

University of Pennsylvania

School of Social Policy & Practice (SP2)

Extramural Study

Student Manual

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Important Phone Numbers and Web Sites

Penn:

215-573-3333 - Emergency After Hours (Campus Police)

Your Personal Important Numbers:

Residence Phone # _____

Onsite program director/program office phone # _____

U.S. Consulate (Or your own consulate if not a U.S. citizen) phone # in your host country _____

Important Resources for Travelers

- Centers for Disease Control (www.cdc.gov) 800-311-3435 404-639-3534
- United States Department of State (www.travel.state.gov) 4000-4000-4000 Main switchboard, 202-501-4444 Hotline for American Travelers; Overseas Citizens' Services; automated voice; 24 hour financial, legal, medical issues
- World Health Organization (WHO) (www.who.int/en/)
- Clinical Practices of the University of Pennsylvania 215-662-9990 Dr. Steve Gluckman E-mail: stephen.gluckman@uphs.upenn.edu; for returning travelers with symptoms

Penn Policies for Study Abroad

The following administrative policies of the University of Pennsylvania apply to Penn students on all study abroad options recognized by the University of Pennsylvania. It is important that students and their parents be fully aware of these policies which are quoted here for information.

Terms and Conditions of Participation

As part of the application process, all students must understand and agree to the following terms and conditions of participation:

Conduct: I understand and accept that as a participant, I am required to observe the laws of the country in which I will be residing and all academic and disciplinary regulations in effect at the host institution. I further understand and accept that while participating in the program I will remain enrolled concurrently as a degree candidate at the University of Pennsylvania and, as such, I agree to adhere to the University's *Code of Student Conduct and Code of Academic Integrity*. I realize that violation of the foregoing and/or academic failure or disciplinary disturbances may constitute grounds for my expulsion from the program

and referral of any violations to the University of Pennsylvania's Office of Student Conduct. I understand that if I am expelled from the program, I am not entitled to any refund of tuition or fees.

Insurance: I am hereby informed that the University strongly recommends that students studying abroad obtain insurance coverage valid overseas to protect against the costs of hospitalization and physician care in the event of sickness, accident, disability, and/or death resulting there from, and to offset expenses of trip cancellation, or loss of property. I understand that I am solely responsible for obtaining said insurance.

Limits of responsibility: As a participant in a Penn SP2 Study Abroad program, I understand and accept that the University will make arrangements for faculty mentoring and may offer advice on transportation and lodging overseas. I understand that the University is providing these services only as a convenience to participants and that, accordingly, the University and SP2 accept no responsibility, in whole or in part, for delays, loss, damage or injury to person or property of any nature whatsoever, caused to me or others prior to departure, while traveling, or while residing abroad. Neither shall the University be responsible to any person for any of my acts or omissions.

I acknowledge that I am voluntarily participating in this program. I also acknowledge that I am aware that there are risks associated with foreign travel, and that my participation in the program may expose me to risks of bodily or other personal injury or to property damage. Further, although the School of Social Policy & Practice has taken reasonable steps to provide information and guidance, I understand that neither the School of Social Policy & Practice nor the University can guarantee my safety and I assume full responsibility for all risks associated with my participation in the program. I agree to release, indemnify, and hold harmless the School of Social Policy & Practice and the University of Pennsylvania, and their trustees, officers, employees and agents from and against any claim which I, the participant, my parents or guardian or any other person may have for any losses, damages, or injuries arising out of or in connection with my participation in the study abroad program.

Signature: By my signature below, I affirm that I am at least 18 years of age, that my signature is voluntary, and that I have carefully read the preceding terms and conditions of participation, and the policies and procedures governing participation in a Penn Social Policy & Practice program in the program brochure and the Penn Social Policy & Practice website, understand them, and agree to abide by them. I certify that all statements and responses I have made in this application are correct. I understand that the confidential supporting documents relating to this application shall not be disclosed to anyone other than to authorized faculty and administrators of the University of Pennsylvania and of the host institution abroad, persons hired to make local arrangements, and/or persons otherwise permitted or required by law. I also understand that information relating to this application may be shared with appropriate University representatives, including, but not limited to: the School of Social Policy & Practice Student Affairs Office, the Student Health Service; the Office of Student Conduct; Counseling and Psychological Services; Student Financial Services; the Office of Student Disability Services; the Office of the University Registrar. I further understand that, unless I have opted not to have this information disclosed, my name and local and permanent addresses/telephone numbers will be shared with fellow participants.

Health Information Form and Physician's Statement

Health information is required of all students on study abroad programs recognized by the University of Pennsylvania. It is important for the participant's own well-being as well as for the University's liability that a student has a record of good physical health and emotional stability prior to departure for a foreign study option. Accordingly, admission may be withdrawn if the medical report reveals information that gives the University cause for concern about the participant's ability to undertake the foreign study

program without detriment to self or to fellow students. The Health Information Form is a self-disclosure questionnaire to be filled out by the student in their post-admission checklist on the SP2 Abroad website. The Physician's Statement is to be filled out and signed by a doctor from the University's Student Health Services (they request that you bring the completed Health Information form with you) or by the student's personal physician. The requirement to submit the Physician's Statement is superseded in cases where a similar official medical history statement is required by an affiliated, cosponsoring institution. In such a case, a photocopy of the replacement form must be on file in OIP.

Students Under Disciplinary Sanctions

A student is not permitted to study abroad if he/she stands charged prior to the beginning of the study abroad option with a violation of a University regulation by the University of Pennsylvania's Office of Student Conduct, or if he/she is under a disciplinary sanction which must be monitored at Penn.

Statement on Security Issues Related to Travel and Study

Administrators of overseas study recognize their responsibility to do their utmost to provide a secure and unthreatening environment in which to learn. The Office of International Programs (OIP) makes it a practice to issue a statement on our perceptions of risk to American students who study abroad and on the measures we take to provide a safe environment for our students. The OIP staff consults regularly with colleagues around the country who are involved in the administration of overseas study, with resident program directors and responsible officials of foreign host universities, with contacts in the U.S. Department of State and other governmental and non-governmental agencies, and other experts, including our own faculty, who keep well-informed on issues and events in the locations of our recognized options.

Our ability to communicate almost instantaneously worldwide via fax machines and electronic mail normally enables us to obtain and share information quickly and accurately with colleagues in the event of an emergency at a foreign study site that may have repercussions for study abroad. In short, we use an effective system of consultation and consensus of informed opinion in making proactive and reactive decisions concerning the safe operation of our overseas sites. For example, with regard to the threat of terrorism, in those sites where our students attend some courses in private facilities not attached to a host university, program directors work with local police and U.S. consular personnel in setting up practical security measures to prevent access by unauthorized persons. In other sites where students are registered directly at a host university, we exercise no control over security measures but we also believe that these individual students are at relatively little risk because of the very depth of their integration into the local environment. All of our students are briefed during orientation programs and are reminded at times of heightened political tension about being security conscious in all of their daily activities.

We must all live with the fact that terrorism is a reality. To succumb to the threat by reacting in fear may well be the objective that terrorists seek to achieve. Nevertheless, there are certain rather obvious precautions that American students abroad can take. Following are a few suggestions:

- Keep a low profile and try not to make yourself conspicuous by dress, speech, or behavior in ways that might identify you as a targeted individual.
- Avoid crowds, protest groups, or other potentially volatile situations, as well as restaurants and entertainment places where Americans are known to congregate.
- Be wary of receiving unexpected packages and stay clear of unattended luggage or parcels in airports, train stations, or other areas of uncontrolled public access.
- Report to the responsible authority any suspicious persons loitering around residence or instructional facilities, or following you; keep your residence area locked; use common sense in divulging information to strangers about your study program and your fellow students.
- Register with the U.S. Department of State (<https://travelregistration.state.gov/ibrs/>)

- Make sure the resident director, host family, or foreign university official who is assigned the responsibility for your welfare always knows where and how to contact you in an emergency and your schedule and itinerary if you are traveling, even if only overnight.
- Develop with your family a plan for regular telephone contact so that in times of heightened political tension, you will be able to communicate with your parents directly about your safety and well-being.
- Register with the International SOS Personal Locator and Emergency Record (www.internationalsos.com)

As a regular part of your safety preparedness, please carry at all times the phone numbers and e-mail address (if applicable) for the following contacts:

- The International Programs Office of the host institution
- Penn's Office of International Programs (215-898-9073)
- Emergency phone numbers for the host institution
- The U.S. Embassy and/or local Consulate in any country the student visits
- Family at home and work
- Your travel agent
- International SOS
- International Student Identity Card (ISIC) Emergency Number

In light of the preceding statements, the following policies are in effect for all study abroad options recognized by the University of Pennsylvania. All decisions concerning the cancellation or modification of a SP2 Abroad option are made by the Office of International Programs in consultation with responsible authorities abroad. Decisions taken by students and their parents regarding individual participation and continuation in study abroad options are personal. Responsibility for a decision to withdraw or return home early rests with the individual. There can be no guarantee of credit for students who withdraw before the completion of scheduled instruction and examinations. The University's established policies on refunds of deposits and tuition fees continue to apply and will only be modified if a decision is made to cancel a University-recognized study abroad option.

Accommodations

Housing arrangements vary among study abroad programs. On certain programs, students have the option to accept subsidized student accommodation offered by the host university; information and application forms are supplied to students in accordance with the timetable and procedures of each host university. In most cases, room and board costs are not billed by Penn. Students are responsible for all housing costs including deposits and, normally, must make payment directly to the designated office at each institution. Students are subject to all regulations in effect at the host institution, including those governing housing.

You are forewarned that in many sites, even in countries with developed economies, you should not assume that you will find the conveniences and comforts of life in Philadelphia or your home. Examples of differences to which you will need to adapt may be: long commuting distances between accommodations and classes; lack of privacy in accommodations; restrictions on heating and/or water usage; absence of or lack of easy access to a telephone or restricted telephone usage; lack of easy access or no access to word processing and/or electronic mail; unfamiliar foods that you do not like or you perceive as unhealthy.

Local Transportation

The best way to learn about a city is to walk. Not only is it healthy and without cost except for shoe leather, walking at different hours of the day and by different routes leads to new and unexpected discoveries at every turn. A year spent walking the streets of a city will give you knowledge of the

physical layout of the city and an understanding of the life of its people which probably cannot be matched by most residents. Remember to watch the traffic lanes and patterns carefully at street crossings. In some countries vehicles travel in the left lane as opposed to the right lane as in the U.S. You must be very attentive when crossing streets when you are unfamiliar with traffic patterns. There will be times when the burdens of the day may force you to look for alternative means of transportation such as by taxi or more likely by underground/metro or bus. As you would in the United States, use caution when exploring new areas and trust your instincts.

Rail Passes

Wherever your travels may take you, chances are trains will be your choice of transportation. Rail travel is usually the most affordable and simplest way to get from place to place, and it's one of the best ways to make new friends.

If your railway plans are restricted to Europe, you should consider one of the many Eurailpass options. The choice of most travelers under 26 is one of the youth passes that allow unlimited second-class travel for the duration of your pass. If you want a bit more comfort, or if you're 26 or over, first class Eurailpasses are available. If you don't plan to use your pass every day or so, you may want one of the Eurail Flexipasses, which allow for a specified number of travel days within a two month period. With all Eurailpasses, you can avoid lengthy ticket lines at stations. Just hop the train and go! They must be bought here and validated in Europe within six months of purchase, so buy yours within that time frame. Be aware, even with a Eurailpass, surcharges apply for some of the high speed trains, the sleeper trains and any local seat reservation. All overnight trains require reservations and you may want to make reservations during the holidays or summertime. All surcharges are paid locally.

Information about the Eurailpass and other discounted transportation options is available from travel agencies such as STA Travel. STA Travel has two locations-- 3610 Chestnut Street and at 19th and Chestnut Streets across from Rittenhouse Square. STA has offices nationwide and abroad.

Web Link: <http://www.eurail.com/> or www.raileurope.com

Documents

For world wide access to all of your important information, Lonely Planet's website [www.lonelyplanet.com] features a section where you can build an online personal profile which is password-protected on a secure sight. Give the password to your emergency contact in the event that he/she needs to access your information. You can scan images of important documents and also create files detailing all relevant information in regards to insurance documents, travel arrangements, in-country addresses, emergency information, health records, and credit card information. This profile can be accessed from anywhere in the world where you can establish an internet connection.

Passports

A passport is an official identification document issued by governments to their own citizens. As a U.S. citizen you have two options for obtaining a passport. 1) If you are traveling within 14 days, call the Philadelphia Passport Agency (877-487-2778), which is located at the U.S. Custom House, 200 Chestnut Street, to schedule an appointment. The Agency is open by appointment only. 2) If you are not traveling within 14 days you should apply at one of the designated acceptance facilities. A full list can be found at <http://travel.state.gov>. You should bring with you:

- Proof of U.S. citizenship (birth certificate, previous U.S. passport or naturalization certificate).

- Valid identification (driver's license).
- Proof of travel within 14 days, if applicable (airline ticket, confirmed airline-generated itinerary).
- Two identical photographs (2x2 inches in size).
- Completed passport application and appropriate fees.

If you are renewing by mail, your old passport will serve as both proof of citizenship and identification; do not forget to enclose it with your application. The total fees are \$60 if you are 16 or older (passport is valid for 10 years), \$40 if you are under 16 (passport is valid for 5 years). For more information, call Federal Information, 1-800-688-9889 from 9:00am - 8:00pm. If you will be leaving within five working days and need to expedite your passport, apply in person at the nearest passport agency through an overnight delivery service of your choice (include a self-addressed, prepaid envelope for the return of the passport). Be sure to include dates of departure and travel plans on your application and all fees (including \$35 expedite fee). Some countries will require that your passport maintain validity for at least six months from the day you enter the foreign country. If your passport will expire in less than six months from your date of departure, you should renew your passport to be on the safe side.

It is important to remember that your passport is your most important legal document while you are outside of the U.S. In some countries it is required that aliens carry their passports at all times. Be sure to guard it carefully. Do not travel away from your study abroad site, and particularly away from your host country, without your passport.

Visas/Entry Documents

A visa is official permission granted by the authorities of the country where you will study or travel which allows you to enter and remain in that country. Many countries do require visas to enter even as a tourist, so check ahead. Visas are not usually required for U.S. citizens for tourism in Western European countries, but there are frequently different regulations concerning study and work. A student visa is required to enter most of the countries in which Penn sponsors study abroad. Instructions on how to obtain a visa will be provided by your overseas program manager. The visa itself is frequently a stamp in your passport, not a separate document. Visas are issued at the country's embassy in the U.S. or at consulates located in major U.S. cities. It is imperative that you fully complete all documents and submit them exactly according to instructions. You will work with the appropriate embassy or consulate that serves your legal residence here in the U.S.

Be aware of how much time it takes to get a visa for the country to which you are going. For more information about foreign entry requirements, visit the U.S. Department of State website at:

http://www.travel.state.gov/visa/americans/americans_1252.html

In some cases even though a visa may not be required, appropriate acceptance letters and financial documentation are required for entry into the country (e.g. United Kingdom, Ireland). Your overseas program manager will provide you with instructions concerning what documents will be needed. You will be required to submit your official acceptance letters to the program from Penn and from your host university overseas with the visa application. **Save your acceptance letters in a safe place until needed.**

If you plan to travel outside of your host country, you may need visas; check requirements with the consulates of specific countries. **Copies of Foreign Visa Requirements are available for 50 cents (must be included with request) from The Federal Consumer Information Center, Dept. 456Z, Pueblo, CO 81009, tel. 1-888-8PUEBLO (888-878-3256); www.pueblo.gsa.gov/. Web Link:**

<http://www.embassy.org>

There are several organizations that for a fee will assist in procuring a passport or visas.

- Travel Documents Express, (212) 785-3250
- Travia, (202) 463-6166
- G3 Visas www.g3visas.com

According to the Schengen agreement, a visa for one of the following countries is also valid for the others. Participating countries are: Austria, Belgium, Denmark, Finland, France, Greece, Iceland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, and Sweden.

Web Link: <http://www.germany-info.org/> for information on Schengen visas.

Documents for Non-U.S. Citizens

If you are not a U.S. citizen, you should consult the nearest consulate of the country of your citizenship and the nearest consulate of the country where you plan to study. The procedures that you will follow are different from those for U.S. citizens. It is important to initiate this process as soon as possible in order to assemble documents and allow time for lengthy procedures. U.S. permanent residents must check with the U.S. Immigration Service concerning regulations for re-entry into the U.S. It is particularly important to verify procedures for those who contemplate being outside the U.S. for more than one year. Non-U.S. citizens should also check to see if a transit visa is required for the countries they pass through on the way to there.

Safety Guidelines

Listed below are some guidelines intended to assist you in living safely during your study abroad. These guidelines are adapted from “Responsible Study Abroad: Good Practices for Health and Safety,” prepared by the Interorganizational Task Force on Health and Safety and Study Abroad. The Task Force is composed of representatives from the Association of International Education Administrators (AIEA), NAFSA - the Association of International Educators, The Council on International Educational Exchange (CIEE), NASPA - Student Affairs Administrators in Higher Education, other professional organizations, and a number of study abroad providers. These Guidelines are supported by numerous universities and study abroad programs.

Responsibilities of Participants

Participants can have a major impact on their own health and safety abroad through the decisions they make before and during the program and by their day-to-day choices and behaviors.

Participants should:

- Read and carefully consider all materials issued or recommended by the sponsor that relate to safety, health, legal, environmental, political, cultural, and religious conditions in host countries.
- Consider their personal health and other personal circumstances when applying for or accepting a place in a program.
- Make available to the sponsor accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
- Assume responsibility for all the elements necessary for their personal preparation for the program and participate fully in orientations.
- Obtain and maintain appropriate insurance policies and abide by any conditions imposed by the carriers.
- Inform parents/guardians/families and any others who may need to know, about their participation in the study abroad program, provide them with emergency contact information, and keep them informed on an ongoing basis.
- Understand and comply with the terms of participation, codes of conduct, emergency procedures of the program, and obey host-country laws. Be aware of local conditions and customs that may

present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the program staff or other appropriate individuals.

- Behave in a manner that is respectful of the rights and well being of others, and encourage others to behave in a similar manner.
- Accept responsibility for their decisions and actions.
- Become familiar with the procedures for obtaining emergency health and law enforcement services in the host country.
- Follow the program policies for keeping program staff informed of their whereabouts and well-being.

Recommendations to Parents/Guardians/Families

In study abroad as in other settings, parents, guardians and families can play an important role in the health and safety of participants by helping them make decisions and by influencing their behavior overseas.

When appropriate, parents, guardians and families should:

- Obtain and carefully evaluate health and safety information related to the program, as provided by the sponsor and other sources.
- Be involved in the decision of the participant to enroll in a particular program.
- Engage the participant in a thorough discussion of safety and behavior issues, insurance needs, and emergency procedures related to living abroad.
- Be responsive to requests from the program sponsor for information needed regarding the participant.
- Keep in touch with the participant.
- Be aware that some information may most appropriately be provided by the participant rather than the program.

SOS International

International SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with the University of Pennsylvania's services, procedures and policies. You should always attempt to contact the University and/or your program sponsor's on-site emergency contacts first, who will assist you. If they are not available, then proceed to contact International SOS.

Medical, Security and Travel Services

In order to utilize any of the medical, security or travel services listed under Program Benefits, contact an SOS Alarm Center from anywhere in the world by calling directly, calling collect, or by calling the toll-free number. While we have designated the Philadelphia center in the United States as our primary contact, any of the SOS alarm centers will assist you.

Philadelphia: 1-215-942-8226

London: 44-20-8762-8008

Singapore: 65-6338-7800

To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex, and nationality
- The division or program with which you are associated (i.e., U. of Pennsylvania Study Abroad program in _____).

- Your International SOS membership number (on your SOS card provided by SP2 Abroad)
- The telephone number from which you are calling (in case you are disconnected) Your relationship to the member (if the person calling is not you.)
- Name, location, and telephone number of the hospital or clinic (when applicable)
- Name, location, and telephone number for the treating doctor, and where the doctor can be reached (when applicable)

Program Benefits

- Medical Services
- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment (Fees will apply.)
- Inpatient medical expense guarantee, cost review and payment (Fees will apply.)
- Dispatch of medication and medical supplies (Fees will apply.)
- Travel Services
- Legal referrals
- Emergency message transmission
- Translations and interpreters (Fees will apply.)
- Lost document advice
- Ground transportation and accommodations for accompanying family members (Fees will apply.)
- Emergency personal cash advances (Fees will apply.)
- International SOS Clinics
- Security Services
- Security evacuation assistance
- Online travel security information
- Access to security crisis center

In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country and Security Guides from this website: <http://www.internationalsos.com>. Use your membership number as your member login. In addition to the information covered at the pre-departure sessions and on-site orientation conducted by your program, the SOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information. You have the option to sign up for Email Alerts. You can choose to sign up for medical and/or security alerts by logging on and signing up. Medical alerts are issued when there is an unusual health risk that, in the opinion of the SOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when SOS Security professionals have identified a security risk in a specific country.

Fire Safety

Know the fire instructions wherever you are. Know where the fire exits are and know how to report a fire. Locate the fire extinguishers. In case of fire, leave your room if possible. Touch the door; if it is cool, it is probably safe to open it. When you leave, open the door slowly; take your key; go to the nearest exit; if there is smoke in the hall, crawl on the floor (there is more oxygen close to the floor). If the door is hot, do not open the door; stay in your room; call for help by phone (if working) and signal from the window; be able to close the door so smoke does not fill the room from the hall.

Telephone

Learn how to use the telephone before you have an emergency. Know how to contact the police or fire department. Keep handy the number for your hotel, and the nearest U.S. embassy or consulate. Carry a charged cell phone, phone card and/or know what change to use to make a local call. Make sure that you know the emergency numbers for your host university or program.

Motor Vehicles and Driving

Individual Country Requirements: You may need a specific driving permit, a road permit, or both. An international driver's permit may suffice for driving. It may be obtained from your local automobile association.

Insurance. Does your car insurance cover you abroad? The U.S. Department of State recommends that you purchase car insurance equivalent to what you carry in the U.S.

Safety. You are 4-18 times more likely to die in a motor vehicle in a foreign country than you are in the U.S. depending on the country. Wear seat belts! Wear helmets (motorcycles, mopeds)! It is recommended that you do not drive while abroad. However, should you rent a car, choose one that weighs 3000 pounds or more. A lighter car puts you more at risk. Be sure the car is in good shape. Try to avoid driving at night. Remember other countries may not have the Emergency Medical Services systems we have in the U.S. Keep windows closed to prevent thieves from reaching in and snatching objects while you are stalled in traffic. An air conditioned car is therefore a good idea. Always lock the car.

Documents

Take good care of passports, travel tickets, and any other important documents. When traveling, keep your passport with you at all times, preferably in a money pouch that you can wear on your body. You should also keep proof of citizenship (an expired passport or copy of your birth certificate) and proof of identity (any type of photo ID), as well as a note of your passport serial number, in a separate location; this will expedite the administrative process in the event that your passport is lost or stolen. At your program site, it is advisable to carry photocopied information with you at all times. When cashing travelers checks, you will need your passport.

Personal

1. Don't stand out: while "safety in numbers" is a good rule to follow, traveling as an identifiable American group of students will attract attention and possibly cause problems. Try to fit in with the surroundings and be "invisible." Whenever possible, speak in the local language.
2. Report suspicious events immediately: Contact the study abroad coordinator/resident director at your study abroad campus if you observe suspicious persons within the premises of your educational environment. Act similarly if anything might indicate threats or an actual terrorist attack on the premises or on student activities.
3. Careless talk: Do not be free with information about other students. Be wary of new people. Do not give out your or anyone else's address or telephone number to strangers. Don't give away your class or field trip schedule.
4. Official contact: Your resident advisor may have an agreement with you as far as leaving the campus site and staying with others. It can't hurt to let your advisor know if you will be staying overnight somewhere else, especially in case of an emergency.

Travel Advice

- Trips: Don't plan trips within or near a war zone or in an area where the inhabitants are unsympathetic to a U.S. cause.
- In large cities and other popular tourist destinations, avoid possible target areas, especially places frequented by Americans (e.g. American banks, American schools and churches, U.S. embassies and consulates, American Express, American-style eating places).
- Avoid using American logos on your belongings or clothing, especially athletic wear.
- Keep all valuables on your person in a discreet place, preferably stowed away in a money belt or a pouch that hangs around your neck and under clothing.
- Try to avoid arriving late at night in cities with which you are not familiar, and take along a reliable guidebook that lists resources and hotels/hostels.
- It's preferable to travel with another person. It is not advisable to sleep on a train if you are traveling alone.
- Do not agree to watch the belongings of a person whom you do not know.
- Do not borrow suitcases and ensure that nothing is inserted into yours.
- In all public places, remain alert.
- Remember that hitchhiking can be as dangerous abroad as it is in the U.S. **Hitchhiking is never advisable.**

Money

- Don't carry more money than you need for your daily expenses.
- Deposit excess cash in a bank.
- Keep separately a list of your travelers checks' serial numbers.
- Take good care of bank, credit, and calling cards.

Handbags/Purses/Baggage

- Never leave these unattended and make sure they are locked.
- If the item has a shoulder strap, wear it crossing the strap over your body.
- Do not put valuables in the exterior pockets of bookbags or backpacks or in bags that are open at the top.
- Travel light!

General Safety Points

- Be street wise. Avoid deserted areas and exercise caution in crowds.
- **Be aware that in certain countries mace, pepperspray and other such “self-defense” items are considered weapons and may be illegal to carry. Check on this before you try to carry these items into a foreign country.**
- Avoid impairing your judgment due to excessive consumption of alcohol.
- Be aware that pickpockets exist and tend to prey on people who look lost or who do not seem to be paying attention. Pickpockets often have an accomplice who will jostle you, ask you for directions or distract you in another way.
- Find out which areas are considered to be unsafe by the local people and avoid them.
- Do not leave valuables unattended.
- **For female travelers**, who may be more likely to encounter harassment, uncomfortable situations can usually be avoided by taking the following precautions:
- Dress conservatively; while short skirts and tank tops may be comfortable, they may encourage unwanted attention.
- Avoid walking alone late at night or in questionable neighborhoods.
- Do not agree to meet a person whom you do not know in a non-public place.
- Be aware that some men from other countries tend to mistake the friendliness of American women for romantic interest.

U.S. Department of State Consular Information Sheets

The U.S. Department of State publishes, and regularly updates online, consular information sheets for every country of the world. These sheets list such information as the location of the U.S. embassy or consulate in the subject country, unusual currency and entry regulations, health and safety conditions, road conditions, and other useful information for travelers.

Unlike the travel advisories, the consular information sheets do not advise travelers to avoid a given place but present information in a factual manner so travelers can make informed decisions concerning travel to a country or region. In extreme circumstances the Department of State may issue warnings advising travelers to avoid a country or specific area of a country. **The information sheets are available at any of the thirteen regional passport agencies, field offices of the U.S. Department of Commerce, and U.S. embassies and consulates abroad. The information on the sheets can be heard at any time by calling 202-647-5225 from a touch-tone phone. They can also be accessed on-line at the url listed below.**

Web Link: http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html

Further Information

The United States Government Bookstore in Philadelphia is an excellent source for travel-related pamphlets published by the United States Government. These include: *Your Trip Abroad*, *A Safe Trip Abroad*, *Travel Tips for Older Americans*, *Tips for Americans Residing Abroad*, *Tips for Students*, *Tips for Travels to*_; Pamphlets for sub-Saharan Africa, the Caribbean, Central and South America, the People's Republic of China, Mexico, Middle East and North Africa, South Asia, and Russia. You can also purchase Background Notes (pamphlets) about each of 170 countries or purchase Health Information for International Travel which is published in a revised version each June. Many of these pamphlets can also be found on-line at: <http://www.state.gov/r/pa/ei/bgn/>

H Health Care

General

All students should have a complete physical checkup including an eye exam before departure, and take care of any dental problems that might flare up while away from home for an entire year. For obvious reasons, it is best to do as much preventive health maintenance as possible before leaving for an unfamiliar environment. It is extremely important to maintain a balanced diet and get enough rest while you are abroad. If you let yourself get run down you will be much more susceptible to illness and it will be harder for you to deal with the day-to-day stresses of living in a new environment. If you will be in a hot climate it is particularly important to avoid excessive exposure to heat and drink plenty of fluids to avoid dehydration.

Medical Records

If you have pre-existing medical conditions, have your doctor summarize them in a note. If your medical condition is complicated in any way, a copy of recent test results could be invaluable to a treating physician overseas, for example, a copy of a recent EKG, an x-ray report or blood tests. Your medical records can be stored on your personal International SOS account.

AIDS and International Travel

AIDS, the Acquired Immune Deficiency Syndrome, is a viral disease which breaks down the body's immune system and leads to infections and cancers that may be fatal. Even though there are no known vaccines to prevent AIDS, there have been several medical breakthroughs recently in drugs and assistance in preventing AIDS, both in the U.S. and abroad.

The AIDS virus can be transmitted in four general ways:

- Through intimate sexual contact with an infected person when semen, blood or vaginal fluids are exchanged.
- Through infected blood or blood products.
- Through contaminated needles or any other HIV-contaminated skin piercing instruments.
- From an infected mother to her infant before or during delivery, or possibly while breast-feeding.

The AIDS virus is not transmitted through casual contact nor spread by insects and insect bites.

When traveling abroad, be aware that some countries may require HIV antibody tests, a test for antibodies to the human immunodeficiency virus (HIV) that causes AIDS. Travelers should also know that some countries may not have the resources to screen blood adequately or provide sterile needles. Living overseas may present greater risks to those who test positive for the HIV virus. Many overseas locations have limited medical facilities that cannot monitor the progress of such infections. Therefore, if you believe you may be infected, knowing your HIV status will help in planning your trip.

Check with a country's local consulate to see if HIV antibody testing is required. If so, learn about the test and its ramifications from a trained counselor. If you decide you want to be tested, do so only at a center that provides pre- and post-test AIDS counseling. Allow two weeks for the testing process and consider getting tested twice—first anonymously (which allows you the privacy to decide what you want to do if the result is positive), then again for a doctor's certificate, if needed. Student Health Services offers HIV testing for a fee of \$85. For free and anonymous HIV testing, contact the Mazzone Center to schedule an appointment. They are located at 1201 Chestnut Street, 3rd floor; tel: 215-563-0658, Monday-Friday.

While many countries such as the U.S. and parts of Europe have mandatory screening of donated blood to check for the AIDS virus, not all do. Travelers should inquire at the local Red Cross office or Western embassies about safe sources of blood overseas. In some locales, ascertaining the availability of HIV-screened blood and blood products may be difficult. Because of obvious uncertainties, consider these precautions:

- People traveling together can form a “walking blood bank” in which members know each other’s blood type and agree to be possible donors for each other. This, of course, presumes that all of those participating are HIV negative.
- If you are injured or ill while abroad, avoid or postpone any blood transfusion unless it is absolutely necessary. If you do need blood, try to ensure that screened blood is used.
- If driving, wear a seatbelt and drive carefully.
- If you are sexually active, **use a condom**. Take a supply with you as conditions of availability and purchase may be limited, and conditions of manufacture and storage may be questionable.
- Take good care of yourself while traveling. Don’t wear yourself down, watch out for excessive exposure to heat, drink plenty of fluids to avoid dehydration, and get plenty of sleep.

Overseas Injections

Here in the U.S., we may take for granted disposable equipment such as needles and syringes. Be advised that some foreign countries will reuse even disposable equipment. In some countries, if injection is required, you can buy needles and syringes and bring them to the hospital for your own use. Avoid injections unless absolutely necessary. If injections are required, make sure the needles and syringes come straight from a package or have been sterilized with chemicals or by boiling for twenty minutes. When in doubt, ask to see how the equipment has been sterilized. Caution regarding instrument sterilization applies to all instruments that pierce the skin, including acupuncture, tattooing, ear piercing, and dental work.

The Center for Disease Control recommends that diabetics or other persons who require routine or frequent injections should carry a supply of syringes and needles sufficient to last their stay abroad. It is not uncommon to do this, however, be aware that carrying needles and syringes without a prescription may be illegal in some countries. Make sure you carry a letter from your doctor explaining the need. The Penn Student Health Service can provide information about purchasing your own syringes.

Dealing with the Blues Abroad

Everyone has ups and downs, and studying in another country can often make these highs and lows more pronounced. Most of the time the low periods are caused by *Culture Shock* (see *Exploring Cultural Differences*) and the stress of trying to survive in another culture without your usual supports. Sometimes, however, these stresses can be compounded by class work, personal relationships and other outside pressures which leave students feeling completely overwhelmed. If you are feeling lost, overwhelmed, or depressed and nothing seems to be helping, you can contact Counseling and Psychological Services (CAPS) here on Penn’s campus. CAPS counselors are available during normal Penn business hours and you can reach them by phone, e-mail or through their website. If possible you may want to e-mail ahead to schedule a phone conversation. You can also contact OIP and we can try to facilitate a meeting for you. Most students, no matter where the study site, will miss to varying degrees the comforts and conveniences of home, however, if this begins to affect your relationships, your grades and/or your daily life, you need to talk to someone.

CAPS Phone: 215-898-7021

Meeta Kumar: meeta@pobox.upenn.edu

Food and Water

- In areas where chlorinated tap water is not available, or where hygiene and sanitation are poor (most of Western Europe, for example, would be excluded from this category), travelers are advised to drink only beverages made with boiled water, such as coffee and tea, or canned or bottled beverages, preferably carbonated.
- Where water may be contaminated, ice (or containers for drinking) should also be considered contaminated. It is generally safer to drink directly from the can or bottle of a beverage than from a questionable container. Wet cans or bottles should, however, be dried before being opened, and surfaces that come into direct contact with the mouth should first be wiped clean.
- If no source of safe drinking water is available, tap water that is uncomfortably hot to touch is usually safe. After allowing such hot water to cool at room temperature in a thoroughly cleaned container, it can be used for brushing teeth as well as for drinking.
- Food should be selected with care to avoid illness. In areas of the world where hygiene and sanitation are poor, the traveler should be advised to avoid unpasteurized milk and milk products, such as cheese, and eat only fruit that has been peeled personally by the traveler.
- Since the sources of the organisms causing travelers diarrhea are usually contaminated food or water, precautionary measures are particularly helpful in preventing most serious intestinal infections. However, even when people follow these general guidelines for prevention, they may still develop diarrhea. Diarrhea is nature's way of ridding the body of noxious agents; intestinal motility serves as the normal cleansing mechanism of the intestine.
- Most cases of diarrhea are self-limited and require only a simple replacement of fluids and salts lost in diarrheal stools. Fluids that are readily available, such as canned fruit juices, hot tea, or carbonated drinks, may be used. Travelers may prepare their own fruit juice from fresh fruit. Iced drinks and noncarbonated bottled fluids made from water of uncertain quality should be avoided.
- It is strongly recommended that the traveler consult a physician rather than attempt self-medication if the condition is severe or does not resolve itself within several days, if there is blood and/or mucus in the stool, if fever occurs with shaking chills, or if there is persistent diarrhea with dehydration.
- For more information, contact the International Travelers Hotline of the Center for Disease Control, 877-FYI-TRIP.

Prescriptions

If you have to take medicine containing habit-forming or narcotic drugs abroad, you should carry a doctor's certificate attesting to the prescription. Label all medicines. Prescriptions from doctors in the U.S. are usually not refillable at foreign drugstores. If you take any medication regularly (including contraceptives), consider taking along a large enough supply to last the length of your stay. You should also verify with a local physician or your family doctor what kinds of medication are available in your particular country that would serve as generic substitutes for your regular prescriptions. If you wear contact lenses, consider taking extra solution and a special sterilizing unit which can be used overseas as well as a spare set of lenses or glasses.

Student Health Travel Advisory Program

The Travel Advisory Program is available for students involved in international travel for work, study, or recreation and is particularly important for travelers going to tropical or third world countries. Public health recommendations change frequently so it is important to update your travel information for each

trip. During a consultation appointment, the travel itinerary is review and health risks outlined. Precautions for eating, drinking, swimming and other activities are provided and disease prevention by medication or immunization is discussed. All recommended immunizations can be obtained through the Student Health Service. You should schedule a travel consultation at least eight weeks prior to departure so that there will be enough time to complete immunizations. Immunizations are given by appointment only. A fee is charged for each immunization to cover the cost of the vaccine and its administration.

To make an appointment, please call: 215-662-2853 or 215-662-2857.

Medical Care Abroad

During weekend or post-program travel, you may find yourself in a variety of unfamiliar and possibly remote locations. If you need medical attention and are not fluent in the language of the host country, try to seek out an English-speaking doctor: when it comes to health matters, you will not want to take any chances on a breakdown in communications. American embassies and consulates, many large travel agencies (e.g. Thomas Cook, American Express) and a number of the larger hotels abroad will have lists of English-speaking physicians. Some agencies have also been established to assure travelers needing medical care (e.g. with a preexisting medical problem) a reasonable, preset fee with reputable physicians fluent in English; one such agency in New York is the International Association for Medical Assistance to Travelers (IAMAT) located at 417 Center Street, Lewiston, NY 14092, (716-754-4883); www.iamat.org. You will receive a small booklet listing the IAMAT Centers (hundreds) around the world. You will receive a membership card. You must have this card with you to use the services. Physicians in other countries associated with IAMAT have agreed to charge \$45-\$65 (U.S. currency) for a visit. This fee does not include tests, referrals, consultations, and hospital admissions. The physicians associated with IAMAT usually speak English or French and have been trained in Europe or North America. In addition, some credit card companies, such as American Express, provide services to U.S. travelers.

HHealth Insurance

The University requires that you maintain a coverage that is valid in the U.S. and meets the standards set forth by the Student Health Office. It is not guaranteed that the same medical insurance plan which provides coverage for you to attend the University of Pennsylvania is also valid anywhere in the world. Therefore it is important to check the geographical extent of validity and to make sure the policy is paid to cover the time you will be traveling abroad. Then, you and your parents must also determine what exactly is covered and decide whether or not you wish to purchase additional insurance(s) in relation to your anticipated needs. In the spring, you will receive information on health insurance from Student Health for next semester. Action on your part prior to leaving the country is essential. Failure to respond will affect your ability to preregister for courses you wish to take upon your return. If necessary, contact Dennis Shinnars, Student Health, Penn Tower, lower level, room 115, 215-349-5047, e-mail: shinnars@pobox.upenn.edu.

Questions to ask when reviewing an insurance policy:

- Will the plan cover hospitalization for accidents and illnesses for the entire period while I'm abroad? (Some policies provided by a parent's employer may cover medical expenses for brief stays abroad but not for the full term of a study abroad program.)

- Will the plan cover doctor visits and medication prescribed abroad?
- Is there a deductible? If yes, how much?
- Is there a dollar limit to the amount of coverage provided?
- What are the procedures for filing a claim for medical expenses abroad? Do I need to pay for expenses up front and then submit receipts to the insurance company for reimbursement? (Make sure that you get full information from your policy about how to arrange for routine treatment, medical emergency procedures, and what is required to pay for or be reimbursed for a claim. Many overseas health providers will not process American insurance claims and will expect payment at the time of treatment so students should have access to a minimum of \$400 (either by credit card or traveler's checks held in reserve for emergencies) in the event that medical treatment is required abroad. Be sure to obtain a receipt to submit with your insurance claim for reimbursement upon your return to the U.S.)
- What if I don't have enough money to pay cash up front?
- When does the plan begin and end?
- What do I use as proof of international medical coverage (if I need to use the insurance or if the host government requires documentation)?
- If I am not a U.S. citizen, will I be covered by the plan? International students might need to arrange for coverage with a company in their home country. Most policies do not cover international students traveling in a country other than the U.S.
- Will this insurance cover me in the U.S. for the insured semester if I decide, for medical or other reasons, to return before the end of the program? (If a student has a serious accident or illness abroad, most usually he or she will return to the U.S. for further care; it is therefore important that the student carry coverage that applies not only abroad, but in the U.S. during the study abroad period.)

If you see a doctor or require hospital treatment abroad, usually you must pay cash and obtain receipts for which you can be reimbursed in the U.S. A few insurance companies will provide on-site representatives to handle payment and other arrangements, such as emergency evacuation, if deemed necessary. A number of companies offer medical expense insurance and/or travel assistance for people studying or traveling abroad. They offer different forms of coverage, including medical expense benefits, supplemental major medical expense, medical evacuation, referral to local physicians and hospitals, personal accident, baggage loss, trip cancellation, etc. Brochures detailing their specific services are available in OIP. The State Department has also compiled a list of insurance providers which can be found on the web at: http://travel.state.gov/travel/tips/health/health_1185.html. Names of some providers of medical insurance specific to students:

Legalities and coping with emergencies

Airport Immigration

Upon arrival, you will go through immigration. This will occur either before or after you have collected your luggage. Be sure to carry your passport, and any other documents that you have been told you will

need for immigration, in your carry-on luggage. Remember that admission to the country is entirely at the discretion of the immigration officer and it is useful to be polite and to dress neatly. The interviewing immigration officer, who determines the length of stay to be authorized and stamped into your passport, will ask you how long you plan to remain in the country.

Customs

After going through immigration, you will go through customs. The customs officials have the right to search your belongings, and you are responsible for unpacking and repacking your goods. It is advisable to declare any dutiable goods and it is strongly advised that you not attempt to bring in any drugs unless you have a certificate from the doctor who prescribed them. If caught secreting illegal items, you may be sent to prison and then deported.

U.S. Customs

Thinking ahead to your return to the U.S., you will want to register any watches, camera, CD players, typewriter, personal computer, etc. (foreign made items) as long as they have serial numbers or other unique permanent markings that you take with you. By registering these items with customs before you leave, you avoid being questioned about whether or not they are subject to duty when you return. Contact the U.S. Customs Office in advance of your departure to request a certificate of registration (customs form 4457). You should also get and save sales slips for everything you buy and intend to take home. Aside from certain restrictions on the quantity of tobacco products, wine and spirits you may bring back into the U.S., you will have a \$400 duty-free allowance on personal items after which you must pay 10% on the next \$1000 worth of goods.

Web link: <http://www.customs.gov/xp/cgov/travel/vacation/kbyg/>

The Law Abroad

Keep in mind that while you are visiting another country you are subject to the laws of that country. Legal protection and personal rights that we take for granted in the U.S. are left behind when you depart. The principle of “innocent until proven guilty” is not necessarily a tenet of legal systems abroad.

Penalties for Involvement with Drugs

Despite repeated warnings, drug arrests and convictions of American citizens are still on the increase. If you are caught with either soft or hard drugs overseas, you are subject to local and not U.S. laws. Penalties for possession or trafficking are often the same. If you are arrested, you will find the following:

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

U.S. Embassies and Consulates

U.S. embassies and consulates generally will only give assistance to U.S. citizens. International students and even U.S. permanent residents will want to contact their countries embassies/consulates in their host country that may also provide the following services.

Web link: <http://usembassy.state.gov/>

Embassy Aid Abroad

There are several useful pamphlets about travel and residence abroad prepared by the Bureau of Consular Affairs of the U.S. Department of State. Three are of particular interest, Tips for Students, A Safe Trip Abroad and Your Trip Abroad. You can usually pick them up for free when you visit your Passport Office if you live in a major city. These, among others, are available on-line at <http://www.travel.state.gov/travel/tips/brochures/brochures_1231.html>. See section “Statement on Security Issues Related to Travel and Study” on how to register with U.S. Embassies.

Legal Advice

If your passport is lost or stolen, notify local authorities and the American Embassy at once. After an investigation determining identification, the embassy will issue you a three-month temporary passport. If you are arrested and/or detained abroad, a consular official can visit you, inform you of your legal rights, and provide you with a list of reliable local attorneys and physicians. The consular officer protests, both orally and in writing, any violations of the prisoner’s legal or human rights. He visits the prisoner as often as needed during the pretrial period and at regular intervals thereafter. He also provides humanitarian assistance—for example, insisting that the prisoner receive needed medical and dental care and adequate food and clothing. Finally, a consular official tries to ensure equal treatment under national laws during all phases of the legal proceedings against you. A consular officer cannot provide certain services. He cannot post bail, give legal advice or recommend a specific foreign lawyer, “spring” a U.S. citizen from jail, or interfere in an arrested person’s relationship with his/her lawyer. Keep in mind that bail provisions as we know them in the U.S. are rare in other countries. Pretrial detention without bail is quite common. Prison conditions are often deplorable in comparison with conditions in the U.S.

Health Problems

In case of illness or accident, embassy people can make sure you are in an approved hospital, check on the fairness of billing procedures and explain your payment options. For smaller problems, the embassies provide lists of English-speaking doctors and dentists in various areas. Remember, adequate health insurance coverage is your responsibility.

Money

While officially prohibited from furnishing cash or loaning money, embassy personnel can suggest possible sources of financial assistance. They may also cable someone back home for money for you and deduct the cost of the cable when your cash arrives.

Speakers Bureau

If you enjoy talking to people about the U.S. and feel that you might like to be a “private ambassador,” you may wish to register with the U.S. Embassy Speakers Bureau. You will be asked to speak to groups interested in the U.S., and, we understand, your local travel expenses will be paid.

Dual Nationality

Different countries have different laws concerning citizenship. Some countries may claim you as a citizen of their country if you were born there, if one of your parents is a citizen of that country, if you are married to a citizen of that country, or if you are a naturalized U.S. citizen but still considered a citizen of the country under that country’s laws. If any of these apply in your circumstances, be sure to clarify your status with that country’s embassy or consulate before you leave. If you want to terminate any such previous citizenship, you will need to consult with the State Department.

Office of Overseas Citizens Service

Should your family need to contact you while you are traveling (e.g. after the program is over), emergency assistance is available through the Citizens’ Emergency Center of the Office of Overseas

Citizens Services (OCS) operated by the State Department's Bureau of Consular Affairs. This office is open from 8:15 a.m. to 5:00 p.m. Monday through Friday, and can be reached at 1-888-407-4747 (available 8 a.m. to 8 p.m. Monday through Friday). For emergency communication between 8:00 pm and 8:00 am, or over the weekends, contact can be made through the Overseas Citizens' Services duty officer at 202-647-4000. They can, for example, transmit emergency messages from your family, provide protection in the event of arrest or detention while abroad, transmit emergency funds to destitute nationals when commercial banking facilities are not available, etc. It would be wise for you to register your travel plans with the State Department as well as provide your family with at least a tentative itinerary so that in an emergency, they can give the State Department some idea where to begin looking for you.

Callers from overseas call: 202-501-4444

What to do in a Health, Safety or Legal Emergency

- Contact your resident director/international program office of your overseas program site.
- Keep your parents informed.
- Refer to appropriate sections of the Practical SP2 Abroad for advice.
- Contact OIP staff if they can be of assistance.
- If it is a city or country wide emergency, make sure to check in with your embassy/consulate.

Student Health Services: <http://www.upenn.edu/shs/>

- Walk-in address: Penn Tower Hotel Mailing address: Box 745 HUP Philadelphia, PA 19104-4283 215-662-2850
- Fax: 215-349-5797
- **Insurance Administrator** – 215-573-3523 Fax: 215-573-3527 shsinsur@pobox.upenn.edu
- **Travel Immunization Program** 215-349-5104 Fax: 215-662-4260