your life comprehensible are suddenly taken from you.
- Living and/or studying (working) over an extended period of time in a situation that is ambiguous.
- Having your own values (which you had heretofore considered as absolutes) brought into question -- which yanks your moral rug out from under you.
- Being continually put into positions in which you are expected to function with maximum skill and speed, but where the rules have not been adequately explained.

As indicated earlier, culture shock progresses slowly. One's first reaction to different ways of doing things may be "How quaint!" When it becomes clear that the differences are not simply quaint, an effort is frequently made to dismiss them by pointing out the fundamental sameness of human nature. After all, people are really basically the same under the skin, aren't they?

Eventually, the focus shifts to the differences themselves, sometimes to such an extent that they seem to be overwhelming. The final stage comes when the differences are narrowed down to a few of the most troubling, and then are blown up out of all proportion. (For Americans, standards of cleanliness, attitudes toward punctuality, and the value of human life tend to loom especially large.) By now, the sojourner is in an acute state of distress. The host culture has become the scapegoat for the natural difficulties inherent in the cross-cultural encounter. Culture shock has set in. Here is a list of some of the symptoms that may be observed in relatively severe cases of culture shock:

- Homesickness
- Boredom
- Withdrawal
- Need for excessive amounts of sleep
- Compulsive eating
- Compulsive drinking
- Irritability
- Exaggerated cleanliness
- Stereotyping of host nationals
- Hostility toward host nationals
- Loss of ability to work effectively
- Unexplainable fits of weeping
- Physical ailments (psychosomatic illnesses)

Not everyone will experience this severe a case of culture shock, nor will all these symptoms be observed. Many people ride through culture shock with some ease, only now and again experiencing the more serious reactions. But many others don't. For them it is important to know (1) that the above responses can occur, (2) that culture shock is in some degree inevitable, and (3) that their reactions are emotional and not easily subject to rational management. This knowledge should give you a better understanding of what is happening to you and buttress your resolve to work at hastening your recovery.

### **Homesickness**

We tend to think of being homesick as something associated with being young and at summer camp. But, anyone can be homesick at any time. It can come from just missing the familiarity of home surroundings, the regularity of classes, the inexplicable fear of new places and just being outside your normal routine. It may not happen at all, may be a fleeting experience or stay awhile.

It may take a call home or talking to a friend or program director to sort out these feelings. One of the surest remedies for homesickness is to plunge into the experience and immerse yourself into new places, sights and people. It is important to know that many have experienced homesickness and recovered.

### **Travel documents**

**Passport:**

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Apply for a passport right away if you do not have one. Processing time can take up to eight weeks, so start today. If you need information on how to obtain a passport or how to renew one, you can find that information in the State Department's website at [http://travel.state.gov/passport/passport\\_1738.html](http://travel.state.gov/passport/passport_1738.html)

**You will need a passport that is valid at least six months after your program officially ends. Be sure to make a copy of your passport, and leave it at home. You must also give a copy to the Course Director.**

### **Youth Hostel Card:**

If you intend to stay in Youth Hostels, you might want to buy a Youth Hostel Membership Card. You will save money if you purchase your membership here in the States. You may order a card by calling 202-783-6161 or on the web at [www.hiayh.org](http://www.hiayh.org).

### **Packing-Subject to change, check with you own carrier**

The airline may limit your checked luggage to 2 bags at not more than 32 kilograms per bag. The bags should be measured by adding the length, height and depth. The total size of each bag when these three dimensions are added should not exceed 62 inches. Some students use a backpack as one piece of luggage because it comes in handy on the return trip. You are also allowed one cabin bag that does not exceed five kilograms in weight and that has a total height, width and length of 45 inches. Example: width - 9 inches, height - 14 inches, length - 22 inches = 45 inches. You may also carry a small camera and binoculars, overcoat and reading material into the cabin as well as a handbag.

The best advice about packing is to take only what you will need. **Another comment we hear over and over from past participants: "I took too many clothes!"** No matter how much clothing you take, you will be tired of it after the first few weeks, so pack basic wardrobe items that can be mixed and matched, layered, and worn again and again. Casual clothes are appropriate for classes, but you will need at least one dressy outfit for special occasions. See "A Sample Packing List" for a student's suggestions on packing.

It is a good idea to take a complete supply of any prescription medication as well as a note from your doctor giving the generic name of the drug that is prescribed. Keep the medication in its regular container in case custom officials have any questions about the type of drugs that you are carrying. If you wear glasses or contact lenses, it is a good idea to have a copy of that prescription as well.

Please do **not** take extremely valuable jewelry or watches with you when you travel. It is difficult to keep track of them while you are away, and you'll have less to worry about if you leave them home.

**DO NOT PACK** your passport or your plane ticket in a bag that you intend to check!

**Electrical appliances:** Bring only appliances with dual voltage. You will also need a plug adapter, which may be purchased at most hardware stores. Your electrical appliances will not work well abroad, even with an adapter, and there is always the risk that they will burn out. It's easier to buy small appliances abroad.

Gift for your hosts: **It is courteous to take along a small gift, perhaps something typical of the region in which you live, for your hosts. Keep in mind, however, that customs officials will confiscate organic materials such as fruits, cheese, or even wicker baskets. Take along photographs of your family, friends and home since your hosts will be curious about your life in the States. One former participant suggests taking a map of the U.S. because questions about geography often come up. Another student said that he met people from all over the world while traveling after the program ended, and the pocket world atlas he carried was very useful when he and his new friends talked about their homelands.**

### **Money**

The best way to manage your money is to use your account at home. Your ATM card checks, you could arrange for your family to deposit money to your U.S. account on an agreed-upon basis. Keep in mind that traveler's checks will be useful should work in most banks abroad, so you will be able to access your U.S. account and withdraw the local currency. If you don't wish to take a lot of traveler's during the break and after the term, when you may be out of reach of ATM's. Your bank will assess a fee for every ATM withdrawal, usually \$3.00 per transaction.

Another easy way to obtain money while abroad is to use a major credit card such as Visa or MasterCard. You can get a cash advance on one of these cards in an emergency, and your family can pay money into the account to take care of the money that you have withdrawn. This enables you to make use of the worldwide communication network of these major credit cards and saves you the expense of sending money by wire transfer.

You should take a small amount of local currency (\$25 – 50), available at banks or at the airport) to tide you over until you can either withdraw money abroad from an ATM or establish your own bank account, and cash your travelers checks.

## Financial information

Students are charged a fee to cover specific costs agreed in advance.

**Payment schedule:** A deposit is required in order to hold a student's place in the program. This deposit is non-refundable but does apply to the total program cost.

**Refund policy:** The deposit is not refundable under any circumstances after a student's application has been accepted.

- If the University is unable to accept an application, it will refund all payments.
- If a student withdraws from the Program by notifying the University in writing on or before March 1, the University will refund all fees paid, except the deposit.
- If a student withdraws from the Program for medical reasons before April 1, and if he provides evidence of medical necessity from a physician, the University will refund all fees paid, except \$300.
- If the student replaces himself with another student acceptable to the University, the University will refund an additional \$150.
- If a student withdraws from the Program for nonmedical reasons after March 1, but before April 1, the University will refund all fees paid, except the deposit, but only if the student is able to replace himself with another student acceptable to the University.
- If a Program is cancelled, or if in the sole judgment of the University, a Program has been so radically changed in itinerary or curriculum that it would be unfair to require students to participate and a student elects in writing to withdraw from the Program, the University will refund all fees paid. Under these circumstances, the University will have no additional responsibility or liability to the student or his parents or guardian.
- After April 1, no refunds of fees will be made for any reason. In addition, no refunds will be made for meals, accommodations, tuition or transportation missed by a student for any reason from and after the schedule departure.

**Outstanding debts:** Students with an outstanding balance or unpaid fees or library fines abroad will have their transcripts held pending clearance of their account.

**Spending money:** The amount of money a student spends per week varies greatly according to lifestyle and spending habits. One suggested formula for determining the amount of spending money you will need is to add 25% to the amount you usually spend per week here in the States.

## Insurance

### Medical insurance

The University of Richmond requires that you purchase the insurance provided by the University to cover you for your period overseas. Coverage may be extended, at the students' expense, if the period abroad is extended beyond the completion date of the official program. Full details of the University policy are available from International Education.

Students from other institutions must purchase the University of Richmond insurance package.

### The University of Richmond Insurance Plan

**Eligibility:** You may be covered under this plan if you are a U.S. citizen, permanent resident of the U.S., or an international student in the U.S., enrolled as a full-time student in a U.S. institution and are temporarily pursuing educational activities outside the United States. International students are not eligible for coverage in their Home Country

**Period of Coverage:** Coverage will begin at 12:01 a.m. Eastern Standard Time on the latest of the following: a) your departure from the United States; b) the date your enrollment form and premium are received by the Company or its designated administrator; or c) the date you requested on the enrollment form for coverage to begin.

Coverage will end on the earliest of the following: a) the termination date as shown on your ID card; b) the date through which premium has been paid; or c) the coverage termination date under Policy provisions. Coverage is not available once the Insured Person has returned to the United States, unless the Extended Benefits Option is purchased.

### Definitions:

**Sickness:** means sickness or disease of any kind contracted and commencing after the effective date of coverage for an Insured Person; and causing loss covered by the Policy. Pregnancy is included in the definition of Sickness.

**Injury:** means bodily injury caused solely and directly by violent, accidental, external, and visible means occurring while the Policy is in force; and resulting directly and independently of all other causes of loss covered by the Policy.

**Home Country:** means the country from which the Insured Person holds a passport. Where the Insured Person holds more than one passport the Home Country will be the country which the Insured Person has declared with the Company.

**Medical Expense Benefits:** If Injury or Sickness occurs during the Period of Coverage and the Insured Person requires medical or surgical treatment, The Company will pay to a maximum of \$500,000 for reasonable and customary charges listed under Covered Expenses. The covered charges shall in no event include any amount which is in excess

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of regular and customary charges. In no event shall the Company's liability for an Insured Person exceed \$500,000.

### **Covered Expenses**

- To be considered a Covered Expense under this plan, it must: a) have been incurred as the result of, and within 52 weeks of, a Covered Sickness or Injury outside of the United States during the Period of Coverage b) not be excluded by provisions of this plan; and c) be specifically included in the following list of charges:
  - Charges made by a hospital for room and board, floor nursing and other services inclusive of charges for professional services with the exception of personal services of a non-medical nature; provided, however, that expenses do not exceed the hospital's average charge for semiprivate room and board accommodation.
  - Charges made for diagnosis, treatment and surgery by a physician.
  - Charges made for the cost and administration of anesthetics.
  - Charges for medication, x-ray services, laboratory tests and services, the use of radium and radioactive isotopes, oxygen, blood transfusion, iron lungs, and medical treatment.
  - Charges for physiotherapy, if recommended by a physician, for the treatment of an injury or sickness, and administered by a licensed physiotherapist.
  - Dressings, drugs and medicines that can only be obtained upon a written prescription of a physician: 100% of inpatient charges, 50% of outpatient charges will be covered.
  - Charges for accident related dental expenses and emergency alleviation of pain, limit: \$100 per tooth, \$500 maximum.
  - Therapeutic termination of pregnancy up to a maximum of \$500.
  - Charges for newborn nursery care up to a maximum of \$500.
  - Expenses incurred for treatment of nervous or mental disorders. Benefits are payable a) up to a \$300 maximum for outpatient treatment, or b) up to 50% of eligible expenses for inpatient treatment up to a maximum of 30 days.
  - Chiropractic care: limited to 80% of eligible charges, up to \$35 per visit, with a maximum of 10 visits per Injury or Sickness.

**Emergency Medical Evacuation Benefit:** If Injury or Sickness occurs during the Period of Coverage and requires necessary Emergency Medical Evacuation to either the nearest medical facility where appropriate medical treatment can be obtained, or after being treated at a local hospital, the Insured Person's medical condition warrants transportation to his/her Home Country to obtain further medical treatment to recover, all

University of Richmond Summer Programs expenses incurred are covered, up to the maximum of \$100,000. An Emergency Medical Evacuation must be recommended by legally licensed physician who certifies that the severity of the Injury or Sickness necessitates such Emergency Medical Evacuation, **and approved in advance by the Company.** An Emergency Medical Evacuation of an Insured Person to their Home Country will terminate all benefits except AD&D under the policy. **All arrangements must be made by the Assistance Provider and approved by the Company in order for expenses to be considered eligible.**

**Repatriation of Remains:** In the event of an Insured Person’s death, The Company will pay the reasonable expenses incurred for preparing and returning the bodily remains to their Home Country. Benefits are payable up to a maximum of \$25,000. Covered expenses include, but are not limited to, expenses for embalming, cremation, coffins and transportation. **All arrangements must be made by the Assistance Provider and approved by the Company in order to be considered eligible.**

**Emergency Reunion Benefit:** In the event the Insured Person has either been a) confined to a hospital for at least 24 consecutive hours due to a covered Sickness or Injury, where the attending Physician feels it would be beneficial for you to have a family member at your side, or b) been the victim of a **Felonious Assault**, the Company will pay the expenses incurred for travel and lodging for that relative, up to a maximum of \$10,000. Covered expenses include economy airline ticket and other travel related expenses not to exceed \$250.00 a day for a maximum of 5 days. **Felonious Assault** is defined as a violent or criminal act reported to the local authorities which was directed at the Insured Person during the course of, or an attempt of, a physical assault resulting in serious injury, kidnapping, or rape. **All arrangements must be made by the Assistance Provider and approved by the Company in order for expenses to be considered eligible.**

**Accidental Death and Dismemberment:** If an Insured Person’s Injury results in any of the following losses within 365 days after the date of accident, the Company will pay the sum shown opposite the loss. The Company will not pay more than the Principal Sum for all losses due to the same accident.

■ Principal Sum:	\$15,000
■ Description of Loss	Indemnity
■ Life, Both Hands or Both Feet or Sight of Both Eyes, One Hand and One Foot, Either Hand or Foot and Sight of One Eye	Principal Sum
■ Either Hand or Foot	One-Half the Principal Sum
■ Sight of One Eye	One-Half the Principal Sum

The term “loss” as used herein shall mean, with regard to hands and feet, actual severance through or above wrist or ankle joint, and with regard to eyes, entire irrecoverable loss of sight.



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**Coordination of Benefits:** If an Insured Person is covered by more than one insurance program, benefits will be subject to Coordination of Benefits Provision. A plan, which does not have such a provision, would pay benefits first. In all other instances, the plan that will pay benefits first is: a) the plan which covers the Insured Person as an employee rather than as a full or part-time student; b) if a) does not apply, the plan which covers the Insured Person as a full or part-time student rather than as a dependent; c) if a) and b) do not apply, the plan which covers the person as a dependent, subject to specific rules contained in the policy; d) if a), b) and c) do not apply, the plan which has covered the Insured Person for the longer time. If the benefits of this plan are reduced to these rules, such reduction will be done in proportion. Any benefits paid by this plan on a reduced basis will be charged against the benefit limits of this plan.

### **Exclusions and Limitations:**

With respect to Medical Expense, Emergency Medical Evacuation, Emergency Reunion and Repatriation of Remains Benefits, no benefit shall be payable with respect to expenses incurred:

- For **pre-existing conditions** defined as an Injury or Sickness which was contracted or which manifested itself, or for which a licensed physician was consulted; or for which treatment or medication was prescribed within **12 months** prior to the effective date of the Insured Person's coverage under this plan. The pre-existing condition limitation applies to medical expenses that exceed \$500.00 per Covered Sickness or Covered Injury. (This pre-existing condition exclusion does not apply to the Emergency Medical Evacuation, Emergency Reunion, or Repatriation of Remains Benefits);
- For services, supplies, or treatment, including any period of hospital confinement, which were not recommended, approved and certified as necessary and reasonable by a physician, or expenses which are non-medical in nature;
- For loss incurred as a result of declared or undeclared war, or any act thereof ;
- For injury sustained while participating in professional, club, interscholastic or intercollegiate sports;
- For routine physicals;
- For cosmetic or plastic surgery, except as the result of an accident;
- For elective surgery;
- For dental care, except as the result of Injury to natural teeth caused by accident and emergency alleviation of pain;
- For eye refractions or eye examinations for the purpose of prescribing corrective lenses for eye glasses or for the fitting thereof, unless caused by accidental bodily injury incurred while insured hereunder;

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- For expenses as a result of or in connection with the commission of a felony offense;
- For expenses as a result of or in connection with intentionally self-inflicted Injury;
- For specific named hazards: scuba diving, jet, and water skiing, mountain climbing (where ropes or guides are normally used), sky diving, professional or amateur racing and piloting an aircraft;
- For treatment furnished under any other individual or group Policy (except as provided for with the Coordination of Benefits provision), or other service or medical pre-payment plan to the extent so furnished, or under any mandatory government program or facility set up for treatment without cost to any individual;
- For treatment by a family member;
- For treatment relating to birth defects and congenital conditions, or complications arising from those conditions.
- For the Accidental Death and Dismemberment Benefit, the Policy does not cover any loss, fatal or non-fatal, caused by or resulting from:
  1. Intentionally self-inflicted Injury;
  2. Suicide or attempted suicide, while sane or insane;
  3. War or any act of war, declared or undeclared;
  4. Service in the military, naval, or air service of any country;
  5. Sickness, disease, pregnancy, childbirth, miscarriage or any bacterial infection other than bacterial infection occurring from an accidental cut or wound;
  6. Piloting or acting as a crew member or riding in any aircraft; except as a fare paying passenger on a scheduled airline.

**Claims Administrator: *Administrative Concepts, Inc. (ACI)*, 997 Old Eagle School Rd., S. 215, Wayne, PA 19087-1706**

***From within the USA and Canada: 1-888-293-9229 Outside the USA or Canada call: 1-610-293-9229***

***Fax: 1-610-293-9299***

***www.visit-aci.com***

**Emergency Assistance: *Worldwide Assistance Services Incorporated.***

***From within the USA and Canada: 1-800-368-7878***

***Outside the USA or Canada call collect: 202-331-1596 (331 1609 general info)***

**Program Arranged By:**

***CMI Insurance Specialists, Lutherville, MD www.studyabroadinsurance.com***

**Underwritten By: *ACE American Insurance, 1601 Chestnut Street, Philadelphia, PA 19103***

## University of Richmond Summer Programs

*Policy Number: GLMN01060648*

Policy terms and conditions are briefly outlined in this Description of Coverage. Complete provisions pertaining to this insurance plan are contained in the Master Policy which is on file with the Policyholder: ACE USA International Travelers Group Trust. ACE USA is the U. S. domestic operating division of ACE Limited. Insurance products and services are provided by the underwriting companies and not by ACE Limited. In the event of a conflict between this Description of coverage and the Master Policy, the Master Policy will govern.

***3/2006 This summary is provided as a guideline only (make sure to get an update from Office of International Education for 2010)***

### Travel insurance

Neither the University of Richmond nor the ID card insurance covers lost or stolen goods, so you may want to look into traveler's insurance. Council Travel ([www.counciltravel.com](http://www.counciltravel.com)) offers such insurance at a reasonable rate.

## **Crisis Management Plan**

In managing emergencies, Continuing Studies will be guided by the following guiding principles:

1. All responses to a crisis will be governed by the highest concern for the safety and well being of students, faculty and staff participating in a University of Richmond sponsored off-campus study program.
2. All reasonable and prudent measures will be taken to limit the University's legal liabilities.
3. Continuing Studies and International Education will exercise caution and restraint in deciding when, and with whom, information about an emergency should be shared, and will operate according to the procedures outlined below in deciding how information should be shared.

Continuing Studies will respond to emergencies by closely following the official procedures outlined below, except when otherwise directed by circumstances or agencies outside the University's control.

Orientation information, both printed and oral, contains information for faculty and students about health and safety issues related to International and Off-Campus travel. Adherence to this information, along with appropriate behavior, caution, and common sense, can prevent many crisis situations.

Decisions regarding program itineraries are made based on information from the U.S. State Department and on-site coordinators. Continuing Studies is prepared to make changes on short notice should a situation arise in country that causes serious concern.

Continuing Studies will not allow students to begin a program in a country for which the U.S. State Department has issued a travel warning or has been determined to be unstable by the University of Richmond administration.

# Crisis Management

## EMERGENCY RESPONSE PROCEDURES FOR RESIDENT DIRECTORS AND FIELD STUDY FACULTY

The following sections provide an overview and quick guideline for action during an emergency. You **MUST** become familiar with the full details of the University of Richmond **Crisis Management Manual** before departure.

This section outlines the procedures to follow in case an emergency should occur. Each emergency situation is complicated in its own way and no single blueprint can be written to cover every type of scenario. The intent of this checklist is to establish communication procedures and provide general guidelines, which can be adapted to cover various types of emergencies.

Anytime this document refers to the Dean International Education, it is understood that in the absence of that individual, the Director of Summer Programs may serve in that role.

## Assessing the emergency

Although you may be several thousand miles away from the University of Richmond, you need not feel as if you have to handle an emergency alone. If called upon, the Continuing Studies office and the as a whole are prepared to assist you in weighing options and making tough decisions. During an emergency, one of the first things that you will want to assess is the severity of the situation. The following three levels of emergency give a brief description, examples, and the appropriate communication protocol for each level. Recognizing that emergencies vary, the resident director/faculty member is free to contact the Director of Summer Programs any time to discuss the situation, regardless of categorizations.

# Study Abroad crisis management team

## Roles and Responsibilities

### Study Abroad Crisis Management Team:

The Dean of International Education chairs this team. In her absence, the Vice-President of Student Affairs will chair the team.

In order to achieve these objectives, procedures have been developed for those individuals on the crisis management team for study abroad. To effectively fulfill their roles, it is necessary that all responsible all team members know the following:

- 1) Be familiar with the procedures
- 2) Know the roles of others in relation to theirs, and
- 3) Know of the available crisis resources in the U.S. and abroad.

### Core team

- Office of International Education: Dean of International Education, Director of International Programs and relevant staff members.
- Director of Summer School Programs, School of Continuing Studies.
- Vice-President of Student Affairs.
- Dean of WC and RC.
- University Communications.
- Head of International Education at Institution Abroad and/or UR's resident director abroad
- University's legal counsel
- In the case of a faculty member leading a group of study abroad students, this person will be in charge of handling the crisis and in working with the crisis team. If a student is abroad on a semester/year-long program, the Office of International Education will be responsible for leading the crisis management team. In the instance where the Dean of International Education is not available, the Director of International Programs and the Vice-President of Student Affairs will be in charge.
- Auxiliary members, as needed

## **CAPS**

- Chaplain's Office
- Student Health Center
- University Police

## **Outside Resources**

- United Educators
- Health insurance company (to be determined)
- CIEE ISIC Card Services
- Legislators
- AT&T language line
- Center for Disease Control
- U.S. State Department

## **Roles of Team Members**

The Dean of International Education will delegate the following team responsibilities when the Crisis Management Team convenes:

- Provide support services to students and partner institutions abroad.
- Determine what items need to be addressed (i.e., immediate medical attention, phone calls or correspondence to students, and institutions abroad, flight arrangements, family notification, evacuation or repatriation).
- Be available to parents or other individuals if crisis involves suicide or accidental death

## **Dean of International Education**

- Calls crisis management team together
- Determine communications plan with crisis management team
- Relay facts to University Communications & identify spokesperson for working with the media

## University of Richmond Summer Programs

- Obtains facts, assess crisis, inform key players on and off-campus with input from key players
- Monitor potential legal impact on university
- Serves as primary liaison for the team
- Advise the OIE staff as appropriate
- Notify President and, if necessary, Board of Trustees
- Debrief crisis management team when crisis is over

## Director of International (or Summer) Programs

- Provide support for Dean of International Education
- Contact insurance companies
- Liaison with attorney and communicate legal advice to team members
- Contact US State Dept. Citizen Emergency Center and US consulate abroad
- Contact any medical personnel abroad
- Coordinate return/repatriation as necessary
- Assist in gathering of facts
- Coordinate with CAPS and Health Center to determine assistance to SID and affected others

## Vice-President of Student Affairs

- Serve as primary back-up for the Dean of International Education

## Dean of WC and RC

- Offer assistance and recommendations as appropriate to the situation

## University Communications

- Coordinate the university's response to media inquiries about the incident
- Act as media spokesperson on behalf of the university
- Handle and coordinate internal communication  
Head of International Education at Institution Abroad and/or Richmond's Resident Coordinator Abroad
- Assist the SID (student in distress)
- Provide the Crisis Management Team with information
- Assist in implementing the crisis response plan
- Coordinate with CAPS and Health Center to determine assistance to SID and affected others

## University Legal Counsel

- Review crisis, gather evidence and information
- Provide legal advice to Dean of International Education
- Provide Dean of International Education with information regarding procedures to minimize risk of legal suit.
- Follow progress of crisis from beginning to conclusion



# Emergency Procedures

## Contacts

(refer to Appendix A, B & C)

## Basic Steps

The following will summarize general procedures pertinent to all situations. Specific instructions for various situations are included in this manual.

### Gather Information

When made aware of an emergency, Richmond will gather information to discuss with the institution abroad or resident coordinator abroad prior to engaging in a course of action. To keep students and parents informed, and respond appropriately to media inquiries, the following sources should be utilized when gathering information about a situation:

- U.S. State Department Regional or Country Desk Officer (202) 647-4000
- U.S. State Department Office of Overseas Citizen Services (202) 647-5225
- U.S. State Department Operations Office for Crisis Management (202) 647-0900
- U.S. Embassy and/or Consulate Abroad
- Host country embassy in the U.S.
- Host country contacts: educational institutional, agencies handling travel arrangements, local resident coordinators, if applicable
- Media – local, national and international
- Other universities with programs in the region
- Faculty with expertise in the region

(Please refer to Crisis Response Checklist on page X and Crisis Response Questions on page X)

### Discuss information with appropriate parties

The authority for making a decision will depend, in part, on the nature of the emergency. While the decision to send a single student home may reside with the resident coordinator or host institution, a decision that affects an entire program will reside with the Office of International Education and, if applicable, the host institution abroad, or with the University's legal counsel. A decision to cancel a program before it departs will be made only after consulting with the Dean of International Education.

When an emergency occurs, the institution abroad or the resident coordinator, must first do what is necessary on-site to ensure the safety of the participants. The institution abroad or resident coordinator should contact representatives of the Office of

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International Education to discuss the situation. Depending on the nature of the crisis, the appropriate plan will be initiated and the Dean of International Education will call a meeting of the crisis management team.

During this period, all inquires from family members should be directed to the Dean of International Education. Media and other inquires are to be directed to and handled by the Office of Public Relations at the University of Richmond. Inconsistent or premature media responses may instill a sense of panic, which can only complicate a difficult situation.

Host institution representatives or resident coordinators should discuss with Richmond students how to appropriately communicate the situation to family and friends. A panicked phone call by another Richmond student could elicit an extreme reaction that may hinder the team's response to the crisis and may cause undue panic at the home institution.

### **Decide an appropriate course of action**

Consultation with the crisis management team and resources can ensure a rational response to an emergency. All situations warrant unique responses. It is important that the course of action should be based on accurate information and what is compassionate, ethically responsible and addresses the stated objectives for the management of crises abroad.

Some factors to consider when deciding on a course of action are:

- **Risk** - is this a real or perceived emergency? Before initiating a response, the emergency needs to be evaluated and all facts must be determined to decide if the emergency is real or perceived. In some cases, the risks or threats may be a result of misconceptions of those that are not on-site and have little or no familiarity with the region. It is important that perceived threats not be minimized. When it is determined that the risk is not real, the Office of International Education, the resident coordinator and/or the host institution abroad should focus on their roles as educators and explain the reality of the situation. In cases where there is a real threat to the personal safety of the participants, a decision by the Dean of International Education, in consultation with appropriate members of the crisis management team, should be made whether or not to permit students to withdraw from the program. In cases of early withdrawal due to real threat, a consistent policy of refund and transfer of credits should be established for all participants on the program.

- **Relationship with Institution Abroad**

If the program is a result of a relationship with another institution, such as a university with which Richmond has an exchange or contractual agreement, that relationship may be invaluable to the resolution of the issue. If the emergency is imminent, contacts at the host institution can assist with communications to Richmond, provide a host-country perception of the crisis, and be a link to medical and legal resources abroad. The counterpart office abroad and/or resident coordinator must be assured that the safety of the participant(s) is of prime importance and that should be the guiding factor in the decision-making process.



## Liability

### Students

All students participating in a Richmond program abroad are required to complete and return the following forms to the Office of International Education:

- Proof of medical insurance and a list special health concerns, a copy of which is mailed to the appropriate contacts at institutions abroad.
- Agreement and Release Form.

### Faculty and Staff

University of Richmond employees will be provided with legal counsel and defense as long as they have performed their duties in a reasonable manner. The University does not provide legal assistance for illegal or negligent acts.

### General

The University's legal counsel will be consulted when emergencies occur.

### **Keep all interested and concerned persons informed.**

The Office of International Education will be responsible for maintaining contact with family members or guardians of the participants, and with other university offices, which will be affected by the crisis, i.e. University Communications, the respective Deans' offices, the Vice-President of Student Affairs, Student Accounts, CAPS, Financial Aid, etc.

When a decision is made to continue the program, the Office of International Education will be responsible for the monitoring of the situation. Concerned family members should be informed of the following:

- All administrators are aware of potential problems and an emergency plan is in place. The Office of International Education is in regular contact with the office or resident coordinator abroad.
- We are concerned for the well being and academic success of all participants and have taken measures to reduce unnecessary risks.
- We are open to discussing all items of concern.
- We are confident that our partner institutions and resident coordinators abroad, if applicable, have the student's best interest at heart.

## General Crisis Response Checklist

Date: \_\_\_\_\_

(Please check box and list date action was taken or information obtained for each item below)

Yes    N/A

       Name of the person providing the information and where s/he can be reached.

       Checked student file to find relevant information (pre-existing conditions, medical conditions, emergency contact, and references).

After notification, the Dean of International Education or back up person assembles Crisis Management Team for an update on the situation. It is critical to get detailed information regarding names, times, dates, places, witnesses, etc.

Specific Information to be collected includes:

- What happened?
- Where did it happen?
- Who was involved? **Write down any ID numbers and have correct spelling of name.**
- When did it happen?
- Who has the partner institution or resident coordinator contacted other than OIE?
- If there is a student death, the Dean of International Education notifies family and appropriate individuals in the U.S.
- If the crisis situation involves a change in itinerary or schedule, the Coordinator responsible for that program in the Office of International Education drafts a letter on behalf of the Dean to be sent to all parents or those listed as emergency contacts.
- If the situation warrants it, the Dean or the responsible Coordinator at OIE notifies the appropriate University officials. *\*Make a note of when and which offices were informed.*
- The Dean or backup notifies legal counsel, when appropriate.
- Double check case facts with original sources. Cross check with others, as needed. Make detailed notes of when and who was the source of information about the incident.

## Crisis Response Questions

1. **Specific information to be collected from the site:**
  - A. What happened?
  - B. Where did it happen?
  - C. When did it happen (date and time)?
  - D. Who was involved?
  - E. Who are the witnesses?
  - F. Who has been contacted?
  - G. What action, if any has been suggested by authorities at the site?
  
2. **Status of the participants:**
  - A. Where are the participants?
  - B. What is the physical condition of the participants?
  - C. What is the mental health of the participants?
  - D. What communication system has been established?
  - E. What information needs to be communicated?
  - F. Do the participants have any immediate needs?
  - G. Are any funds needed? I.e., medical, bond fees, etc.
  
3. **Specific contact information:**
  - A. Who contacted the home university/organization?
  - B. When did the contact occur?
  - C. How was contact made?
  - D. What was discussed?
  - E. What plan was developed?
  - F. Who was to take what action?
  
4. **Action plan:**
  - A. What action needs to be taken?
  - B. What are the legal issues to be considered?
  - C. Who needs to be contacted?
  - D. Who will contact each agency/organization/family? When will the agency/organization be contacted?
  - E. What financial arrangements need to be made?
  - E. How will the gathered information be communicated?
  - F. Who will collate information?
  - G. How will the Crisis Management Team receive the information?
  
5. **Post-crisis Follow-up:**
  - A. What debriefing is needed and who should be included?
  - B. What post-trauma counseling is needed?
  - C. What letters and other forms of communication need to be undertaken?
  - D. What legal action should be reviewed and initiated?
  - F. **Who will gather all information and write a report?**

## Arrest Of A UR Student Abroad

University of Richmond program administrators and resident coordinators abroad play a limited role when a participant is alleged to have committed a crime. When an alleged crime occurs abroad, it is important to remember that the student is subject to the laws of that country, not U.S. law. The student is also not assured all of the same rights that one would normally have in the U.S. Yet, the University should take all possible steps to ensure the safety of the student.

1. It is important to gather as much information as possible concerning the arrest including:
  - a. Name of the participant
  - b. Country of birth, citizenship and DOB
  - c. Date, place, and time of arrest
  - d. What are the charges
  - e. What is alleged to have occurred (summary of the incident)
  - f. Who else was involved (if applicable)
  - g. Where is the person being held and how can they be contacted
  - h. Does the student have legal representation
  - i. What are the student's rights in the justice system of the country in question
2. Notify the U.S. consular officer immediately
3. The University cannot recommend or provide an attorney, however the student can request the assistance of the State Department.
4. Do not call any family members or next of kin unless a) you have confirmed the arrest and b) the individuals have given you their written consent or c) the individual is under 18 years of age.
5. If the student consents, notify the next of kin listed on the participant's emergency information sheet. Provide the family member with the name, title, telephone number, fax number, and address of the U.S. Embassy or consulate whom you have notified regarding the arrest. Be careful that you indicate only that the person has been accused, and not whether you believe the individual is guilty.
6. The insurance program for semester/yearlong students covers legal assistance and should be contacted to find legal counsel for the student and to find a bail bondsmen. This insurance does not cover the costs of these fees. The insurance company will also maintain communication with the insured and family until legal counsel has been obtained.
7. If necessary, pack an appropriate amount of clothing items and other necessities to provide to the U.S. representative in the host country, so they can be given to the detained participant(s) when possible.

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8. Visit the arrested person wherever he/she is being detained. Do your best to calm the arrested person so that he/she understands the process she/he will be facing.
9. In some countries, an arrested individual may be released upon payment of a “fine” or other fee. Before proceeding with this option, the Office of International Education in consultation with the university’s legal counsel should consult with one another to consider the seriousness of the allegation and whether it warrants any intervention. For example, if someone is jailed for not paying a bill at a restaurant and the individual will be released if payment is made, then generally we would make the payment. On the other hand, if the individual has committed a serious crime we should let the U.S. officials determine the best course of action.
10. If there is a language barrier, ask a representative of the host institution, the resident coordinator or the U.S. consulate to assist with translation when you visit the individual being detained.
11. The person visiting the student should provide a written report to the University of Richmond as soon as possible summarizing what has occurred and the action taken. When working with a partner institution abroad, the Office of International Education will request periodic updates.
12. Describe the outcome or action related to the arrest in a report to University of Richmond. Include the following: charges dismissed? agreement reached? found guilty/not guilty? deportation? Where will the sentence be served? What was the sentence handed down?
13. University’s legal counsel should be kept abreast of all actions and should be copied on all reports and updates. Additionally, a decision needs to be made about whether or not the Vice-President of Student Affairs should be notified as well as the Office of Communications.
14. The student should be informed of any consequences in relation to his/her participation in the program; i.e. curfew, activity restrictions, separation from the program or disciplinary action at the University of Richmond. Consequences should be determined by the members of the crisis team.



## **Disruptive Behaviors**

To be communicated by the Program Director Abroad or to the individuals responsible for any disruptions which impinge on other students' ability to fully participate in the UR program:

“As a representative of the University of Richmond, I must inform you that, if you participate in any of the activities prohibited as stated in the code of behavior as outlined in program materials and as set by the University of Richmond, and as set by the institution abroad, you are subject to dismissal from the program at your own expense. For the University of Richmond’s standards of conduct students should refer to the residential college handbooks. Students who are dismissed from the program risk not receiving full credit for the course if the dismissal disrupts the course of study. No refunds will be made for students who are separated from the program.”

## Sexual Assault Crisis Management

**Definition of Sexual Assault:** Physical contact of a sexual nature, which is against one's will or without one's consent.

When the student is the perpetrator:

Sexual assault can result in dismissal from the Richmond program if the perpetrator is enrolled in the program. Special sensitivity is needed when handling a report of sexual assault. It is very important to involve the University of Richmond's legal counsel and the Vice-President of Student Affairs when a sexual assault is reported. Laws vary according to the country. In this case, the U.S. consulate or nearest embassy should be consulted.

When the student is a victim of a sexual assault:

**The first priority is to meet the immediate needs of the individual from a medical and psychological standpoint.** It is important that in cases where Richmond hires a resident coordinator that this person have the resources available to handle such an emergency. Both a medical doctor and a psychologist should be consulted whenever possible. In cases where the host country does not have resources to handle this type of crisis, the resident coordinator should contact the nearest U.S. consulate for assistance.

**Secondly, the victim should be moved to a safe location and should preserve all physical evidence of the assault.** The victim should not wash or bath, use the toilet, or change clothing until there has been a medical evaluation. If the victim insists upon changing clothing, put all clothing in a paper bag.

**Thirdly, when appropriate, the matter should be reported to local authorities and to the U.S. consulate.**

Due to the sensitive nature of the event, all of those involved in this crisis must accept their responsibility to maintain strict confidentiality on the matter.

**The following information should be obtained when a sexual assault is reported:**

- a. Name of person reporting the incident
- b. Name of the victim
- c. Status of the victim (student, faculty, staff, other)
- d. If not the victim reporting, how does the person know of the assault
- e. Date, time, and place of the assault
- f. What occurred
- g. Who was the assailant (if unknown, ask for a description)
- h. Where is the victim now

**The following immediate actions should take place:**

- a. If you are first on the scene or the first contacted, the victim may be in shock, physically hurt, and very emotional. Assure the victim that s/he is not at fault and did not cause the assault to occur, and that the

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responsibility for the assault is placed on the perpetrator alone. Your first objective is to care for the victim's medical/emotional needs.

- b. If the victim has chosen not to contact local authorities, encourage him/her to report the incident through the partner institution abroad or, if applicable, through the local resident coordinator who can then contact local authorities. The laws concerning sexual assaults, as well as the punishments, vary greatly from country to country and the victim should be made aware of what local laws and procedures apply.

If a student is studying at a partner institution abroad, there will, in most cases, be a set of procedures to handle this type of situation. In this case, it is crucial that the Office in charge of study abroad students be in touch with the Office of International Education at Richmond to explain what procedures and laws apply.

- c. Determine if the individual wishes to contact a parent/relative in the U.S. Facilitate the communication between the student and the parent/relative.

**Follow Up Actions:**

- a. Request an investigation from local authorities. A detailed log of all events related to the situation should be used throughout the investigative process.
- b. Once the investigative report is complete a report should be made to the Dean of International Education at Richmond. If the alleged perpetrator is a Richmond student, the Dean, in consultation with the University's legal counsel and with the Vice-President of Student Affairs, will determine the necessary action to be taken against the perpetrator.
- c. Be sure the victim receives counseling services from a mental health professional. If the victim is afraid to return to his/her residence assist in making alternative arrangements with the institution abroad. The mental health professional should weigh with the student, the options available including medical evacuation or a return home to deal with the trauma.
- d. If the student decides to return home, assist in the coordination of all return arrangements, including the notification of parents (as discussed with the student).
- e. If the student decides to remain in the program, discuss the possible need to provide different academic arrangements with the host institution should this incident impact the student's ability to function in his/her classes or delay participation in any final assessment.
- f. If perpetrator is a UR student, check with UR lawyers.

## Sexual Harassment Crisis Management

**Definition of Sexual Harassment:** Sexual harassment does not refer to occasional, socially accepted compliments. It refers to verbal or physical contact of a sexual nature that is unsolicited, unwelcome, and personally offensive.

Examples of sexual harassment include: repeated offensive sexual flirtations, advances or propositions, repeated verbal comments about someone's appearance, the inappropriate display of sexually suggestive objects or pictures, or any offensive or abusive physical contact. Such conduct constitutes sexual harassment when:

1. Submission is explicitly or implicitly made a condition of an individual's employment or academic achievement;
2. Submission or rejection is used as the basis of personnel or academic decisions affecting that individual; or
3. The effect substantially interferes with an individual's work or learning, or creates an intimidating, hostile environment.

*(Adopted from the University of Richmond's Sexual Assault and Sexual Harassment policy 8/97)*

Sexual assault and harassment are violations of the University's Standards of Conduct.

What to do if a student alleges to have been sexually harassed?

**If a student is studying at a partner institution, the student should report the harassment to the Office responsible for international students or to the Office of International Education at the University of Richmond. In an instance where the university abroad has an established procedure and policy on sexual harassment, the student should follow these procedures. The student may also wish to see a psychologist to discuss any anxieties or concerns that they may have. In instances where there is not a psychologist on staff to speak to the student in his/her native language, the office abroad or resident coordinator should facilitate counseling through his/her contacts or through the nearest U.S. consulate.**

The University will endeavor to respond to and resolve all complaints quickly and effectively.

### **What should the student be advised to do**

*(from UR Faculty handbook)*

**Informal Discussion with Perpetrator:** Prior to the involvement of other parties or University officers, the student may choose to discuss the concerns directly with the perpetrator. The perpetrator may not realize that his or her conduct is offensive or unwelcome. Many disputes can be resolved quickly and effectively with such direct communication. A complaint brought to the attention of the perpetrator shortly after the allegedly offensive behavior occurs (i.e., immediately or in a few days) will usually result in more effective resolution. The student should keep detailed notes on the conversation and subsequent events.

**Informal Discussion with University Officials:** The student should contact the Office of International Education and/or the office abroad responsible for international students in a timely manner, ordinarily within thirty days of the offending conduct. After discussing the alleged harassment with University Officials, all efforts should be made to:

- Conduct an informal investigation with the effect and goal of ending the alleged behavior in an effective and expeditious manner;
- Assist the Complainant to determine if the behavior violates the Policy, or to learn more about the Policy generally;
- Meet with the individual whose behavior is alleged to be offensive or unwelcome, and discuss the situation to make it clear that the behavior is offensive or unwelcome and should cease;
- Contacting the supervisor of the person whose behavior is alleged to be offensive or unwelcome and requesting assistance to stop the behavior.

Based on the Informal Discussion, the Dean of International Education, in consultation with the University's legal counsel, will determine what additional action, if any is necessary. The formal complaint process can be found in the Faculty handbook <http://www.richmond.edu/~provost/facultyhdbk/chap5.htm#GSEX>

### **What if the student is the perpetrator?**

**If a Richmond student is the perpetrator of the harassment, the following steps should be taken:**

- a. Name of person reporting the incident
- b. If not the victim reporting, how does the person know of the harassment
- c. Date, time, and place of the harassment
- d. What occurred
- e. Who was the respondent?
- f. Overseas institutional policy and procedures should be followed, if the student is found to be guilty, then the Dean of International Education, together with the legal counsel of the University and the Vice-President of Student Affairs should meet to discuss an appropriate response.
- g. In cases where there is no institutional policy at the host institution, the Dean of International Education and the Vice-President of Student Affairs, together with legal counsel, will determine the most appropriate response.

## Other Emergencies

### **Natural disasters, political unrest, outbreak of disease, illness or injury**

While each emergency situation requires a unique action plan specific to the event at hand, there are some basic steps that help in assessing the situation and establishing an appropriate course of action.

1. Determine if the emergency is real or perceived.
2. Assure the safety and security of all program participants or the specific student.
  - Assure that every one in the program is safe and secure. Use common sense. Talk with program participants and assure them that they are in good hands. Let them know that there is a campus plan to handle emergencies and suggest that they delay calling home.
  - Discuss with participants the implication of calling home before there is an action plan. Alleviate as much panic as possible and elicit their cooperation in dealing with the situation at hand.
3. Gather all pertinent information (see checklist on page x and take meticulous notes)
  - Is anyone still in danger/is everyone in the program safe?
  - What day and time did this occur?
  - What is the impact of this on Richmond students, on the program, and back on the home campus?
  - What action has already been taken?
  - What other information is critical?
  - Who has already been contacted? What additional information do you have that is useful in making a decision? (Make sure to record the names and phone numbers of pertinent people, so that they can be passed on to Richmond staff.)
  - What action is the US State Department requiring or recommending?
4. Campus Actions
  - The Dean of International Education or the designated back up will convene an appropriate emergency team on campus to discuss the situation at hand. If possible, Richmond may ask the program staff abroad to be involved in a conference call during the meeting.
  - Richmond staff will coordinate efforts with overseas institution and make relevant calls to the US Department of State, overseas embassies, medical personnel, travel organizations that specialize in emergency situations, security staff, and/or international aid agencies.
  - An appropriate course of action will be developed in coordination with the overseas staff and the on-campus emergency team. The action plan will be implemented immediately.

## Checklist For Death Of Family Member While Student Is Abroad

Date: \_\_\_\_\_ (Please list date action was taken or information obtained for each item below)

- Write down who is giving you the information; name, ID number, where they can be reached.
- What happened?
- Where/When did it happen?
- Who should be contacted: Dean's office, Vice-President of Student Affairs, Chaplaincy, CAPS. Also contact close UR friends who were abroad with student when they were notified of their family member's death to see if any support can be offered.
- Assist student in returning home for the funeral. This may involve financial support, which is reviewed on a case-by-case basis.
- Send flowers/donations to family via funeral home.
- Contact Student Accounts to waive any fees
- Coordinate return of student to study abroad location, if student wishes to return.
- Work out academic and fee details with program abroad.

## Checklist For Student Death Abroad

Date: \_\_\_\_\_ (Please list date action was taken or information obtained for each item below)

### ***Take specific notes:***

Write down who is giving you the information; name, ID number, where they can be reached.

- What happened?
- Where did it happen?
- Who was involved?
- Who are the witnesses?
- When did it happen?
- Note the spelling of the name(s), middle name, ID numbers, etc.,
- Review student file for medical/mental health history and emergency contact information

### **Be certain the following have been notified:**

- Dean of International Education
- Local U.S. State Department Official\*
- Family or guardian listed on emergency contact information
- Residential and Academic Dean on UR Campus
- Crisis Management Team

\* U.S. State Department Officials should assume responsibility for the body and its return to the U.S. following an official request by family members.



## General Crisis Response Checklist Resident Coordinators Abroad

Date: \_\_\_\_\_ (Please list dates of actions taken or information obtained for each item below)

### ***Take specific and detailed notes:***

- Write down the name of the person providing the information and where they can be reached.
- What happened?
- Were there injuries? If yes, who was injured? What is their condition? Are they being treated?
- Where? Have family members been notified?
- Were there fatalities? Is anyone missing? Who? Have next of kin been notified?
- Where did it happen?
- Who was involved?
- When did it happen (date, time)?
- Is there an investigation in progress? Who is conducting this? Has the US consulate been notified?
- If it was an organized event, who was supervising the activity? What have they reported?
- Note the spelling of the name(s), middle name, ID numbers, locations, etc.
- Brief Office of International Education on the matter by telephone if urgent, or by fax or email.
- Do not talk to the media until the Dean of International Education, in consultation with the crisis management team, who will handle press inquiries in the U.S. and abroad, has determined it. If you are the one designated to handle press inquiries abroad, correct errors and misinformation and do not answer any questions that you are unsure of regarding any issues (i.e. physical well-being or location of student). Instruct students that they should not talk to the media and explain why it may be detrimental to the situation at hand.
- Check student file for any information relevant to the crisis event.

## University of Richmond Summer Programs

- Take meticulous notes of all phone calls and steps taken in response to a crisis. Indicate times, dates and names of persons spoken to about the situation. Also, note follow-up steps that must be taken.
  
- In the event of a death –see also- the Student Death Response Form
  
- If sexual assault or harassment related, follow instructions in manual.
  
- If an arrest, follow instructions in manual.
  
- Mobilize groups to provide support as relevant to the incident: Close Friends, Roommates, Organization members, Faculty/staff.
  
- Double check case facts with original sources. Cross check with others, as needed. Make detailed notes of when and who talked to about the incident.

Contact Office of International Education to obtain emergency funds.

## **Emergency Information Sheet** **Office of International Education**

*Administrative Wing of Boatwright Library*  
*Richmond, VA 23173*  
*PHONE (804) 287- 6557 FAX (804) 289-8904*  
*international@richmond.edu*

Please complete the information below. **A copy of this form will be mailed to program staff abroad after your acceptance to the program.** The original will be kept in your file in the Office of International Education. This information will only be used in emergency situations.

NAME: \_\_\_\_\_ CITIZENSHIP: \_\_\_\_\_

DATE OF BIRTH (MM/DD/YY): \_\_\_\_\_ UR ID Number: \_\_\_\_\_

Name of Parent or Guardian to contact in an emergency:

Address of emergency contact:

Phone number of emergency contact (Including area code):

E-mail Address of emergency contact:

Name and Telephone Number (include area code) of primary care physician:

### **HEALTH INSURANCE INFORMATION**

Name of Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_ Date of expiration (MM/DD/YY): \_\_\_\_\_

Address of U.S. Agent: \_\_\_\_\_

Telephone number of U.S. Agent: \_\_\_\_\_

**MEDICAL INFORMATION** - This information will be used for the purpose of academic and accommodation advising in relation to the University of Richmond's exchange program to which you have been accepted. This information will not be used by the University of Richmond in a discriminatory fashion and is collected with the intention of serving students to help make the study abroad experience successful. In order to better serve the students, the OIE staff may contact the institution abroad to ensure that the facilities abroad that a UR student may need are accessible and available (i.e., counseling center, guides for visually impaired students, study skills centers for learning disabilities, etc). If a UR program does not provide facilities that are necessary for a student's stay, then all efforts will be made to place the student in another location that can serve both the student's academic and health needs.

University of Richmond Summer Programs

ALLERGIES (including to medication), SPECIAL NEEDS, i.e. dietary, disabilities or any other condition that should be taken into consideration:

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HISTORY OF SERIOUS ILLNESS including mental health:

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SPECIAL MEDICATION OR TREATMENT REQUIRED:

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OTHER INFORMATION THAT MAY BE IMPORTANT IN CASES OF EMERGENCIES (use back of form, if necessary):

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## List of On-campus resources

During Office Hours (8:30 am – 5:00 pm Eastern Standard Time)

### Crisis Management Team Members

#### Office of International Education

(804) 289-8836	Main line	
(804) 289-8836	Uliana Gabara	<a href="mailto:ugabara@richmond.edu">ugabara@richmond.edu</a>
(804) 289-8838	Michele Cox	<a href="mailto:mcox@richmond.edu">mcox@richmond.edu</a>
(804) 287-6876	Christopher Klein	<a href="mailto:cklein2@richmond.edu">cklein2@richmond.edu</a>
(804) 289-8904	FAX	

#### Vice President for Student Development

(804) 289-8615	Steve Bisese	<a href="mailto:sbisese@richmond.edu">sbisese@richmond.edu</a>
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#### Dean of Richmond College

(804) 289-8061	Joe Boehman	<a href="mailto:jboehman@richmond.edu">jboehman@richmond.edu</a>
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#### Dean of Westhampton College

(804) 289-8468	Juliette Landphaier	<a href="mailto:jlandpha@richmond.edu">jlandpha@richmond.edu</a>
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#### University Communications

(804) 287-6488

#### School of Continuing Studies

##### Associate Dean

Dr. David Kitchen	(804) 289-8382	<a href="mailto:dkitchen@richmond.edu">dkitchen@richmond.edu</a>
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#### Auxiliary Crisis Team Members

<b>CAPS</b>	(804) 289-8119
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<b>Chaplain</b>	<b>(804) 289-8500</b>
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<b>Student Health Center</b>	(804) 289-8064
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#### After Office Hours

Campus Police	(804) 289-8911
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Uliana Gabara	(804) 740-3771
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University of Richmond Summer Programs

Michele Cox

(804) 261-7207  
(804) 519-4908 (Mobile)

Christopher Klein

**David Kitchen**  
**David Kitchen (Home)**

**(804) 519-4908**  
**(804) 261-7207**

## List of off-campus resources

### U.S. Department of State

Overseas Citizens Service  
(202) 647-5225

Monday-Friday (8:15 am – 10:00 pm)  
Saturday (9:00 am – 3:00 pm)

After-hours emergencies  
24-hour hotline

(202) 647-4000 ask for OCS desk officer  
(202) 647-5225

### Cigna Corporation

(traveler's assistance for faculty and staff only)  
Plan number 01 SP 585 (215) 244-2211 24-hours,  
call collect. Language assistance available

### AT&T Language Assistance

(800) 752-0093 ext. 196  
Translators are available 24 hours in most languages.  
<http://www.att.com/traveler/global/>

### Center for Disease Control

(404) 639-3311 (CDC Operator); (800) 311-3435  
(Public Inquiries)  
<http://www.cdc.gov/>



# Important contact addresses

## US-Based Embassies

### **Embassy of Argentina**

1600 New Hampshire Avenue  
Washington, DC 20009  
202-238-6401

### **Embassy of Australia**

1601 Massachusetts Ave, NW  
Washington DC 20036  
202 797 3000

### **British Embassy**

3100 Massachusetts Avenue,  
Washington DC, 20008  
(202) 588-6500

### **British Consulate-General, New York**

845 Third Avenue  
New York, NY 10022-6691  
212 745-0200

### **Embassy of the Czech Republic**

3900 Spring of Freedom Lane, NW  
Washington, DC 20008  
202 274-9100

### **Embassy of France**

4101 Reservoir Rd. NW  
Washington, DC 20007  
202 944-6000

### **Embassy of German Federal Republic**

4645 Reservoir Rd. NW  
Washington, DC 20007-1998  
202 298-4000

### **Embassy of Ireland**

2234 Massachusetts Ave. NW  
Washington, DC 20008-2849  
202 462-3939

### **Embassy of Italy**

3000 Whitehaven St. NW  
Washington, DC 20008  
202 612-4400

### **Embassy of Mexico**

1911 Pennsylvania Ave. NW  
Washington, DC 20006  
202-728-1600

### **Embassy of Japan**

2520 Massachusetts Avenue, N.W.,  
Washington, DC 20008  
202 238-6700

### **Embassy of the Hashemite Kingdom of Jordan**

3504 International Dr. NW  
Washington, DC 20008  
202 966-2664

### **The Republic of China on Taiwan**

4201 Wisconsin Avenue, NW,  
Washington DC 20016  
Telephone: (202) 895-1800

### **Embassy of Peru**

2141 Wisconsin Avenue, NW  
Washington, D.C. 20007  
Telephone: (202) 333-1528

### **Embassy of South Africa**

3051 Massachusetts Avenue, N.W.,  
Washington, DC 20008  
202-232-4400

University of Richmond Summer Programs  
**Embassy of Spain**  
2375 Pennsylvania Ave. NW  
Washington, DC 20037  
202 452-0100

## US Consulates/Embassies Overseas

### US Consulates/Embassies Overseas

#### **Argentina**

US Embassy in Buenos Aires  
Av. Columbia 4300  
Buenos Aires, Argentina  
Tel # (54-11) 5777-4533  
Fax # (54-11) 5777-4240

#### **Australia Internship**

Consulate General of the United States Sydney  
MLC Centre Level 10  
19-29 Martin Place  
Sydney, NSW 2000  
Tel. - Visa inquiries: 1902-941-641 or 1800-687-844  
(24 hrs - [charges apply](#))

Tel. - Other consular inquiries: **(61-2) 9373-9200** (M-F, 8:00am-12:00 noon, 2:00pm-4:30pm)

Tel. - After hours emergencies **(02) 4422-2201**  
E-mail: [amvisa@state.gov](mailto:amvisa@state.gov)  
Web: [usembassy-australia.state.gov/sydney](http://usembassy-australia.state.gov/sydney)

#### **England (United Kingdom)**

##### **Cambridge Program**

US Embassy in London  
24 Grosvenor Square  
London, W1A2LQ  
United Kingdom  
Tel # [44](020) 7499-9000  
Fax# [44] 0131-557-6023  
Emergency # for police/fire/ambulance 999

#### **England (United Kingdom)**

##### **London Internship**

US Embassy in London  
United Kingdom  
Tel # [44](020) 7499-9000  
Fax# [44] 0131-557-6023  
Emergency # for police/fire/ambulance: 999

#### **France**

Consular Section of the US Embassy in Paris  
Office of American Services  
2 Avenue Gabriel  
Paris 75382 Cedex 08  
France  
Tel # 33-1-43-12-22-22  
Fax # 33-1-45-24-74-80  
General Emergency #: 122  
Ambulance: 15

Fire Department: 18  
Police: 17

#### **Ireland**

The Embassy of the United States  
42 Elgin Road  
Ballsbridge, Dublin 4  
Tel # +353 1 66 88 777  
Fax # +353 1 668 9946  
General Emergency # for police/fire/ambulance services: 999 or 112

#### **Germany**

U.S. Embassy in Berlin  
Tel # (49)(30) 238-5174 or 8305-0  
Embassy of the United States Berlin Consular Section, Clayallee 170 , 14191 Berlin  
American Citizen Services  
Tel# (030) 832-9233  
Fax (030) 8305-1215  
Emergency:  
Police: 110  
Fire and Ambulance:112  
Fire & Ambulance Rural: 19222

#### **Italy**

##### **US Embassy in Rome**

Via Vittorio Veneto 121  
00187 Roma, Italia  
Tel# (+39) 06.4674.1 (switchboard); Fax# (+39) 06.4674.2244  
[uscitizensrome@state.gov](mailto:uscitizensrome@state.gov)  
Website: <http://www.usembassy.it>;

##### **US Consulate General – Milan**

Via Principe Amedeo, 2/10 – 20121 Milano  
Tel# (switchboard) +39 02-290-351  
Fax# +39 02-2903-5273

##### **US Consulate General – Florence**

Lungarno Vespucci, 38-50123 Firenze  
Tel# (switchboard) +39 055.266.951; Fax# +39 055.215.550

Email [Florencecc@state.gov](mailto:Florencecc@state.gov)

##### **US Consulate General – Naples**

Piazza della Repubblica –80122 Napoli  
Tel# +39 081-5838-111; Fax# +39 081-583-8275

**Emergency # 113** (police and ambulance)

Medical Emergency (ambulance) 118

Fire Department 115; Police 113

Emergency Services: (+39) 081 538 8221

#### **Japan**

US Embassy in Tokyo  
1-10 -5 Akasaka, Minato-ku, Tokyo  
107-8420, Japan  
Tel# 81-03-3224-5000  
Fax: 81-03-3505-1862

## University of Richmond Summer Programs

US Consulate in Nagoya  
Tel# 81-052 581 4501  
fax 81-052-581-3190

Emergency # Police 110  
Emergency # Ambulance 119

### **Jordan**

American Embassy  
P.O. Box 354, Amman 11118  
Jordan  
Tel # 962-6-590-6000  
Fax # 962-6-592-0121  
Emergency:  
Ambulance:191  
Fire:193  
Police: 192

### **Mexico**

US – Consulate General – Monterrey  
Ave. Constitucion 411 Pte.  
Monterrey, Nuevo Leon, Mexico 64000  
Tel # 01 81 8047-3100  
Emergency #s: 066, 060, or 080

### **Peru**

Embassy Address in Lima  
Avenida Encalada, Cuadra 17  
Surco, Lima 33, Peru  
Phone: (51 1) 618 2000  
Fax: (51 1) 618 2397  
**Consular Agency Contact Information:**  
Avenida Pardo 845  
Cuzco  
Phone: [011] (51) (084) 231-474  
Mobile: [011] (51) (084) 984-621-369  
Fax: [011] (51) (084) 245-102  
Central Emergency Number: 105

### **Prague, Czech Republic**

U.S. Embassy  
Trziste 15, 118 01 Praha 1  
Czech Republic  
Tel # (420) 257 022 000  
Website: [www.usembassy.cz](http://www.usembassy.cz)  
Emergency #: 112  
Medical: 155  
Fire: 150  
Police: 158

### **South Africa**

US – Consulate General – Cape Town  
2 Reddam Ave. Westlake 7945  
Tel # (27-21) 702-7300

Fax # (27-21) 702 7493

### **Spain**

American Embassy, Madrid, Spain – Consular  
Affairs  
C/Serrano, 75  
28006 Madrid  
Tel (34)(91) 587-2240 and (91)-587-2200  
Fax (34) (91) 587-2243  
Emergency Assistance after hours (91) 587-2200

Consular Agency in Seville  
Tel# (34)(954) 218-571  
Fax# (34)(954)220-791

Emergency #: 112  
Police: 091; Local Police: 092  
Fire: 080 or 085

### **American Institute in Taiwan**

Taipei: No.7, Lane 134, Sec. 3, XinYi Rd., Da-an  
District  
Taipei City 10659,  
Taiwan  
TEL: +886 (02) 2162-2000  
[AIT/Kaohsiung](#): 5th Floor, No.2, Chung Cheng 3rd  
Rd., Xin-Xing District, Kaohsiung City 80052,  
Taiwan  
TEL: +886 (07) 238-7744  
Emergency #s:  
Fire: 119.  
Police: 110

## Summer Study Abroad Director Contacts

### Argentina

Director: Virginia Talley  
Work Phone: 804-289-8490  
E-mail: [vtalley@richmond.edu](mailto:vtalley@richmond.edu)

### Australia Internship

Contact: Krittika Onsanit  
Work Phone: 804-287-6499  
Work Fax: 804-289-8904  
E-mail: [konsanit@richmond.edu](mailto:konsanit@richmond.edu)  
Home Phone: 804-643-8666

### Cambridge Program

Director: Terry Price  
Work Phone: 804-287-6088  
E-mail: [tprice@richmond.edu](mailto:tprice@richmond.edu)  
Home Phone: 804-358-2993

### Czech Republic

Director: Yvonne Howell  
Work Phone: 804-289-8101  
E-mail: [yhowell@richmond.edu](mailto:yhowell@richmond.edu)  
Home Phone: 804-354-9863

### France

Director: Dr. Hilary Raymond  
Work Phone: 804-287-6377  
Work Fax: 804-287-6446  
E-Mail: [hraymond@richmond.edu](mailto:hraymond@richmond.edu)  
Home Phone: 804-281-7211

### Germany

Director: Dr. Kathrin Bower  
Work Phone: 804-287-6060  
Work Fax: 804-287-6875  
E-mail: [kbower@richmond.edu](mailto:kbower@richmond.edu)

### Germany Internship

Contact: Krittika Onsanit  
Work Phone: 804-287-6499  
Work Fax: 804-289-8904  
E-mail: [konsanit@richmond.edu](mailto:konsanit@richmond.edu)  
Home Phone: 804-643-8666

### Italy

David Kitchen

Director: Dr. Lorenza Marcin  
Work Phone: 804-287-6809  
E-mail: [lmarcin@richmond.edu](mailto:lmarcin@richmond.edu)  
Home Phone: 804-754-3670

### Ireland Internship Program

Contact: Krittika Onsanit  
Work Phone: 804-287-6499  
Work Fax: 804-289-8904  
E-mail: [konsanit@richmond.edu](mailto:konsanit@richmond.edu)  
Home Phone: 804-643-8666

### Japan

Director: Professor Akira Suzuki  
Work Phone: 804-289-8293  
Work Fax: 804-287-6446  
E-mail: [asuzuki@richmond.edu](mailto:asuzuki@richmond.edu)  
Home Phone: 804-794-8043

### Jordan

Director: Professor Martin Sulzer-Reichel  
Work Phone: 804-484-1612  
Work Fax: 804-287-6446  
E-mail: [msulzerr@richmond.edu](mailto:msulzerr@richmond.edu)  
Home Phone: 804-261-5713

### London Internship Program

Contact: Krittika Onsanit  
Work Phone: 804-287-6499  
Work Fax: 804-289-8904  
E-mail: [konsanit@richmond.edu](mailto:konsanit@richmond.edu)  
Home Phone: 804-643-8666

### Mexico Internship Program

Contact: Krittika Onsanit  
Work Phone: 804-287-6499  
Work Fax: 804-289-8904  
E-mail: [konsanit@richmond.edu](mailto:konsanit@richmond.edu)  
Home Phone: 804-643-8666

### Peru

Dr. Rick Mayes  
Work Phone: 804-287-6404  
Email: [bmayes@richmond.edu](mailto:bmayes@richmond.edu)  
[rickmayes@hotmail.com](mailto:rickmayes@hotmail.com)

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### **Spain**

Director: Dr. Carlos Valencia

Work Phone: 804-289-8407

Work Fax: 804-287-6446

E-mail: [cvalenc2@richmond.edu](mailto:cvalenc2@richmond.edu)

Home Phone: 804-358-0009

### **South Africa Internship Program**

Contact: Krittika Onsanit

Work Phone: 804-287-6499

Work Fax: 804-289-8904

E-mail: [konsanit@richmond.edu](mailto:konsanit@richmond.edu)

Home Phone: 804-643-8666

### **Taiwan**

Contact: Su-Lin Tai

Work Phone: 804-287-6345

Work Fax: 804-289-6446

E-mail: [stai@richmond.edu](mailto:stai@richmond.edu)

Home Phone: 804-643-8666

# **Student Forms and Agreements**

**Office of Summer School and Programs**  
**University of Richmond, VA 23173**  
**(804) 289-8133 FAX (804) 289-8138**

**Agreement and release form**

**UNIVERSITY OF RICHMOND SUMMER STUDY ABROAD**

Summer 2010

*\* Carefully read Parts I, II and III before signing. Return original signed copy to the Office of Summer School, School of Continuing Studies, and keep a copy for your records. .*

**PART I: CONDITIONS OF PARTICIPATION:**

1. I understand that, although the University of Richmond (the University) has made reasonable efforts to provide for my safety while participating in the University of Richmond's Summer Study Abroad Program (the Program), there are unavoidable risks in foreign travel, and I may subject myself to dangers over which neither the University, its employees nor the host institution have any control. These dangers might include, without limitation, airline or motor vehicle accidents, criminal behavior or negligence by others, terrorist activity, natural disaster, exposure to contaminated food, normal health problems, etc. I also understand that in the event I am injured or become ill, I may not be able to expect the same level of medical treatment in a foreign country as I might at home.

In full appreciation of these dangers and risks, I release and forever discharge the University and its insurers, officers, trustees, faculty and employees (its "agents"), from all actions, claims, demands, damages and liability whatever that might arise from the Program and my participation in it, except for liability caused by willful misconduct of the University or its agents.

2. The University cannot be responsible for the actions of external companies or personnel hired by either the University or the host institution.
3. I understand that I am required to have an insurance policy that covers medical services and treatment, including medical evacuation and repatriation, during the period of study in the Program. I take full responsibility for knowledge and understanding of any limitations in my insurance policy that pertain to travel abroad. In the case where the University contracts health insurance for its abroad students, the University cannot be held responsible for the health care delivered to any student.
4. I grant the University and its employees full authority to take whatever actions they may consider to be warranted regarding my health and safety, and I release them from any liability for such actions. I authorize the University and its employees, at their discretion, to place me for medical treatment at my expense, **including anesthesia and surgery.**
5. I also release, hold harmless and agree to indemnify the University and its agents with regard to any financial obligations or liabilities that I personally incur, or any damage or injury to the person or property of others that I may cause or be accused of causing, while participating in the Program. In the event the University or its agents advance or loan any monies to me or incur special expenses on my behalf while abroad or in relation to the Program abroad, I agree to make immediate repayment.
6. I understand that I cannot expect and may not receive the same services and conditions abroad that I normally enjoy while at the University.
7. I agree to comply with the rules, standards and instructions for my behavior as stated at the University, the host institution and the Program. The University and its agents have the right to



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enforce appropriate standards of conduct and may at any time terminate my participation in the Program for failure to maintain these standards or for any conduct which the University or its agents consider to be incompatible with the interest, harmony, comfort and welfare of other students or the host institution. If I am expelled from the Program, I agree to be sent home at my expense and acknowledge that there will be no refund.

8. I agree to adhere to the laws of countries in which I am a visitor/student. I understand that I must be sensitive to the host culture and agree to behave appropriately.
9. I understand that I am responsible for my welfare while abroad.
10. I understand the University reserves the right to select candidates for study abroad. I have considered carefully and take responsibility for any physical or personal limitations that might interfere with my achieving a successful and safe experience abroad.
11. I consent to the use of photographs and comments by the University for publicity purposes and to the distribution of information about the Program to my parents or guardians whom I have specified in my Emergency Information Sheet. I authorize the University and its agents to contact my parents or guardian, as indicated on the emergency form, in connection with my general welfare abroad.
12. Unless I notify the Office of International Education in writing, I consent to the distribution of my name, campus mailing and E-mail address, and telephone number to potential and current University students and to various departments at the University.
13. The University strongly discourages students from operating vehicles while participating in its Programs. Traffic congestion and different traffic laws and regulations, civil and criminal, can make driving motor vehicles abroad extremely hazardous. Insurance requirements and other financial responsibilities vary from country to country. If, however, I decide to operate a motor vehicle while abroad, the University assumes no financial responsibility for legal aid or for my care should I be involved in a violation or an accident.
14. I agree to release the University and its agents from liability for damage to or loss of my possessions, or for injury, illness or death resulting from crimes or from political unrest.
15. I understand that I am required to register for a full course load while abroad and will be expected to abide by requirements for full-time students at the host institution.

## PART II: REFUND POLICY

1. The deposit is not refundable under any circumstances after a student's application has been accepted. If the University is unable to accept an application, it will refund all payments.
2. If I withdraw from the Program by notifying the University in writing on or before March 1, the University will refund all fees paid, except the deposit.
3. If I withdraw from the Program for medical reasons before April 1, and provide evidence of medical necessity from a physician, the University will refund all fees paid, except \$300. If I replace myself with another student acceptable to the University, the University will refund an additional \$150.
4. If I withdraw from the Program for nonmedical reasons after March 1, but before April 1, the University will refund all fees paid, except the deposit, but only if I am able to replace myself with another student acceptable to the University.
5. If a Program is cancelled, or if in the sole judgment of the University, a Program has been so radically changed in itinerary or curriculum that it would be unfair to require students to participate and a

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student elects in writing to withdraw from the Program, the University will refund all fees paid. Under these circumstances, the University will have no additional responsibility or liability to the student or his parents or guardian.

6. After April 1, no refunds of fees will be made for any reason.

## Conditions of Student Participation

1. I do waive, release and forever discharge the University of Richmond (the “University”) and its insurers, officers, trustees, faculty, agents, employees and host facilitators (collectively, its agents), of all actions, damages and liability of every kind and nature whatever that the undersigned now have, or ever will have, arising out of, or in any way connected with, the University’s Travel Program (the “Program”).
2. I understand that it is strongly recommended that I secure an insurance policy that covers accident and medical services/treatment, trip cancellation/interruption and baggage. I take full responsibility for knowledge of any limitations in my insurance policy that pertain to the travel program.
3. I grant the University and its agents full authority to take whatever actions they may consider to be warranted regarding my health and safety, and I release them from any liability for such actions. I authorize the University and its agents, at their discretion, to place me for medical treatment, at my expense.
4. I also release, hold harmless and agree to indemnify the University and its agents with regard to any financial obligations, liabilities, or damage to persons or property that I personally incur or that I may cause or be accused of causing while participating in the Program.
5. I understand that I will be expected to show sensitivity to host culture, demonstrate culturally appropriate behavior, and observe local rules and laws. I agree to comply with the University’s rules, standards and instructions for my behavior. The University and its agents have the right to enforce appropriate standards of conduct and may at any time terminate my participation in the program for failure to maintain these standards for any conduct which the University or its agents consider to be incompatible with the interest, harmony, comfort and welfare of other passengers. Removal from the Program will be at my own expense.
6. The University of Richmond and its agents do not assume any responsibility for any delay, error or omission, loss or accident, injury or damage, irregularity or cancellation of any cause. The right is reserved to change or alter any arrangement and/or programs as may be necessary either for the safety or convenience of passengers, or because of operational necessity to withdraw the tour or any part of it, and to pass on the tour members any expenditures occasioned by delays or events beyond OUR control. The tour can be canceled prior to its departure, in which case full refund will constitute complete settlement with the passenger.
7. I agree to release the University, its agents and staff from any liability for damage to or loss of my possessions, injury, illness or death resulting from crimes or from political unrest.
8. I understand that I am responsible for payment in accordance with the University’s published schedule for payment of travel fees and other charges related to the Program. I understand the University’s refund and cancellation policies as stated, and that the policy of refunds is also subject to the policies of the host agency.

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9. The University reserves the right to decline to accept or restrain any person as a tour member should such persons' health, mental condition, physical infirmity or attitude jeopardize the operation of the tour and the rights, welfare or enjoyment of the other participants.

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Student Signature

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Printed Name

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Date

## University of Richmond Harassment and Discrimination Policy

Every University Employee, faculty member and student has the right to work and study in an environment free from discrimination and harassment and should be treated with dignity and respect. The University prohibits discrimination and harassment against applicants, students, faculty or staff on the basis of race, religion, national or ethnic origin, age, sex, sexual orientation, disability, status as a veteran or any classification protected by local, state or federal law.

The University's policy against discrimination and harassment (Policy) incorporates protections afforded by Title IX of the Educational Amendments of 1972, which prohibits discrimination in educational programs and activities based on gender. This Policy also incorporates all other local, state and federal laws, including Title VII of the Civil Rights Act of 1964. Any individual whose conduct violates the Policy will be subject to disciplinary action up to and including termination for faculty and staff and expulsion for students.

Harassment is the creation of a hostile or intimidating environment, in which verbal or physical conduct, because of its severity and/or persistence, is likely to interfere significantly with an individual's work or education, or affect adversely an individual's living conditions on campus.

Illegal and improper harassment based on any of the classifications in paragraph 1, may include:

- Any suggestion that sexual favors, race, religion, national or ethnic origin, age, sex, sexual orientation, disability, status as a veteran or any protected classification would affect one's job, promotion, performance evaluations, grades, working or educational conditions;
- Making unwelcome or offensive comments about a person's clothing, body or personal life;
- Offensive jokes or unwelcome innuendoes;
- Other conduct that creates a work or educational environment that may be considered offensive or hostile, even though some staff or students might not find them objectionable;
- Use of unwelcome or offensive nicknames or terms of endearment.

Sexual harassment, in particular, may consist of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when one or more of the following occur:

- Submission to or rejection of such conduct is made a term or condition of an individual's employment or academic success;
- Submission to or rejection of such conduct is used as the basis for employment or academic decisions;
- Such conduct has the purpose or effect of interfering with an individual's work or academic performance or creates a hostile, intimidating or offensive work or educational environment.

The University has designated the Associate Vice President for the Department of Human Resource Services (located in Weinstein Hall), as the University's representative to handle issues arising under the Policy, including Title IX. Individuals who need further information or clarification of the Policy should contact the Associate Vice President directly. Staff, faculty and students who feel they have suffered discrimination or harassment in violation of the Policy should follow the Complaint Resolution Procedure described below.

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The Policy also applies to complaints of harassment or discrimination involving applicants for admission or employment, or persons aggrieved by third parties such as contractors or vendors serving the University.

### **A. Complaint Resolution Procedure**

For ease in identifying individuals, the person making the complaint is referred to as the Complainant, and the person for whom the complaint is being made is referred to as the Respondent.

The University will endeavor to respond to and resolve all complaints quickly and effectively. Individuals who believe they have been harassed or discriminated against in violation of the Policy are encouraged to take action in any of the ways described in the Complaint Resolution Procedure (Procedure).

Although none of the actions listed under the options for Informal Resolution, below, are required before an individual may file a Formal Complaint, the University favors informal resolution of these claims whenever possible. Except as expressly provided herein, the Procedure is the only grievance practice available to staff, faculty, students or other parties for violations of the Policy. No other grievance practices otherwise available at the University are applicable.

Through the Procedure, the University will take necessary steps to prevent recurrence of any harassment and/or discrimination determined to have occurred, and will take necessary steps to correct the discriminatory effects of the conduct on the Complainant and others, if appropriate. During all stages of the Procedure, every effort will be made to ensure fundamental fairness to all parties involved in the complaint process. The University will make good faith efforts to protect the confidentiality of those involved in the Procedure to the extent permitted by law and to the extent that continued protection does not interfere with the University's ability to investigate allegations or to take corrective action.

The University prohibits retaliation against any individual who files a complaint (informal or formal) in good faith or participates in a harassment or discrimination inquiry. Disciplinary action will be taken against any individual who retaliates against a Complainant or participant in a harassment or discrimination inquiry, or who files a discrimination or harassment complaint in bad faith, or who maliciously or knowingly files false charges.

### **B. Procedures for Informal Resolution**

The Informal Resolution process provides an effective means of resolving most disputes. However, the Complainant may terminate the Informal Resolution process at any time and initiate a Formal Complaint without prejudice.

#### *1. Informal Discussion with Respondent*

Prior to the involvement of other parties or University officers, the Complainant may choose to discuss the concerns directly with the Respondent. The Respondent may not realize that his/her conduct is offensive or unwelcome. Many disputes can be resolved quickly and effectively with such direct communication. A complaint brought to the attention of the Respondent shortly after

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the alleged offensive behavior occurs (e.g.: immediately or in a few days) will usually result in more effective resolution.

### *2. Informal Discussion with University Officials*

Understanding that a Complainant may discuss concerns with a friend, confidant, advisor or counselor in the Counseling and Psychological Services office, etc., it is nonetheless the case that to initiate an informal discussion with University officials, a Complainant should contact one of the following individuals in a timely manner, ordinarily within thirty (30) days of the offending conduct:

Students should contact the dean of their school or residential college as follows:

- Arts and Sciences, Business or Leadership Studies undergraduate students should contact the dean of their residential college
- Graduate School of Arts & Sciences: Associate Dean Kathy W. Hoke (BLIB) at (804) 289-8417
- Graduate School of Business: Dr. Richard Coughlan (ECRSB) at (804) 289-8553
- Law School: Dean Rodney Smolla (TCWSL) at (804) 289-8183
- Richmond College: Dean Stephen Bisese (WHRT) at (804) 289-8061
- School of Continuing Studies: Dean James Narduzzi (SPB) at (804) 287-6684
- Westhampton College: Dean Juliette Landphair (The Deanery) at (804) 289-8468

Staff should contact:

- Executive Assistant to the President: Carolyn Martin (MH) at (804) 289-8088

Faculty should contact the dean of their school:

- Arts and Sciences: Dean Andy Newcomb (BLIB) at (804) 289-8416
- Business: Dean Jorge Haddock (ECRSB) at (804) 289-8549
- Continuing Studies: Dean James Narduzzi (SPB) at (804) 287-6684
- Law: Dean Rodney Smolla (TCWSL) at (804) 289-8183
- Leadership Studies: Dean Kenneth Ruscio (JPSN) at (804) 287-6542

If the complaint is against one of the designated University officials, the Complainant should contact the President of the University, who will designate a representative of the University to handle the matter. If the complaint is against the dean of a student's residential college, then the Complainant should contact the Associate Vice President for the Department of Human Resource Services.

The Informal Discussion can help with any or all of the following options:

- Assisting the Complainant to determine if the behavior violates the Policy, or to learn more about the Policy;
- Conducting an informal investigation with the effect and goal of ending the alleged behavior in an effective and expeditious manner;
- Contacting the supervisor of the alleged offender and requesting assistance to stop the behavior;
- Meeting with the individual whose behavior is alleged to be offensive or unwelcome, and discussing the situation to make it clear that the behavior is offensive or unwelcome and should cease.

Based on the Informal Discussion, the University official will determine what additional action, if any, is necessary.

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The Informal Discussion process will last as long as the Complainant deems it desirable to continue to meet with University officials, but usually the University will try to resolve the problem at this early stage within ten (10) working days. Most complaints can be resolved at this stage. If not satisfied with the resolution from the Informal Discussion, then the Complainant may proceed to the Formal Complaint process described below.

### **C. Procedures for Formal Resolution**

A Complainant may omit the Informal Discussion process entirely and file a Formal Complaint with the Associate Vice President for the Department of Human Resource Services (hereafter the Associate Vice President). Formal Complaints alleging violation of the Policy must be filed in the Associate Vice President's office in a timely manner, ordinarily within thirty (30) days of the offending conduct, or shortly after the conclusion of the Informal Discussion process, usually within ten (10) working days.

The Formal Complaint must be in writing and must set forth:

1. A statement that the Complainant intends that this document shall constitute a Formal Complaint;
2. Date or approximate date on which the alleged behavior occurred;
3. Identity of the person(s) purportedly responsible;
4. Specific descriptions of the alleged behavior;
5. All witnesses and evidence supporting the complaint, including attaching any tangible evidence or documentation;
6. Complainant's name and signature.

The Respondent will have ten (10) working days after receiving the Formal Complaint to file a written Response in the Associate Vice President's office.

The Associate Vice President, or her/his designee, will review the Formal Complaint and Response. An investigation, including relevant interviews, will be conducted. The Associate Vice President, or her/his designee, will prepare a written report of the Formal Complaint Findings (Findings) as expeditiously as possible, usually within forty-five (45) days from the date that the Formal Complaint was filed, and will deliver the Findings to the Complainant and Respondent. The written report will include the Associate Vice President's or her/his designee's conclusions with respect to the Formal Complaint and will make a final determination as to what action, if any, is necessary. Either party may appeal from the Findings within the time period and in the method described below.

All provisions in this Grievance Procedure for notifying all parties of Findings and recommendations will be followed so long as the University determines that there are no violations of state or federal privacy laws, including, but not limited to, the Family Educational Rights and Privacy Act.

If no appeal is filed within the designated time period, then the Findings will be final. The Associate Vice President will then work with other University officials to enforce the Findings. If no appeal is filed, then no party will have a right to pursue any other University grievance procedures.

### **D. Appeal from Formal Complaint Decision**



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Either the Complainant or the Respondent may initiate an appeal from the Formal Complaint Findings. The appeal must be filed with the Associate Vice President's office within ten (10) working days from the date of the Findings.

The appeal must be in writing and must set forth:

1. Substantive reason(s) for the appeal;
2. The identity of all witnesses;
3. Any new information.

The responding party must file a written response to the appeal with the Associate Vice President's office within five (5) working days after receiving the appeal, and must set forth:

1. A response to the appeal allegations;
2. The identity of all witnesses.

Within five (5) working days after receiving the appeal, the Associate Vice President will assemble the Resolution Committee, which will be formed solely for the purpose of resolving disputes alleging violations of the Policy. The Resolution Committee members will be chosen by the President, who will select two students, two staff members and two faculty members from the Judicial Pool.

The Judicial Pool is constituted at the beginning of each year to provide a pool of faculty, staff and students to serve on the Resolution Committee (defined in this document for the purpose of this Policy) and Hearing Boards for matters of Policy violations. The faculty members are elected each year by their respective schools, two each from Arts and Sciences, Business, Leadership Studies, Law and Continuing Studies. Five staff members are designated by the Associate Vice President at the beginning of each year as part of the pool. Student members of the pool are the chairs of the Richmond College Judicial Council, the Westhampton College Judicial Council, and the chairs of the Honor Councils for Richmond and Westhampton Colleges, the Business and Law Schools and the School of Continuing Studies.

The Resolution Committee will be charged with the responsibility of conducting a fair and unbiased hearing within fifteen (15) working days after being assembled. It will have access to all available information pertaining to the complaint. The Resolution Committee will accept and review written statements submitted by the Complainant and Respondent and other relevant individuals. At its discretion, it may also entertain oral testimony from witnesses.

The general outline of the hearing, which will be tape recorded, will be as follows:

1. The Resolution Committee will review the Formal Complaint, if applicable, Response, Written Appeal and all other available information;
2. The Complainant will have the opportunity to present the complaint and any attending circumstances;
3. The Respondent will have the opportunity to present a response and any attending circumstances;
4. The Resolution Committee may request specific individuals to appear before it and may also implement additional procedures as it deems necessary for a fair and equitable process;
5. Other than witnesses, only the Complainant, Respondent, Associate Vice President (or her/his designee) and members of the Resolution Committee may be present during the hearing; except that the Complainant and/or Respondent may be accompanied by a non-participating support person such as a member of the CAPS staff, but neither may be represented by legal counsel in these procedures;

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6. The Resolution Committee will deliberate, in private and outside the presence of any other individuals, and render its collective Recommendations in writing within ten (10) working days after the conclusion of the hearing.

The Resolution Committee's Recommendations will be forwarded to the Associate Vice President, who will notify the Complainant and Respondent of the Recommendations, subject to applicable privacy laws. Each party will have five (5) working days to submit to the Associate Vice President written comments on the Recommendations.

The Associate Vice President will then forward the Recommendations, the investigative materials, including the hearing evidence, and the comments by the Complainant and Respondent, if any, to the following (depending on whether the Resolution Committee recommended action against a student, staff member or faculty member):

**Students:** Vice President of Student Development, Dr. Steve Bisese

**Staff:** Vice President for Business and Finance, Mr. Herbert Peterson

**Faculty:** President of the University, Dr. Edward Ayes

Determinations as to the action or inaction based on the Recommendations will be made by these University officers, as applicable. These officers may use their discretion in seeking any additional information or advice before rendering a final decision. The decision will be made within thirty (30) days from the date of the Recommendations. The decision made by each of these individuals is final; provided, however, that if the Resolution Committee recommends termination of a faculty member and the Recommendation is accepted by the President, the normal "termination for cause" procedures defined in the Faculty Handbook will be followed.

Approved by the University Faculty on May 10, 1999 and the Board of Trustees on May 14, 1999.

Last Modified: 27-Jul-2004

