

ORIENTATION HANDBOOK:

POLICIES AND PROCEDURES

FOR SAINT LEO UNIVERSITY OFF-CAMPUS PROGRAMS

We are delighted that you have chosen to study abroad through a Saint Leo University program! We look forward to working with you, and providing you with an unforgettable study abroad experience.

Saint Leo University has established and approved off-campus programs for the benefit of students. These programs are by nature experiential; but they are also designed to be full academic experiences. The traveling, with its varied experiences, is not in itself justification for the existence of these programs. They have a solid academic base. They are often physically demanding as well.

When you accept a place on one of these programs you are agreeing to support the policies and procedures set down to help ensure the success of the program. You have a responsibility to make the program the best possible personal and academic experience by supporting the following policies and procedures. Remember that there are both freedoms and limitations involved in off-campus study.

Students are expected to conduct themselves in a responsible and mature manner at all times. This includes being aware of and sensitive to cultural dress, norms and behavior in the sites visited. The program director or faculty member will inform students of the appropriate dress, norms and behavior in each site, and it is the responsibility of each student to adhere to these requirements.

The program director or faculty member has full authority to act on behalf of Saint Leo University in any matter concerning the academic program, travel procedures or students. Should it be decided that a student must be separated from the program because of violation of rules, disruptive behavior, or conduct which could bring the program disrepute, that decision will be final. Separation from the program will also result in loss of academic credit.

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GENERAL INFORMATION

GOOD STANDING POLICY

All students are required to maintain good university standing after they are accepted by a program. This means that you must maintain good academic standing as well as good social standing. Students who violate the Saint Leo judicial code after they are accepted will be dropped from the program.

CANCELLATION AND CHANGES

Saint Leo reserves the right to make cancellations, changes or substitutions in case of emergency or changed conditions or in the general interest of 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 Saint Leo University 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 coordinators, professors, and staff off campus. Saint Leo 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 visits by family members or friends must first be approved by the resident director. All visitors must make their own arrangements for travel, housing and food. **Saint Leo students cannot offer housing accommodations, meals or participation in classes and/or field trips to non-participants.**

INSURANCE

All participants are required to have sufficient health, accident, disability, trip interruption/cancellation, hospitalization and personal property insurance to

cover themselves during their participation in a program. None of the fees paid to Saint Leo for the off-campus study programs are used to pay for such insurance. The ISIC card that each student can purchase provides **limited** coverage for medical evacuation and repatriation of remains.

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 Saint Leo 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. Student living in accommodations provided by Saint Leo University will be considered the same as residence halls on the Saint Leo campus. Therefore they will be

under the same alcohol 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 university 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. You are in a different culture with different laws governing drinking and drugs. Alcohol and drug use can affect your ability to comprehend dangerous situations. This can be compounded by language and cultural differences.

If you are a recovering alcoholic, you need to be aware of the stress of going overseas. If you will be on a program with a family stay, it would be helpful to inform the program director, who could place you 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 look online to locate services http://www.aa.org/lang/en/aa_international.cfm?origp age=31



DRUGS

All U.S. legal restrictions on use of drugs apply to all Saint Leo programs. 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 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 cost of legal advice, fines, and return travel must be borne by the violator. Saint Leo 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 university policy regarding illicit drugs, and/or controlled substances will be subject to disciplinary action and they may face additional actions by the courts.

ANTIDEPRESSANTS OR ANTI-ANXIETY MEDICATIONS

If you are taking antidepressant or anti-anxiety medications, physicians often recommend that you **stay on them** through the duration of your program, even if it would otherwise be time for you to taper. We encourage you to consult your physician on this matter.

If you choose to go off your medications, physicians typically advise you to take a supply of the medications and/or a carefully written prescription, with drug name listed generically, along with your physician's instructions. With these, you are prepared to go back on the medications should that become necessary. Again, it is important to consult your physician about this plan.



HEALTH

HEALTH ISSUES TO CONSIDER

Study abroad is an adventure of the mind and spirit. It is also an adventure of and for the body. Traveling overseas is an exhilarating experience, and it should also be a healthy one.

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. The Multicultural and International Services Office will make certain recommendations. However, students and faculty must take full responsibility for educating themselves on health issues.

It is important to talk with your faculty member and returned students to 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

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 your 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 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 Multicultural and International Services Office 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. The resident director/faculty member will make clear to the person involved that such financial assistance will require repayment to the university at the earliest opportunity.

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 Multicultural and International Services Office 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.

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 you.



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.

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.

TB TESTING

It is now recommended that you have a TB test 30 days after your return from any program abroad. There is a concern about exposure on airline flight.

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/default.aspx>

and the US State Department website at

<https://travel.state.gov/content/passports/en/alertswarnings.html>

and

<https://travel.state.gov/content/passports/en/alertswarnings/worldwide-caution.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

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.



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

GENERAL SAFETY

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 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.

Saint Leo University has gained experience during the past 30 years 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.

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.



Yet, 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.

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.

Saint Leo University

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 Saint Leo for events that are not part of the program, or that are beyond Saint Leo University's 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, individual rights.



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 Saint Leo sponsored programs need to:

1. Read all materials issued or recommended by Saint Leo which 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 Multicultural and International Services Office accurate physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
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 Saint Leo 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 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.
3. Do not make jokes about terrorism or 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. 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.
3. Be aware that there is risk involved in operating any motor vehicle abroad.
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.
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. Starbucks, McDonald's and Hard Rock Cafe are well known as an

attraction for Americans. Also, you may 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. University or 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 university sweatshirt with hopes that other Americans will introduce themselves - but you can always meet Americans in America.

CRIME PREVENTION

1. 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.

2. Beggars may approach you with children. We recommend you do not give them money and remove yourself from the situation.
3. Pickpockets usually do not work alone. Be aware of distractions by strangers, as the "lift" often follows.
4. 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.
5. 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.
6. 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.
7. 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 YOUR 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 PM). 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 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 enculturated 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 which 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.

There are two tools which will be very useful to you before you leave for your studies abroad, while in your host country and when you return to the US. Please utilize this website. It will assist you immensely in understanding your expectations about study abroad and in coping with culture shock and reverse culture shock as well. One website is called "What's Up With Culture?" and the address is:

<http://www2.pacific.edu/sis/culture/>. Other helpful websites are www.GlobalScholar.us & www.AllAbroad.us.



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 university 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.

EMAIL

Students must provide the Multicultural and International Services Office with an email address that will be valid for the duration of their time abroad. It is your responsibility to check this account regularly. Many students report that it is easier to use a Gmail, Hotmail or Yahoo account from abroad instead of their Saint Leo account.

TRAVEL DOCUMENTS

Passport: 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:

<https://travel.state.gov/content/passports/en/passports.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.

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.

International Student Identity Card (http://www.statravel.com/cps/rde/xchg/us_division_web_live/hs.xml/Student-Discount-Card.htm): The ISIC is useful in obtaining discounts on transportation and admissions while you are abroad. The ISIC also provides limited accident/hospitalization insurance for you while you are abroad. You can obtain an ISIC card online (link listed earlier in paragraph). You can also get great deals on airline tickets at this travel agency (STA Travel). This company also offers ISICare which is a comprehensive study abroad health insurance policy and more information can be found at this link: (<http://www.esecutive.com/isic-s/>)



PACKING

The airline will 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!

Sample Packing List: Here is some advice on packing by a former program participant:

"Pack your bags, than take out half of the stuff and put it away. You can live very comfortably with very little."

Here's what he took:

- 1 pair jeans
- 2 pairs casual pants
- 7 pairs socks/underwear
- 3 pairs shorts
- 1 pair sneakers
- 1 pair other shoes; a must, since most nightclubs will not let you in without shoes and a dress shirt
- 1 pair flip-flops
- 4 tee shirts
- 3 button shirts
- 2 turtlenecks
- 1 sweater
- 1 sweatshirt
- 1 dress outfit: coat, tie, shirt, slacks

A suggested packing list for women students:

- 1 pair jeans
- 2 pair slacks
- 2 sets of sweats
- 5 tees
- 2 turtlenecks
- 1 sweater
- 3 pair shorts

2 shirts
1 dressy outfit
7 changes of underwear/socks
robe/nightwear
sneakers/comfortable walking shoes
1 pair dress shoes

AND FOR EVERYONE:

All-weather coat
thermals
sleeping bag
Swiss army knife
small flashlight
bathing suit
sunscreen
towel
host gift

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 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 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 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

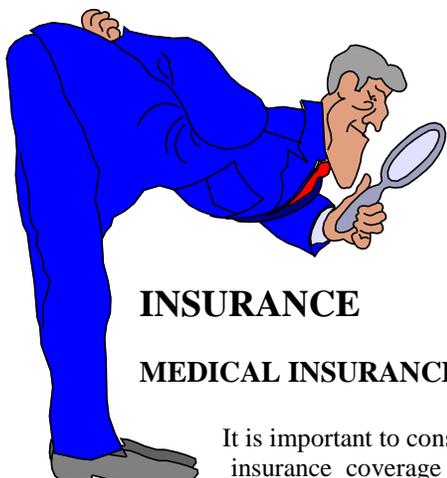
Students are charged the tuition, room and board that is being charged to Saint Leo from our partner schools and programs. The semester fee covers tuition, room and board (if billed to Saint Leo) and excursions connected with classes. Not included are personal expenses, books, room and board during the term break, and airfare.

Payment schedule: Depends on each student's payment plan with Saint Leo University and the rules of the partner program. Please note that transcripts cannot be released for the school overseas if there is a balance on the student account.

Refund policy: All deposits are non-refundable. The Refund policy is the same policy as that of the Saint Leo University campus programs (online: <http://www.saintleo.edu/resources/student-financial-support-center/financial-aid/tuition-and-costs/withdrawal-and-tuition-refund.aspx>).

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

It is important to consider what kind of insurance coverage will protect you from potential major financial problems while abroad.

Regardless of the type of insurance you carry, you will have to pay doctor and hospital expenses incurred abroad, and then request reimbursement of your expenses from your insurance company. It is important to keep complete records of your expenses to use when filing an insurance claim. You should take some blank claim forms or have the online claim information with you, so you will know what information must be submitted. The Resident Director or program staff will help you obtain medical treatment if needed.

Please consider the following when thinking about insurance:

- Who else are you insured through? Parents, spouse, or non - Saint Leo insurance source? Talk with your family or insurance agent to find out exactly what your coverage includes. See "Suggested Insurance Questions" (which follow) for ideas about what to ask. While plans vary, it is important that you are covered for hospitalization, medical evacuation and repatriation of remains.
- Does your plan(s) provide continuous coverage before and after you go abroad? The ISIC card and many other insurance companies cover only your time abroad. You will need separate coverage prior to departure and when you return. If you begin a new insurance plan when you return, pre-existing conditions (accidents, sickness from your time abroad, etc.) may not be covered.

If you have the Saint Leo University insurance, which is managed by UnitedHealthcare Insurance Company, please call them at 1-800-767-0700 or email at customerservice@uhcsr.com to find out the extent of your coverage abroad. It may not, however, be

adequate. Consider supplementing this insurance with study abroad health insurance. Some plans are Gateway International (1-800-282-4495), CMI Insurance (410-583-2595), HTH Worldwide (1-800-242-4178), Cultural Insurance Services International (1-800-303-8120), Collegiate Care (1-888-301-9289), International SOS (1-800-767-1403), StudyUSA Healthcare (<http://jwtings.com/quotes/online-health-quotes/>) and International Student Insurance Company (<http://www.internationalstudentinsurance.com/>).

SUGGESTED INSURANCE QUESTIONS

1. What is the maximum amount of coverage that is provided?
2. Are there deductibles? If so, what are they?
3. Will the plan include emergency room expenses?
4. What is the coverage for medical evacuation?
5. In the event of death, what is the coverage for repatriation of remains?
6. Do you need to pay cash up front at a clinic or for a hospital stay? What if you have no money?
7. Does the plan cover visits to the doctor or medication prescribed while abroad?
8. What is the procedure for filing a claim-how long does it take to get reimbursed after filing?
9. When does the plan begin and end?
10. Is the plan a primary or secondary carrier? If secondary, when does coverage begin?
11. Is there a booklet explaining the coverage in detail?
12. What is the process for enrolling in the plan?
13. If you must use your insurance, what do you show as proof of worldwide coverage?
14. If you obtain medical assistance while you're abroad, when/how should you inform the agency?
15. What documentation of expenses is required?
16. Does the bill need to be in English and the amount of the charges in U.S. dollars?

INTERNATIONAL STUDENT IDENTITY CARD (ISIC):

The ISIC is a student discount card recognized worldwide which allows students to get great discounts on travel, museum entry, etc. with a 24-hour help line which can assist students with travel questions. Students can add on three types of travel insurance with this card at <http://www.statravel.com/travel-insurance.htm>. In addition, with the above-mentioned card, students can buy full insurance coverage from the company, and the name of that coverage is ISICare (<http://www.esecutive.com/isic-s/>). Saint Leo requires that you have additional insurance. Everyone believes they will not become sick or have an accident. Yet, the incidence of this happening is greater abroad.

TRAVEL INSURANCE

Saint Leo does not cover lost or stolen goods. You will need to purchase your own travel insurance. You might also want to purchase trip cancellation/interruption insurance. For more information, call Allianz at 1-866-672-9580 (<https://www.allianztravelinsurance.com/>) or <http://www.statravel.com/travel-insurance.htm>.

CRISIS MANAGEMENT PLAN

MULTICULTURAL AND INTERNATIONAL SERVICES OFFICE COURSE OF ACTION

In managing emergencies, the Multicultural and International Services Office 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 Saint Leo sponsored off-campus study program.
2. All reasonable and prudent measures will be taken to limit the University's legal liabilities.
3. Saint Leo University 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.
4. Saint Leo University will respond to emergencies by closely following the 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. The Multicultural and International Services Office is prepared to make changes on short notice should a situation arise in country that causes serious concern.

The Multicultural and International Services Office 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 Saint Leo University administration and World Aware.

Conditions Requiring Crisis Management

The staff of the Multicultural and International Services Office must be contacted under the following circumstances:

- Serious illness, injury or death.
- Emotional or psychological stress that appears to require removal from the situation or professional attention.
- A faculty or staff member being the victim of a crime – theft, assault, rape, harassment, etc. or being accused of committing a crime.
- A situation in country arises that causes serious concern, i.e., a political uprising or a natural disaster.

Course of Action

The Saint Leo faculty member or resident director will contact the appropriate local authorities (i.e., police, U.S. Embassy, medical personnel) to begin the local action necessary to handle the situation.

The Saint Leo faculty member or resident director contacts the appropriate person from the Saint Leo emergency list. In most cases, that will be the Paige Ramsey-Hamacher in the Multicultural and International Services Office. There may be situations when it is also appropriate to contact other persons, i.e., the Dean of Faculty or the Associate VP for Student Affairs.

The Multicultural and International Services Office is the official spokesperson to parents, officials, and resident directors. The Director of University Communications will act as official spokesperson to media sources.



The Multicultural and International Services Office Action

The staff of the Multicultural and International Services Office will initiate appropriate procedures.

A. Ill or injured student:

- The Multicultural and International Services Office will contact parents of student to appraise them of the situation;
- The Multicultural and International Services Office will contact the Dean of Faculty and the Associate VP for Student Affairs.
- Necessary action will be taken – provision for necessary medical care in country, emergency evacuation, etc.
- Saint Leo University will, if necessary, make funds available to cover emergency costs. Such expenses are the responsibility of student/parents, but Saint Leo will advance funds as needed to assure a timely solution of the situation.

B. Ill or injured faculty member:

- The Multicultural and International Services Office will contact family of the faculty member to apprise them of the situation.
- The Multicultural and International Services Office will contact the VP for Academic Affairs.
- Necessary action will be taken – provision for necessary medical care in country, emergency evacuation, etc.
- Saint Leo University will, if necessary, make funds available to cover emergency costs. Such expenses are the responsibility of the faculty member, but Saint Leo will advance funds as needed to assure a timely solution of the situation.
- If necessary, Saint Leo will make funds and staff available to insure adequate group supervision and continuation of program.

C. Death of Student or Faculty Member:

- The Multicultural and International Services Office will contact parents of student or family of faculty member.
- The Multicultural and International Services Office will contact the Associate VP for Student Affairs and the VP for Academic Affairs who will, in turn, contact the Saint Leo Legal Counsel.
- The Multicultural and International Services Office will contact University Ministry.
- The Multicultural and International Services Office will contact Counseling Center to begin appropriate counseling for other members of the group.

D. Student or faculty member with emotional or psychological problems:

- The Multicultural and International Services Office will contact the Saint Leo Counseling Center. University counselors will be in touch

with student, faculty or on-site coordinator to evaluate the situation and make necessary recommendations.

- The Multicultural and International Services Office will contact parents of student or family member.
 - The Multicultural and International Services Office will contact the Associate VP for Student Affairs or the VP for Academic Affairs.
- E. Student or faculty member the victim of a crime (theft, assault, rape, etc.) or accused of committing a crime:

- The Multicultural and International Services Office will contact the Associate VP for Student Affairs and/or VP for Academic Affairs.
- If the incident is between two student members of the group, the Associate VP for Student Affairs has primary responsibility and University policy will apply.
- If the incident is between a student member of the group and a Saint Leo Faculty Member, the VP for Academic Affairs has primary responsibility and University policy will apply.
- If the incident is between a member of the group and an outside party, action taken will depend on legal requirements of the host country and the wishes of the group member.
- University Legal Counsel will be contacted through the VP for Academic Affairs, if necessary, for appropriate advice.
- International Programs will contact on-site authorities, if necessary, for appropriate action.
- International Programs will contact parents of student and/or emergency contact as designated by student.
- The Multicultural and International Services Office will contact on-site authorities, if necessary, for appropriate action.
- The Multicultural and International Services Office will contact parents of student and/or emergency contact as designated by student.

F. A situation in country arises that causes serious concern, i.e., a political uprising or a natural disaster:

- The Multicultural and International Services Office will contact local program coordinators for a preliminary assessment.
- The Multicultural and International Services Office will contact the U.S. State Department to



receive the latest public announcements or travel warnings.

- The Multicultural and International Services Office will take necessary action based on advice from U.S. State Department and local program coordinators. That could be evacuation, move to Embassy compound, remaining on-site and maintaining low profile, or quarantine.

- When the status of the group has been accurately determined, the Multicultural and International Services Office, in cooperation with the on-site coordinator or faculty member and with senior university administrators, will disseminate the information to appropriate parties.

CONTACTS

24 Hour Emergency Number: 352-588-8432 (collect calls accepted)

Saint Leo University Switchboard: 352-588-8200

State Department Telephone Numbers:

State Department Switchboard: 202-647-4000 (Ask for the country desk)

Overseas Emergency: 202-647-5225

Consular Affairs: 202-647-5226

After Hours Duty Officer: 202-647-1512

Saint Leo University Telephone Numbers:

The Multicultural & International Services Office	Telephone	352-588-8442
	Fax	352-588-8509
	Email	miso@saintleo.edu
Executive Director for Student Success MISO	Paige Ramsey-Hamacher	Office: 352-588-8489
	Email	paige.ramsey.hamacher@saintleo.edu
Campus Safety and Security	Telephone	Office: 352-588-8432
	Campus Emergency #	352-588-8333
Assoc. Director-International Admissions	Maribeth Giese Stevens	Office: 352-588-8283
	Email	maribeth.giese@saintleo.edu
Acting VP for Academic Affairs	Dr. Mary Spoto	Office: 352-588-8244
	Email	mary.spoto@saintleo.edu
Director of Residence Life & Leadership	Kimberly McConnell	Office: 352-588-8268
	Email	kimberly.mcconnell@saintleo.edu
Saint Leo University Ministries	Father Kyle Smith	Office: 352-588-7321
	Email	kyle.smith04@saintleo.edu
Risk Management Analyst	Martin Martinez	Office: 352-588-7540
	Email	martin.martinez02@saintleo.edu

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