

Crummer International Travel

Pre-departure Guidebook

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Emergencies: Call Campus Security 24/7 at 407-646-2999

Preparations for International Travel

Passports and Visas

You need a valid passport in order to travel abroad; in fact, you won't even be able to board the plane without one. If you don't have a passport, it's time to apply for one. Please visit this link to learn more: http://travel.state.gov/passport/get/first/first_830.html. If you already have a passport, check the expiration date; if your passport expires within six months of the end of your program you need to renew it: http://travel.state.gov/passport/renew/renew_833.html. For US passports, you should submit your new application or renewal application as soon as possible and no later than 10-12 weeks before your departure. Depending on where you are going, your citizenship, and the length of your stay, you may need a visa as well. You may also need to provide proof of health insurance for your visa application.

For additional information about passports and visas including tips for visa applications: <https://www.rollins.edu/international-programs/additional-info/pre-departure.html>

Reminder: if you book a flight through another country, check and make sure you don't need a transit visa. Some countries require one even if you aren't leaving the airport.

Non US Citizens, Dual Citizens, Permanent Residents, Green Card Holders

If you are not a US citizen, are a dual citizen, or reside in the US but do not yet have US citizenship, you may need to follow different regulations regarding visas. Visit the US consulate website of the country you will be visiting to determine specific entrance requirements based on your citizenship. You may need to apply for your visa from your country of citizenship and may need to visit your destination country consulate's website in your home country. For example, if you are a Brazilian citizen traveling to Spain, you should go to the website of the Spanish consulate in Brazil for further information.

International Students: Please confer with the Office of International Student and Scholar Services as soon as possible to discuss your travel plans. If you do not obtain the needed information and signatures, you may face significant immigration problems that could interfere with your degree program at Rollins.

Flight Booking and Information

If you are booking your own flight, you must plan to arrive on the specific date the program begins and within a specific timeframe, depending on whether your program provides transportation from the airport. There are excellent resources to use when searching for competitively-priced flights and you may also be able to use airline miles if you belong to an airline mileage program. Make sure to leave yourself plenty of time between flights if you have international connections—keep in mind that when you first enter a country (or in the case of Europe, wherever you enter the EU), you will need to go through immigration and customs, which can be a lengthy process. Read carefully the airline policies regarding cancellation and flight changes; sometimes changes aren't allowed, or incur high fees, so this is something to consider if you want flexibility.

- We strongly advise students to purchase airline tickets that permit a change of date or cancellation of the flight; current airline guidelines indicate this is normally allowed with a penalty. *Students should not purchase non-refundable airline tickets* even though they may be less expensive. Non-refundable tickets do not provide adequate protection for unforeseen circumstances. Be sure to read all of the provisions

associated with any airline ticket purchase.

- These websites may be helpful for booking flights:
 - www.studentuniverse.com
 - www.kayak.com
 - www.statravel.com (need an ISIC, see below, in order to book with them)
 - www.expedia.com, www.orbitz.com, www.vayama.com, etc.
 - When reviewing flight prices on sites like these, it's also helpful to double-check directly with the airline as sometimes the fare is actually cheaper through the airline. In other words, use the search engines to compare prices, but then you may want to book through the airline.

Airline Rules and Regulations

Whatever airline or flight you select, make sure you know your airline's baggage allowances — airlines are strict these days and fees for going over the allowance are hefty. Checked baggage can be lost or delayed on international flights so put any crucial items in your carry-on bag. Before you leave for the airport, make sure you have any important documents, like your passport and flight confirmation, with you! You should arrive at the airport 3 hours before your scheduled departure time for an international flight, and 1.5 hours before the scheduled departure time for a domestic flight.

When you arrive at the airport you will check-in at your airline counter, receive your boarding pass, and check your baggage. Once you are done, proceed immediately through security, since the lines can be quite long. Make sure you are comfortable with the security rules and you know what you can and can't carry on the plane. Liquids and gels must be carried in containers 3 ounces or smaller and must go through security in a clear, 1-quart plastic bag. Be careful to avoid any items that could be used as weapons, for example nail scissors or metal nail files.

Once you have cleared security, check the departure monitors in the airport to verify your departure gate and make sure to be at your gate an hour before the scheduled departure time. Boarding for international flights typically begins 45 minutes to an hour before departure.

Immigration and Customs

While you are on the plane, the flight attendants will distribute any necessary passport control and customs documents. Usually these ask for your passport information, the dates of your stay in-country and your contact information in-country (address and phone number), so make sure you have this information on hand. The documents may also ask if you have anything to declare for customs: items that need to be declared include large amounts of cash or goods, plants and soil, animals, and foods like meats, fruits and vegetables.

Once you de-plane, follow the signs to passport control. Make sure you get in the correct line; there are usually separate lines for citizens of the host country and visitors to the host country. You will need to show the border agent your passport and the documents you completed on the plane. You may also be asked to show additional documentation. If you are prepared and answer questions honestly, you should pass through without any problems. After having your passport stamped at passport control, you will go to pick up your checked baggage. Once you have your bags, proceed through customs — following signs for “nothing to declare.” Hopefully you won't be stopped, but be aware that they can stop you and search your baggage. After customs, you will find yourself in the arrivals lobby of the airport.

Packing Advice

Packing for study abroad can be a real challenge. Try to pack smart and pack light. Clothing that can be layered or mixed-and-matched is one way to do both. Take the time to research the weather for your destination, and consider your host culture as well; what might be typical clothing in the US could be very odd in your program location. Also think about the activities that are part of your field study—do you need hiking boots? Sunscreen? Bugspray? Etc. Toiletries (shampoo, toothpaste, shaving gel, etc.) are heavy and take up a lot of room—bring travel sizes! Don't bring any really valuable items with you.

- Many other countries have different plugs and different voltages so you will need a plug adaptor and voltage converter for any electronics (digital cameras, cell phones, etc.). You can buy them at any big store like Wal-Mart or Target or any electronics store. Be aware that appliances that heat up, like hair dryers, will generally break, even with the voltage converter. You can do without, or buy a version made for travel that has a built-in voltage converter.
- We would recommend bringing an umbrella and/or a rain jacket and clothing you can wear in layers for different temperatures.
- Comfortable walking shoes are a MUST for pretty much every location. You will be walking more day-to-day and traveling and exploring.
- Bring some basic first aid supplies including basic over-the-counter drugs such as cold medicine, Tylenol, or Advil, digestive aids such as Pepto-Bismol and Tums, Band-Aids, etc.
- Bring your contact lenses and your contact lens solution.
- Business clothing of course for all your business visits, meetings and events

Insurance

- All student who have registered for a study abroad program or travel experience through International Programs have coverage through EIIA and Europ Assistance for *emergency* medical expenses, medical evacuation and repatriation, security and natural disaster evacuation, trip cancellation/interruption, and lost/stolen checked baggage. This coverage applies during the dates of the Rollins-sponsored or affiliated travel outside your home country as well as during personal travel directly preceding or following the dates of the Rollins-sponsored or affiliated travel. You may also have additional coverage or access to healthcare through your specific program provider or host country/institution.
- Most countries require proof of emergency insurance coverage when applying for a visa—IP can provide this proof for you upon request.
- **Group ID:** C2EII
- **Contact Information:**
 - Toll free in the US or Canada: +1 (855) 901-6712
 - Collect outside of the US: +1 (240) 330-1551
 - Mention that your coverage is through EIIA and Rollins College
 - Write down your claim number
 - Email: ops@europassistance-usa.com
 - Website: <https://eservices.europassistance-usa.com/sites/EIIA>
 - To register use Group ID: C2EII and Activation Code: 150424
 - You can open a case on the website and have a representative call you back
- **Website Resources:** The website has a LOT of helpful resources and information

- Print ID cards and access plan information – the International Plan FAQs are really helpful!
- Sign up for health and safety alerts for your destination
- Get information about your destination including travel basics, location-specific health and security information, emergency numbers, currency and current exchange rate, etc.
- Get translations for branded medicines and medical terms and phrases
- Find out whether you need a visa or vaccinations for your destination
- Find healthcare providers in your destination
- **Plan Overview:**
 - Emergency Medical up to \$100,000 with zero deductible
 - Medical Evacuation/Repatriation up to \$1,000,000
 - Accident Death or Dismemberment up to \$200,000
 - Trip Interruption/Cancellation up to \$2000
 - Lost or stolen checked baggage up to \$500 with some items excluded
 - Natural Disaster Evacuation up to \$100,000
 - Security Evacuation 100% of usual and customary charges
 - *This information is intended as an overview ONLY - please see the website for further information on coverage and limitations/exclusions*
- **Exclusions Overview:**
 - Routine and ongoing care is generally NOT covered
 - Mental healthcare outside of a crisis or emergency is generally NOT covered
 - Excluded athletic activities: Football, Boxing, Gymnastics, Ice Hockey, Lacrosse, Martial Arts, Rodeo, Skiing (water or snow), Swimming, Diving, Wrestling, Basketball, Baseball, and Equestrian when participating in the event professionally or when representing the institution's athletic program. Pick-up games are covered.
 - Excluded activities: skydiving/parachuting; hang gliding; bungee jumping; mountain climbing; pot-holing; zip-lining; and motorcycle riding. Scuba diving, snorkeling and skiing are ONLY covered if part of the curriculum for course credit.
 - *This information is intended as an overview ONLY - please see the website for further information on coverage and limitations/exclusions*
- **IMPORTANT NOTE:** *If you require routine and/or ongoing care, or will be participating in competitive or intramural athletics for a sport that is not covered, please contact International Programs to discuss options for coverage during your time abroad*
- **Paying for Covered Medical Expenses and Submitting Claims:**
 - If you have used one of the medical facilities within the Europ Assistance network (available on the website), they have agreements in place for the faculties to accept the guaranteed payments. In these cases, Europ Assistance will pay directly for the services. Some locations will only accept local currency (cash) and if possible, Europ Assistance will send a local agent to take care of the bill. If the local agent is not available (or local) or if the facility is out of network, you will have to pay for the services and then be reimbursed through Europ Assistance.
 - If you paid for emergency medical services out of your pocket, you can be reimbursed by submitting the Medical Expense Claim Form on the Europ Assistance site. Send the claim form and receipts showing proof of payment. to the address listed on the claim form. Reimbursement is generally provided within 30 days of completing a submission.
- **Other Assistance Provided through Europ Assistance:**
 - Emergency Telephone Translation Assistance: multilingual counselors are available for telephone translation services in all major languages.

- Assistance in cases of trip interruption/cancellation, lost baggage, lost documents, etc.
- Information about the legality of prescription medications in your destination country
- Assistance for other issues including legal concerns, emergency travel, etc.
- **Property Insurance:** It is an excellent idea to purchase insurance to cover, at least partially, theft of personal belongings while traveling. Many homeowners' insurance policies contain a clause that extends this coverage worldwide, however, you should verify this with your parents or insurance agent before you depart. The insurance company usually requires a copy of the police report filed at the time of the theft. **Theft is not an altogether uncommon occurrence and you would be well-advised to take preventive measures.**

Communications

- Students often wish to have a cell phone while abroad. One option is to bring your phone from the US and add the option of international usage to your existing service plan. This may or may not be possible or affordable, depending on your service provider (Verizon, Sprint, etc.) and your phone itself. You should start by contacting your service provider and asking about the ability and cost for doing so. Your phone should be tri-band or quad-band so that it can connect to cellular networks outside of the US. You should also be aware of the cost for adding international voice, text, and data services to your existing plan. It may be very high!
- The second option is to use your US cell phone on a cellular network in your destination country. To do this, your phone must have a removable SIM-card – a tiny, removable chip that connects the phone to a specific cellular network. First you should call your US service provider and ask for the “unlocking code.” This code will enable the phone to disconnect from the US network so that it can connect to other networks. Once you arrive to your destination country, you can then purchase a new SIM-card and swap it out for your US SIM-card. Now you are connected to the other network and will pay local rates for voice, text, and data. If your phone is capable of doing this, it is usually the most inexpensive option.
- A third option is to buy a cheap, pay-as-you-go phone once you arrive to your destination. If you do so, be aware that only some phones you purchase abroad can work on US networks. Shop around for a phone with these thoughts in mind:
 - Rates on local and long distance calls,
 - Roaming rates if you will be traveling around the country or out of the country,
 - The cost of incoming calls (in many countries they are free)
- Increasingly, students are bringing their US cell phone to use as a WiFi device with the cellular data turned off. This gives you access to WiFi services with no extra charges. However, different programs have different WiFi availability which will impact how useful it is to have a device for WiFi only.
- Of course, you can always use an international calling card for calls back to the US. These cards can be purchased in many convenience stores and will work on both cell phones and landlines.
- You will likely have internet access in your hotel though it may be limited, not Wi-Fi, available only at an additional cost, or in certain locations (i.e. the lobby). In general, internet access in your destination may be

less accessible and much slower than you are used to here. However, many countries now have Wi-Fi available in many cafés, restaurants, public transportation etc.

Managing Money Abroad

Exchange Rates and Currency Exchange

You should become familiar with the exchange rate for the local currency of your destination. Knowing the exchange rate will help you budget while abroad. www.oanda.com is an excellent resource for exchange rates. You may decide you want to change some money before you depart—that's fine, but you won't get as good of an exchange rate here as you will at your destination, so we recommend changing only a small amount before leaving.

ATMs and ATM cards

ATMs are generally the most convenient way to access local currency while abroad. ATMs are convenient and generally offer good exchange rates. Contact your bank to find out more about using your ATM card abroad. Some banks charge fees for using ATMs abroad, and not all ATM cards will work internationally. If your bank charges a fee, you will want to limit the number of your ATM withdrawals so as not to incur excessive fees. Typically, your card must be on an international bank network and have a 4-digit pin. Plus and Cirrus, associated with Visa and MasterCard, are the most common international bank networks. Make sure to let your bank know you will be using the card abroad so they don't block your account due to suspicious activity. Finally, make sure to bring with you the instructions about what to do if your card (or pin number) is lost or stolen. One way to avoid ATM fees is to find out whether your destination country has any US or international banks (i.e. HSBC, Citibank, etc.), or banks that have relationships with US banks (i.e. Bank of America and Barclays).

Credit Cards

Credit cards are another good financial resource abroad, especially for online purchases (like plane or train tickets) and for unexpected emergencies (like a medical situation where you might need to pay out of pocket and then submit an insurance claim to be reimbursed). Generally, MasterCard and Visa are much more widely accepted abroad than American Express or Discover. The same rules apply for credit cards as for ATM cards: you'll need to contact your credit card company to find out about usage fees and to let them know you will be using the card abroad. Credit cards with cash advance privileges are particularly useful for accessing cash if you have a problem with your ATM card/account. While credit cards are useful, keep in mind that they may not be widely accepted in some locations. In many locations such as Europe and Australia and New Zealand a chip on a credit or debit card is needed to make purchases. Talk to your bank about getting a card with a chip on in before you go abroad and also about setting up a 4-digit pin number with the chip.

Travelers Checks

Travelers Checks are a very safe way to carry funds abroad, but are no longer very widely accepted and can be a bit inconvenient. They may also have confusing and inconsistent policies regarding procedures for purchasing travelers checks and fees for cashing travelers checks overseas. They are an excellent form of back-up, however, in case of issues with your bank account or credit card.

Student Conduct

Rollins College Regulations: Students participating in an off-campus program are still bound by the Rollins College Code of Community Standards and that violations to that Code may result in specific sanctions, a full hearing process upon return to Rollins College, and/or expulsion from the program. Follow this link for the full Rollins Code of Community Standards: <https://www.rollins.edu/community-standards-responsibility/documents/rollins-college-code-of-community-standards.pdf>.

Host Institution/Organization Regulations and Host Country Laws: Participants must abide by all rules and regulations as set by the host institution/organization, as well as all local laws, especially those pertaining to the student's legal status in the host country.

Good Standing: All students are required to maintain good college standing after they are accepted by a program. This means that they must maintain good academic standing as well as good social standing. Students who violate the Rollins judicial code after they are accepted may be dropped from the program.

Appropriate Behavior: Students on international travel courses are representing Rollins College and the Crummer Graduate School of Business. As such, students should present themselves in a professional and courteous manner at all times. This refers to your behavior and performance during class sessions, company visits, and social activities throughout the course. You are expected to:

- Be on time and have proper documentation (i.e. visa, passports, etc.) for airline flights.
- Be on time for all land transportation, company visits, and school or host sponsored events.
- Be courteous towards our hosts, fellow Crummer students, staff, and faculty.
- Dress in appropriate business attire for company visits, tastefully for other social events, and in keeping with the host country's culture.
- Engage in proper behavior at all times and in a manner that reflects well on the Crummer School of Business and Rollins College. Inappropriate behavior includes, but is not limited to, being intoxicated; breaking host country's laws; lewd behavior; being a public nuisance; causing a commotion or disturbing the peace; and using obscene or foul language. Those involved are subject to being sent home immediately and receiving a grade of "F" for the course.

Motor Vehicle Policy: Students may not, under any circumstances operate any motorized vehicle. The operation of a motorized vehicle by a student will result in dismissal from the program.

Alcohol Policy: Students must follow local laws, so students who are over the local, legal drinking age can choose to drink. However, any behavior associated with alcohol that endangers students will not be tolerated. Students who are abusing alcohol or engaging in alcohol-associated behavior that creates any health and safety risks or disrupt the program, risk dismissal from the program.

Use of Illegal Drugs: Most illegal drugs are also illegal in your host country: we have a zero tolerance policy for students using illegal drugs abroad. 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 cost of legal advice, fines and return travel must be borne by the violator. Furthermore, Rollins prohibits the unlawful

possession, distribution, or use of illicit drugs and/or controlled substances on any property owned by the college or in any program or activity sponsored by the college in any location.

Visitors: In general, you may not have visitors during the program itself. Please contact your course instructor for more information.

Program Dismissal: The Dean of Crummer in consultation with the Provost can terminate participation in the travel program if the student is engaged in actions which endanger themselves or others or jeopardize the success of the trip, or if the rules and regulations listed above are not followed. If the student is expelled from the program, he/she will be responsible for all additional expenses incurred up to the time of expulsion and in returning to the point of origin. No refund will be given and a failing grade will be provided for any incomplete coursework.

Impact on Future Travel: Be aware that conduct violations and/or inappropriate behavior may impact your participation on any future Crummer travel courses and opportunities.

Alcohol and Drug Use Abroad: Alcohol and drug use is the major cause of health problems and death overseas, particularly in study abroad programs. This includes serious injuries, assault, date rape and drowning. Alcohol and drug use abroad affects the ability to comprehend dangerous situations, impairs judgment, and is also connected in many instances to cases of lost or stolen property. Foreign visitors in countries 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 US 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 for health and safety.

Safety Abroad

Protecting Your Documents and Valuables: Your passport is your most important document by far and you will want to make two complete copies of the entire passport (every page) before you depart. Leave one copy with someone here, and bring one with you. Having the copy makes it much easier for the US Embassy to process a replacement if your passport is lost or stolen. Day-to-day, leave your passport somewhere safe and tucked away. You can make a copy of the information page to carry in your wallet or you may want a different form of picture ID for everyday use. You should carry your passport with you when you are traveling, even if you are traveling within your host country. We recommend simply creating a folder where you will keep your passport copy, information about your credit and ATM cards, prescription copies, insurance information and any other important documents. You may never even open the folder, but if you do have a problem, all of the crucial information you need will be together and easy to find!

The issue of theft and pickpockets is one of the most common safety concerns that study abroad students face. Think about where you typically keep your valuables and how you typically carry your valuables. You may need to change your habits while you are abroad. Money belts that lie flat against your body under clothing, pouches that hang around your neck, and other hidden locations close to your body are the safest route to go. If you are

using a regular bag, make sure it can be zipped closed and that your valuables are in an inside pocket as close to your body as possible. Plus, get in the habit of holding your bag across your chest or keeping your hand on your bag. If you typically carry your wallet in your back pocket, switch to a front pocket. While at a restaurant, café or bar, do not leave your bag or purse under your chair or hanging on the back of your chair. Never leave your phone out on a table.

Be aware of yourself and the space around you. Pickpockets work in crowded areas, at tourist attractions and on public transportation. Be particularly careful when traveling (on trains and buses) and when staying at youth hostels. Also, you should be aware that pickpockets can be quite sophisticated and can use scams to distract you (like spilling something on you or asking you a question) and will also sometimes slash bags or bag straps. If you stay aware and alert, you will cut down on your chances of being robbed.

Local Laws and Penalties for Drug Possession: Make sure you understand the basics about local laws for your host country. The below US State Department resources are an excellent place to research local laws and regulations. In many countries penalties for possession or trafficking of illegal drugs are the same. According to the State Department, if you are arrested, you can expect the following:

- Few countries provide a jury trial
- Most countries do not accept bail
- Pre-trial detention, often in solitary confinement, may last months
- Prisons may lack even minimal comforts such as bed, toilet, and washbasin
- Diets are often inadequate and require supplements from relatives and friends
- Officials may not speak English
- Physical abuse, confiscations of personal property, inhumane treatment, and extortions are possible
- If you are convicted, you may face one of the following sentences:
 - Two to ten years in most countries
 - A minimum of six years of hard labor and a stiff fine
 - The death sentence in some countries

Traffic: A common safety issue that is often overlooked is traffic, especially when visiting large cities. This may seem silly, but traffic in other countries can be quite dangerous. For example, in the UK they drive on the opposite side, which means our instincts about where to look are backwards, and in China or India the sheer numbers of cars and the lack of familiar traffic laws can be overwhelming. Pay particular attention to traffic and be sure to look both ways when crossing streets.

Couch-Surfing, AirB&B and Other Unregulated Accommodation: During the Crummer program you will be housed in hotels or student residences. We recognize that you may travel independently before or after the Crummer program dates. When you are making accommodation arrangements for your independent travel, please keep in mind that there are safety risks associated with unregulated accommodations. Crummer School of Business does not recommend unregulated accommodations and should you choose to stay in such accommodations, you will do so entirely at your own risk.

Resources: US Embassies and Consulates, and US State Department

If you are a US citizen, it is a great idea to register with the US Embassy in the location where you will be living — the embassy can provide assistance in a variety of situations. To register:

- Go to <https://travelregistration.state.gov/>
- Create an account by clicking on the "Create an Account" link and following the instructions.
- Then view your profile and add trips or overseas residences to register with a specific US Embassy or Consulate. Click on the "Add Trip" button or "Add Overseas Residence" buttons to add this information. Follow through the pages, and complete as much information as you have available.
- You will receive a confirmation email to ensure that you are registered correctly.

The State Department provides excellent travel and safety information — you have received the State Department information for your host country already. However, you can monitor the State Department website yourself, and even sign up for updates and notices for your destination country. Be sure to utilize this excellent resource if you are traveling to other countries as well:

US State Department Safety Abroad Publication: <https://travel.state.gov/content/travel/en/international-travel.html>

- US State Department Travel Warnings & Consular Information:
 - <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>
- US State Department Information for Students Traveling Abroad:
 - <http://studentsabroad.state.gov>
- US State Department Country Information:
 - <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html>
- Rollins College follows the US State Department and Embassy policy for evacuation from locations outside the US.

Emergency Situations

- IT'S ALWAYS BETTER TO FIRST CONTACT SOMEONE ON-SITE IN CASE OF EMERGENCY. This may be the appropriate emergency services (police, ambulance, etc.), the program contact, or your program faculty-staff leader on-site, or the insurance company EIA/Europe Assistance.
- Be aware of the clinics and hospitals near your program location and if you are abroad, make sure you know the equivalent of "911" in your host country and your insurance contact number. For all programs, make sure you know how to contact your program contacts if you encounter an emergency situation.
- **Rollins College Emergency contact**
 - Emergency Line and Immediate Assistance Campus Security 24/7 at 407-646-2999
 - For emergencies that occur when students are away from campus (i.e. serious illness, injury or accident, missing student, sexual or violent assault, criminal arrest of a student, natural disaster, terrorist attack, etc.)
 - And for situations requiring IMMEDIATE ASSISTANCE outside of regular business
 - If the line is not picked up, leave a message with your contact information
 - If your situation requires immediate assistance, IP staff will follow-up with you within 90 minutes
 - If your situation does not require immediate assistance, your request will be addressed during regular office hours

- IF YOU NEED IMMEDIATE ASSISTANCE IT IS USUALLY BETTER TO CONTACT SOMEONE ON-SITE - YOUR PROGRAM DIRECTOR, ADMINISTRATOR, FACULTY MEMBER, ETC.

Sexual Assault and Harassment

Sexual assault and sexual harassment can happen anywhere, to men and to women, and unfortunately study abroad is no exception. In order to ensure your safety, there are a number of factors to consider and proactive steps to take while you are abroad.

How to Maintain a Safe Environment

Being Aware of Legal and Cultural Differences: Different countries have different laws and cultural norms for sexual harassment and even for sexual assault. There may be a higher tolerance for certain behaviors that we would find unacceptable. For example, in some Mediterranean countries, catcalling is fairly common and generally tolerated. This can be pretty disconcerting or even upsetting for someone from a country like the US where this behavior is generally considered harassment. Similarly, for LGBTI travelers to Uganda, the laws and cultural attitudes towards homosexuality are very different from the United States, and in Morocco, women travelers should be aware that they may encounter higher risks for assault when walking alone in certain parts of cities or in rural areas. Keep in mind that dating norms and acceptable dress and behavior can also vary country to country, or even within countries. Remember that what you wear or how you behave can be easily misread or misunderstood. For example, in some cultures women would not normally approach a man in a bar. If you are in a country where women mostly wear long skirts and long sleeves, and you are in a tank top and shorts, you'll stand out. Conceptions of personal space can vary widely, as can senses of humor, and norms for what is considered flirtatious.

Given all of this, be more cautious and take your time to observe and become aware of the cultural norms. Notice how people interact, how they dress, how they engage in social situations. You should learn a bit about your host country and culture and the resources provided here are a great place to start. You should have an "if you wouldn't do it at home, don't do it abroad" mentality. It is important to:

- Know your surroundings
- Trust your instincts
- Know where you are and where you are going and how you will return
- Stay in contact with friends – let them know where you are
- Use the buddy system
- Drink responsibly
- Respect the cultural norms and customs of the country in which you are traveling
- Learn the local emergency contact number for medical and law enforcement help

Remember that just like here in the US, risks of sexual assault and harassment are increased with use of alcohol. If your program allows you to drink, drink responsibly and use the buddy system when out at night. And don't forget that date-rape drugs are used abroad too, so keep a close eye on your drink and don't allow others to purchase drinks for you. Just like you would here, be a good bystander. Intervene if a fellow student is engaging in risky behavior and you can do so safely.

Essentially, use common sense and follow the same precautions as in the US with added awareness since you may not know the new surroundings and/or cultural norms. Follow your intuition. Many victims have a “feeling” that something isn’t right just before an assault takes place. So trust your gut.

Behaviors that call attention to you as an individual or as a foreigner can be risky. When you are out and about, conducting yourself in a modest way will protect you from theft and undesirable encounters with strangers.

Ways to avoid unwanted attention include:

- Conservative dress or clothing that is not provocative and extreme
- Avoiding boisterous behavior
- Conversing with your travel companions quietly
- Using the foreign language you know or are studying
- Not being free with information about yourself or other students with strangers
- Not giving out addresses or telephone numbers to strangers
- Keeping your daily travel schedules private
- Being street wise and aware of your immediate surroundings
- Appearing confident, even if you are unsure of your surroundings
- Avoiding deserted areas and exercising caution in crowds
- Learning which areas are considered unsafe by local residents and staying away from them
- Avoiding impairment of your judgment with drugs or excessive consumption of alcohol
- Not leaving valuables unattended
- Refraining from civil disturbances
- Avoiding demonstration because of the risk of unexpected violence

LGBTQ+ Safety:

Members of the LGBTQ+ community can face unique challenges when traveling abroad. Local laws, penalties, and attitudes may affect safety and ease of travel in some countries. Legal protections vary from country to country and you should know and understand the basics for the country or countries you will travel in and to. The US State Department’s site is an excellent resource and they also have specific country information. <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/lgbti.html>.

In Case of an Incident

While you are abroad, it is important to remember that you have access to a variety of resources and support networks in case of an emergency and/or incident. Because there are so many options open to you, there are multiple avenues possible for seeking help, all depending on your personal needs.

1. The first step is to get to a safe space. Remember, if you are in immediate need of help/are in a dangerous situation call your program specific emergency contacts and/or the local authorities.
2. What happened was not your fault. Something happened to you that you didn’t want to happen — and that’s not OK.
3. If you need any immediate medical attention, your program offers health services and/or has provided you with names of local clinics and hospitals. You can also contact your international health insurance company (see the insurance section in this handbook) for help finding local resources. You can notify

program leaders or staff at any time that you need to go to a clinic or hospital. It is not necessary to elaborate on your reasons. However, be aware that laws regarding medical intervention for sexual assault can vary country to country, so if you don't need immediate medical attention, you may want to discuss options before seeking help.

4. If you want to speak to someone in confidence after the incident about your options and possible steps to take, there are a number of resources available to you, including mental health professionals or clergy members, as well as victim advocates through CAPS at Rollins, who are reachable by phone from abroad (see the resources and support section below).
5. If you disclose an incident of sexual harassment or sexual assault to a Rollins faculty or staff member or a member of your program staff, he or she is required to inform the IP Director and the Title IX Coordinator at Rollins College. This doesn't mean you have to do anything you don't want to do, it just means that we need to make sure you have the support you need and want, and that we may need to gather some information from you to help keep you and other students safe. Keep in mind that program staff are likely best positioned to provide you with detailed information about any local laws and cultural norms that you should be aware of in regards to medical intervention, legal options, etc.
6. It is your decision whether or not to press charges through local law enforcement. If you are interested in pursuing legal action, please keep in mind that laws also differ country to country; check the State Department website (<https://travel.state.gov/content/travel/en/international-travel/emergencies/crime.html>) for more information about a country's criminal justice system. Please remember that if you choose not to report the crime immediately, but change your mind later, forensic and other evidence may be lost. If you have physical injuries, seek medical help right away.
7. Once you have gotten any immediate help you need, you may want to speak with a mental health counselor, once or on an ongoing basis. Your international health insurance covers you for mental health services and your program or the insurance company can help you find local resources. Remember that you don't need to disclose your reason for needing support.

Resources and Support

- The State Department: The State Department websites for travel information provide helpful tips about some of the cultural and legal differences related to sexual assault and harassment.
- Rollins sexual misconduct & harassment policy: <http://www.rollins.edu/sexualmisconduct/policies.html>
- Rollins Counseling and Psychological Services (CAPS)
 - CAPS at Rollins offers an atmosphere where personal concerns of any nature (including incidences of rape/sexual assault, physical assault, verbal and sexual abuse, intimate partner violence, stalking, hate crimes, etc.) can be examined and discussed freely and confidentially. Even while you are abroad, the professionals at CAPS can provide support, access to necessary resources, and assist in weighing options.
 - The on-call victim advocate can be reached from abroad by calling **1-407-500-4325**. Due to the logistical difficulties in providing these services to a student who is traveling, most of the services will be coordinated through a combination of phone sessions and linking to local referral options for medical and/or psychological care in your location, if desired. Once you

return to Rollins, CAPS can provide you with continued counseling services to assist you further.

- CAPS Crisis Counseling After-Hours: For after-hours crisis counseling while abroad, you may also call Well Connect toll free 833-848-1761. You will be directed to a licensed counselor who will provide in-the-moment crisis counseling.
- Pathways to Safety: is an organization that provides information and support related to interpersonal and gender-based violence abroad. They have a crisis line and other resources available through their website: <https://pathwaystosafety.org>.

Health Issues

Before You Go

There are also several steps you can take to prepare for your time abroad. It is best to do as much preventive health maintenance as possible before going abroad. You should have complete physical, dental and eye exams, and take care of any problems that might flare up while you are away. Write any medical conditions or allergies, and emergency contact names in the front of your passport. We strongly recommend bringing a small first aid kit with basic supplies, including medication for pain relief, band-aids, diarrhea, constipation or other stomach problems, motion sickness, sunscreen and insect repellent. Sometimes specific over-the-counter medications can be difficult to find or expensive to purchase abroad. Find out (if you don't already know) how alcohol might interact with any medications you are taking. Take some time to make a medical plan, with help from your family and doctor. This plan might include ways to manage your medication while traveling, a plan for support systems, and a plan for continuous care if needed. Some prescription drugs are illegal in certain countries. Make sure to discuss this with your prescribing doctor to plan for alternatives during your time abroad.

Immunizations and Centers for Disease Control Travel Information

An excellent source of general health and immunizations information for travelers is the United States Centers for Disease Control (CDC). Visit their website at www.cdc.gov. For their Travelers' Hotline, call toll free 1-877-FYI-TRIP. International Programs will provide you with specific information regarding immunizations and CDC advice for your host country.

Prescriptions

If you take any prescription medications (even if they are seasonal as with allergies), we strongly encourage you to bring enough of the medication to cover the entire time you are abroad as it may be *extremely difficult* or *impossible* to procure certain medications overseas (especially ADD & ADHD medications). Remember that some prescription drugs (most commonly those prescribed for ADD & ADHD) are illegal in certain countries so you may need to discuss a plan for alternatives with your prescribing doctor before you go abroad. For any and all prescription medications, bring a copy of the prescription written with the generic name of the drug. This makes it much easier to fill the prescription should you need to while you are abroad. If you need to carry your prescriptions on the plane with you in your carry-on baggage, make sure the medication is in the original container and is prescribed directly to you. Liquid medications over 3 ounces are allowed — they are an exception to the liquid regulations. Be aware that prescription drugs that are illegal in the country you are traveling to could be confiscated upon arrival during standard luggage checks. Again, you may want to discuss options with your prescribing physician before you depart

Health Care Abroad

Your program contact and/or faculty leader should provide information about nearby physicians, clinics, and hospitals. You may also want to search for in-network providers on the EIIA/Europ Assistance insurance website. In countries where English is not the official language, there may be facilities where English-speaking staff are available or your program officials/leaders will make every effort to provide you with the assistance of a translator. If you have a condition for which you anticipate care, we strongly recommend you let the International Programs office know before you leave, particularly since routine or ongoing care is NOT covered under the standard insurance policy. Medical or mental health services will be much easier to plan for if International Programs and the on-site program coordinator knows your needs in advance. In addition, International Programs will assist you in reviewing and considering coverage options and associated costs. Your privacy will be protected, and you can work with us to be sure that only those who need to know are involved in any communication. Keep in mind that health care and medical practice can be different in other countries, even those where English is spoken and we perceive there to be fewer cultural differences.

Mental Health

Whether or not you have had issues with mental health in the past, study abroad does involve a number of factors that can trigger or aggravate mental health conditions. For example, you will be adjusting to a new environment and new routine; you won't have your normal support systems, including family and friends; the excitement and challenge of adjusting to a new country can cause dramatic changes in your emotions and state of mind; and your everyday behaviors might shift due to a different schedule or issues as simple as jetlag. If you have any concerns, you can speak with a counselor at CAPS before your departure. The counselor may be able to assist you in decreasing the stress associated with travel, provide tips for how to manage issues such as depression or anxiety, and secure any desired releases of information, at student's request and consent, to inform others about how they may assist you in managing any acute or chronic issues.

- Participants under the care of a psychologist or psychiatrist will want to discuss their study abroad plans in advance with the therapist and assess their readiness to handle the changes and stresses of living abroad for a period to time. You may wish to speak with a Counselor at the Wellness Center on campus before your departure; (407) 628-6340. This service is free to Rollins students. As with other health issues it is advisable to let IP know if treatment should continue abroad, particularly since this treatment will not be covered by the standard insurance policy. In most program locations, a range of psychological health services are available and International Programs can assist in reviewing and considering coverage options and associated costs. It is particularly useful for students to work with us to help us anticipate the care that can be provided and to be sure arrangements are made shortly after arrival. Participants' privacy will be protected.
- While abroad, you have access to a mental health counselor at Well Connect 24 hours a day, 7 days a week. Well Connect is an excellent resource to talk to in order to work through a mental health crisis. Reach Well Connect by calling 833-848-1761. You can also use the online resource Well Track at www.welltrack.com while abroad to maintain your mental health. To login to Well Track, use your Rollins login.

While significant effort is made to keep the information in this handbook accurate, this handbook is not intended to be a binding document and all information contained herein is subject to change.