

# PROJECT BOSNIA 2008 HANDBOOK

Program Director: Rene Wright  
Phone: 303-926-1598  
E-mail: rene.wright@du.edu

Summer School Coordinator: Jolene “Jo” Lockwood  
Phone: 970-219-6530 (cell)  
E-mail: jo.lockwood@hotmail.com

ISL Coordinators: Melissa Schaap / Karyn Sweeney  
Phone: 303-871-4909 / 303-871-4762  
E-mail: mschaap@du.edu / ksweene3@du.edu

ISL Emergency Cell: 303.909.7590 (Melissa’s cell)  
Study Abroad Emergency Cell #s: 720-530-7008 or 720-837-6968

**University of Denver  
International Service Learning Office  
2200 S Josephine St.  
Denver, CO 80208 USA  
Main Office 303-871-4913  
Fax 303-871-4910**

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## International Service Learning Pre-Departure Checklist

- Passport:** A new passport or renewal can take many months. If you already have a passport, make sure it is valid for at least six months after your program ends. Passport information and applications are available on-line at <http://www.travel.state.gov/passport/index.html>
- Passport Photocopies:** If you did not submit 3 copies of your passport photo page with your ISL application, please submit these to our office prior to your departure. In addition, make a copy for yourself, and carry this with you in a location separate from your actual passport.
- Course Pre-Approval:** Complete the Study Abroad Request for Credit form to determine how the credits from this course will apply. This form will be provided at orientation is also available online at <http://www.du.edu/intl/abroad/pdf/creditapproval.pdf>.
- Other Required Forms:** Complete the Medical Information form and submit this to the ISL office. This form will be provided at orientation. If you need an additional copy, please contact [isl@du.edu](mailto:isl@du.edu).
- Airline Tickets:** All Project Bosnia participants are responsible for arranging all travel to and from Sarajevo and for communicating any last minute changes in their itineraries to program leaders and ISL via email. See section entitled "Booking Airline Tickets" on page 4 for more details. After you have purchased your ticket, email your complete itinerary to [isl@du.edu](mailto:isl@du.edu). A program leader will pick you up at the airport, train or bus station upon arrival in Sarajevo (provided students have supplied them with the correct and necessary information).
- Financial Aid and Scholarships:** All Project Bosnia participants must complete a summer financial aid form which can be found after April 1<sup>st</sup> at: <http://www.du.edu/finaid/PDFs/SummerApp0708.pdf>. Summer financial aid might be available for qualifying students. It is your responsibility to research, complete, and submit scholarship and grant applications.
- Vaccinations:** It is your responsibility to consult your doctor or a travel clinic regarding recommended vaccinations. Note that some vaccinations are given in a series several months apart or must be completed 4-6 weeks prior to your departure, so plan ahead!
- Insurance:** Contact your health insurance company to make sure you will be covered while abroad and to record the pertinent numbers or information should you need coverage in country. It is crucial that you have international health insurance coverage.
- Emergency Contacts Card:** Take your emergency contacts card with you. Provide your family with these numbers and your itinerary.
- IRB approval:** If you plan on doing any research involving human subjects while participating on your ISL Project, you must apply for Institutional Review Board (IRB) for the Protection of Human Subjects approval: <http://www.du.edu/osp/irb.html>

## Administrative Issues

### **REGISTRATION AND BILLING**

The International Service Learning Office will register all accepted students for this summer term course (usually in early May). You do **NOT** need to register for this course. Once registered, tuition bills will be sent out to your billing address listed in Banner. Program financial aid and any Social Science Foundation Scholarships awarded to students through the Office of Internationalization will be reflected in the tuition billing. For information on scholarships not awarded through ISL as well as fundraising ideas, see our website at [http://www.du.edu/intl/isl/isl\\_bosniafinancialinfo.html](http://www.du.edu/intl/isl/isl_bosniafinancialinfo.html)

### **REQUIRED PAPERWORK**

You will need to complete the ***Request for Study Abroad Credit*** form (<http://www.du.edu/intl/abroad/pdf/creditapproval.pdf>) prior to departure to determine how this course will apply towards your studies at DU. Due to the interdisciplinary nature of this course, some students have been able to use these credits towards major/minor requirements; otherwise, they will count as elective credits. This will vary according to your major/minor; please follow the instructions on the form. Please return the completed form to the ISL office.

In addition, all participants must complete a ***Medical*** form and submit it to our office.

### **WITHDRAWAL/REFUND POLICIES**

- All withdrawals must be made in writing and emailed to [isl@du.edu](mailto:isl@du.edu)
- The application fee is non-refundable unless the applicant is not accepted to the program.
- The program fee is non-refundable.
- The participant is responsible for any airfare expenses should he/she withdraw after airfare has been contracted.
- The participant is also responsible for any additional expenses that have already been spent on his/her behalf should he/she have to cancel prior to departure or mid-program.

## Travel Information and Documents

### **PASSPORT AND PASSPORT COPIES**

If you do not have a passport, apply for one IMMEDIATELY. It can take up to six weeks for a passport to be processed.

If you have a passport, check the expiration date to make sure it will be **valid for six months after** your ISL Program ends.

For more information and an application, go to <http://www.travel.state.gov/passport/index.html>

In addition to the passport photocopies required by our office, please make two additional copies for your own use. Leave one with family and friends at home, and pack the other in a location separate from your passport. If your passport is stolen, having a copy will help expedite its replacement.

### **BOOKING AIRLINE TICKETS**

A large responsibility of Project Bosnia participants is arranging travel to and from Sarajevo. This task may seem daunting at first, especially to inexperienced travelers. The tips in this section should help you get started in this process; however, if you need more information or have specific questions do not hesitate to ask any of the Project Bosnia staff, or even past participants!

A very easy way to book reasonable tickets is through any of the wide number of travel agencies and consolidators. A list of agencies that have been used by past participants is given below to aid you in your search. Call a couple of different agencies to compare prices before booking your flight.

Remember to be creative with your itinerary! The easiest and least painful way to get to Sarajevo is by flying directly into the city; however, many students in the past have flown to various cities across Europe and taken the bus/train into Sarajevo, as it can often save you money. Note: if you are not an experienced traveler, or are not traveling with a buddy, this option may not be the best for you. Traveling through Europe is not always the easiest thing to do. You must allow more time to get to Sarajevo and bus and train schedules are not always dependable in Southeastern Europe. However, if you are up for an adventure and want to save a little cash this may be a good option! Hitchhiking is NOT recommended by the University of Denver under any circumstances.

There are only two major international train routes into Sarajevo, one from Zagreb (the capital of Croatia) and one from Ploce (on the coast of Croatia), both of which leave fairly early in the morning (about 6 or 8am) so you will most likely have to pay for lodging the night before if you pick this route. The bus or train ride from Zagreb and Ploce is usually more than 8 hours. Zagreb is easily accessible from various cities in Western and Eastern Europe. In addition, various bus routes go directly into Sarajevo from a handful of cities on the Adriatic coast of Croatia. If you chose to fly into Dubrovnik, Split, or another city on the coast you will be able to take a bus into Sarajevo, but arrive a couple of days before your expected arrival in Bosnia in case bus schedules are not daily. Finally, there are various overnight ferries from Italy to the Croatian coast through Jadrolinija; however, the prices and schedules fluctuate depending on season, so look up schedules before finalizing any travel plans ([http://www.dubrovnik-online.com/english/transportation\\_sea.php](http://www.dubrovnik-online.com/english/transportation_sea.php); <http://www.sem-marina.hr/>; [www.adriatica.it/](http://www.adriatica.it/))

### **TRAVEL AGENCIES**

- **Adriatic Sunshine Travel** ~ [www.adriaticsunshine.com](http://www.adriaticsunshine.com) - 1-800-247-5353
- **Pan Adriatic** ~ [www.panadriatic.com](http://www.panadriatic.com) - 1-800-352-0555
- **Travel.Time** ~ [www.traveltimeny.com](http://www.traveltimeny.com)
- **Cheap Air Tickets** ~ [www.cheapoair.com](http://www.cheapoair.com)
- **Expedia** ~ [www.expedia.com](http://www.expedia.com)
- **Orbitz** ~ [www.orbitz.com](http://www.orbitz.com)
- **Travelocity** ~ [www.travelocity.com](http://www.travelocity.com)
- **Cheap Flights** ~ [www.cheapflights.com](http://www.cheapflights.com)
- **Kayak Search Engine** ~ [www.kayak.com](http://www.kayak.com)

### **Packing Tips and Lists**

Pack light! After you pack, try carrying your luggage around the block. If you are unable to do so easily, repack. Lightweight, washable and interchangeable clothes are key. Leave expensive jewelry and sentimental items at home. Consider using a backpack. Luggage with wheels is useful on hard surfaces and paved roads, but becomes a hindrance on dirt roads and uneven surfaces.

Carry all essential items, **INCLUDING ALL MEDICATION**, in your carry-on luggage. It is a good idea to pack at least one change of clothes in your carry-on bag, as well as anything else that would be

a serious problem for you to not have if your checked bag is lost or delayed (as it often is flying into Sarajevo).

Check with your airline to verify weight and size restrictions for baggage. Excess baggage charges can be expensive!

### **NOTES ON THINGS TO BRING AND NOT TO BRING**

- Keep in mind new FAA regulations (only one carry-on and purse or briefcase) and also keep in mind that you will be carrying everything. PACK LIGHT!
- Make sure all bags have a tag containing your name, Bosnia address (we'll provide this for you prior to departure), and home address.
- You should take a change of clothes, *medications*, toiletries, and valuables in your carry-on (as luggage often arrives a day or two or three after you do!)
- Keep your passport, tickets, boarding passes, money/credit cards, camera/film on you at all times (in a money belt or neck pouch is best)!
- Put small combination or key locks on everything while in Bosnia
- Heavy-duty zip lock bags – handy against leaks in baggage. Only put liquids in good plastic bottles, fill only partly full, squeeze out excess air, and put in Ziploc bag
- Avoid bringing expensive (looking) watches, jewelry and electronic devices
- Put money in more than one place
- You can save space by wearing your bulky clothes on the plane
- Vareš students may want to take older clothes that can be discarded if necessary
- A day bag or collapsible tote is much better than a purse
- Electrical current is 220 volts/50 hz (you will need adaptor plugs or you might think about purchasing blow dryers or other small electrical items over there so you don't have to worry about a purchasing a converter and bringing that with you)
- Laundry: Apartments in Sarajevo will have washing machines (but not dryers). If absolutely necessary (i.e. cannot wait until the weekend), students in Vareš can ask nicely to have their clothes washed by their host family.
- Alcohol based hand gel is better than hand wipes because it leaves no trash

## **DRESS**

Please maintain a culturally appropriate, neat, clean (and, in Vareš, conservative) appearance:

Walking down the streets of Sarajevo or Belgrade can sometimes feel like walking through the latest, sexiest fashion magazine. Life in the Bosnia country-side is notably different, as women often dress very conservatively and men seldom wear short sleeve shirts. Keep this in mind while packing, as students teaching in Vareš will need to bring considerably more conservative clothes than students living in Sarajevo.

Students in Sarajevo:

Interns should wear appropriate office attire; plan to bring enough clothes to look professional for a five day work week for eight weeks. Mix and match tops and bottoms to maximize your outfits, to accomplish the goal of packing as light as possible! Past participants have suggested that you think about bringing a few nicer outfits for cultural events and evenings out.

Students in Vareš:

Aforementioned, dress while in Vareš will be significantly different than dress while in Sarajevo. Keep in mind that you will be teaching and should dress to fit this role. While in Sarajevo, the above dress guidelines can be followed.

In Vareš, women should **NOT** wear shorts or short skirts, tight clothes, spaghetti strap tank tops, or revealing/low-cut shirts. Stick with long pants, below the knee or ankle-length and loose skirts, short-sleeved or long-sleeved t-shirts, button-down shirts.

Men should not wear shorts, tight clothes, or go bare-chested in public. Stick with long pants, short-sleeved or long-sleeved t-shirts and button-down shirts. Shirts can be tucked in or not, as long as you maintain a neat appearance.

Always take your shoes off before you enter a Bosnian home. Check for the shoes lined up outside. When in doubt, ask.

## **SUGGESTED PACKING CHECKLIST**

### **Items to carry with you on the plane**

- Passport and vaccination record
- ISIC Card
- All medications
- Money belt/neck pouch
- Emergency Contact Card
- Health insurance information
- Airline tickets/e-tickets
- Money: some cash, credit card, ATM card
- Journal
- Travel alarm clock
- Change of clothing
- Toiletries
- Copy of passport and other important documents (carry in a separate place from the original documents)
- Reading material
- Spare eyeglasses/contacts

### **Clothing**

- Loose Pants/Long skirts
- Short and long sleeved shirts
- Sweater
- Socks
- Good walking and/or hiking shoes (you will go on at least one hike during orientation)
- Slip on sandals or shoes
- Rain/Windproof jacket (or rain poncho)

### **Other Items**

- Sheets and pillow case (twin or double – hopefully we will be able to tell you this prior to departure)
- Camera and film; extra battery/memory card
- Books for leisure reading
- Regular towel and washcloth (think about bringing ones you do not need to take back with you)
- Travel towel (optional)
- Guidebook
- Toiletries
- Non-prescription medications (aspirin, Imodium, etc)
- IPOD/charger
- Sunglasses
- Pocket knife (pack in checked bag)
- Day pack (small backpack for hiking or daytrips)

- Water bottle
- Sunscreen
- Hat for sun protection
- Insect repellent
- Photos of family, friends; postcards of Denver
- Email and mailing addresses of family/friends
- Flip-flops- good to use in showers
- Playing cards, Frisbee
- Ear plugs, if you are a light sleeper
- Flashlight/headlamp
- Ziplock bags- useful for packing liquids or items that might spill
- Tissues

### **SHIPPING BAGGAGE**

It is very expensive to ship boxes to and from a foreign country, and is sometimes risky. Custom regulations can delay boxes. In addition, there may be large duty charges for items. Since you will be in Bosnia for a relatively short period of time and space will be limited, we do not recommend that you ship any boxes or baggage.

## **Information about Bosnia and Travel Tips**

### **DOING HOMEWORK ABOUT YOUR HOST COUNTRY**

You will want to learn as much as possible about Bosnia before departure, as this will enhance your understanding of your in-country experiences. We have provided you with a Culturegram on Bosnia, which contains very basic facts on the country, customs, and history. Guidebooks such as Lonely Planet contain more in-depth information. Below are some additional resources and information:

### **WEBSITES**

Lonely Planet Online: [www.lonelyplanet.com](http://www.lonelyplanet.com)

Embassy of Bosnia in the U.S.: <http://www.bosnianembassy.org/>

Tourism Association of Bosnia and Herzegovina:

<http://www.tourism.ba/eng/>

### **BEHAVIOR**

Public displays of affection (touching, kissing, etc.) are normally frowned upon in Bosnia.

Many old traditions still loom in parts of Southeastern Europe. Don't be surprised if an older Bosnian lady doesn't allow you to open a window because of the "deadly breeze" that will almost certainly lead to sickness. Be prepared for anything!

## **RELIGION**

Catholicism, Orthodox Christianity and Islam are the predominant religions in the Balkans. When entering any religious buildings make sure to observe any rules that may be posted. As a rule of thumb, always take off your shoes and (women) cover your head with a scarf before entering a mosque. When entering any religious building, be sure to be dressed appropriately, usually no shorts or short sleeves are allowed. Many mosques do not permit non-Muslims to enter.

## **PHOTOGRAPHS, VIDEO, AND AUDIO RECORDINGS**

Do not intrude with a camera, unless it's clearly fine with the people you want to photograph. Do not exchange addresses or offer copies of photos unless you definitely intend to follow up on it later. Also ask permission to record interviews or dialogue and inform the interviewee of the intended use of the recordings.

## **TOILET**

Many toilets in Southeastern Europe (mostly outside of the city) do not have seats, so be prepared to squat while going to the bathroom. This may be uncomfortable and difficult at first, but with a little practice, you will be a pro in no time!

## **SMOKING**

Be prepared for smoky environments; a large percentage of the population smokes cigarettes and, unlike in the US, non-smoking sections are far less common (if not virtually non-existent).

## **MONEY MATTERS**

It is a good idea to have several forms of money while traveling, including a small amount of cash (markas – also called BAMs - Bosnia and Herzegovina Convertible Marka – or Euros), a credit card, and an ATM card.

ATM cards are a convenient way of withdrawing money from your account at home, and you will usually receive a better exchange rate than when converting cash or traveler's checks. You will want to contact your bank in the U.S. to ask how much you will be charged per withdrawal; this could range from nothing to \$5.00 per transaction. If you will be charged a large fee, you will want to plan to withdraw larger amounts of money less frequently.

It is a good idea to notify your bank/credit union that you will be in the Balkan region for the summer so they do not put a hold on

your account when they see withdrawals from ATMS in that region.

Traveler's checks are *not* highly recommended because they are not as easy to cash and they usually have a lower exchange rate. Past participants have found it better to use an ATM card.

You can also exchange Euros or dollars, but be sure not to keep large amounts of cash on you and beware of pick-pocketers!

### **TRAVEL EXPENSES**

You will be responsible for food, local transportation and any other personal expenses while in Bosnia; lodging will be provided. Students teaching in Vareš, will only need to cover lunch while in Vareš, as host stays will include two meals a day. Using the kitchens in the Sarajevo apartments to cook your own meals is highly advisable if attempting to save money, as eating out every meal can get very expensive! You may want to consult student-directed travel guides such as Lonely Planet, or Let's Go. PB returnees are also a good source of information.

### **COMMUNICATION**

In Bosnia, e-mail is the cheapest way to "call" home, but if you must call, you may have a cultural experience. Go into the situation planning to learn something new. Pre-paid phone cards can be easily bought in Sarajevo and major cities throughout Southeastern Europe; however, phone cards brought from home may not be of any use. You can contact AT&T or your long distance carrier for information on using their calling cards overseas. Another option for calling home is to use the computer software program, skype. There are numerous internet cafés in Sarajevo with skype in place and you can reach family at an affordable price. For more information, visit <http://skype.com>.

There is at least one internet café in Vareš and internet cafés are also readily available in Sarajevo.

### **TIME CHANGE**

Bosnia time is eight (8) hours ahead of Mountain Standard Time. For example, if it is 8:30pm in Sarajevo, it is 12:30 in the afternoon in Denver.

## **ELECTRICITY**

If you bring any electric appliances, you will need to require an adapter/converter. Plugs are also different. Travel stores in the U.S. carry plugs, adapters, and converters, or you can order them on-line. or a worldwide electric power and plug guide, see [www.kropla.com/electric2.htm](http://www.kropla.com/electric2.htm). As mentioned above you might consider buying your electrical items in Bosnia to avoid the electricity differences.

## **U.S. CUSTOMS**

Upon returning to the U.S., you are allowed to bring back \$800 worth of merchandise duty-free; you will need to declare purchases on a customs declaration form. Be sure to have your receipts, and pack these items in a place where you can get to them easily- you may be asked to show them to a customs agent. You can only bring alcoholic beverages to the U.S. if you are at least 21 years old. You are not allowed to bring fresh foodstuffs into the U.S.; canned foods are allowed. It is illegal to import ivory into the U.S. You are also strongly discouraged from purchasing animal-related products such as skins, bones, feathers, or eggs, as you will likely run into problems with customs. For more information, see the U.S. Customs Service website: <http://www.customs.gov/xp/cgov/travel/vacation/kbyg/>

## **Expanding your views on Service and Service Learning**

*“If you have come to help me you are wasting your time. But if you have come because your liberation is bound up with mine, then let us work together.”*

~Lila Watson (Australian Aboriginal)

To encourage you to think about what service might and might not look like...

### **What service might look like...?**

- Working alongside and in cooperation with nationals/host community members
- Working with agencies that have grown out of the community/are initiated by locals
- Teaching AND learning
- Building mutual relationships
- Listening
- Projects designed around community need
- Community empowerment

- Reciprocity – mutual ability of all involved to serve one another
- Engaging in a deeper understanding of your own values and aspirations.
- Humility/stepping outside of comfort zone
- The needs of the host community, rather than of the academic program, come first in defining the service work of students placed there; and the community defines those needs
- Showing interest in the host culture and the lives of individuals from there

### **What service might not necessarily look like...?**

- Giving, donating, charity
- Being a project that is unsustainable and leaves the community worse off than before
- Community projects initiated by non-host community without input from host community
- Fixing (creates distance between ourselves and whatever or whomever we are “fixing”)
- Based on physical/tangible results and outcomes
- Always being “productive”
- “Helping” in a way that perpetuates further inequalities
- Constant feeling of self-satisfaction
- Only “hands-on” work/projects
- An opportunity for you single-handedly to change the world
- Eradicating poverty, hunger, disease, homelessness, etc.
- Always a series of happy endings. There are ups and downs, advances and setbacks
- Converting others
- Teaching others how the U.S. does things
- Creating a dependency in a community for outside help/aid

*“Every individual, organization, and entity involved in service-learning functions as both teacher and a learner.”*

~Service Matters

**Service learning** combines service with academic study; it is characterized by a deliberate connection between what is learned in the classroom setting and what is experienced while serving and in the community. Service learning fuses theory with practice, knowing with doing, and action with reflection.

## **Reflection**

As you engage in the program, it is important for you to be intentional about processing and reflecting on the things you are learning, feeling, and experiencing through discussion and journaling. One resource available to facilitate this process is the ISL portfolio, part of DU's Online Portfolio Community. This electronic journal will give you an opportunity to share your thoughts and stories while grappling with the questions that develop throughout your in-country experience. This tool will be most effective when used often throughout the in-country portion of your ISL program. You can view entries from past participants at <https://portfolio.du.edu/pc/port?portfolio=isl>.

For additional information on service learning, please refer to your copy of How to Serve and Learn Abroad Effectively: Students Tell Students.

## **MAKING THE MOST OF YOUR TIME ABROAD**

The International Service Learning experience is YOUR responsibility. You can make or break your experience on this program through your willingness to look, listen, and learn. Remind yourself not to judge your surroundings and that you are there to learn about how others live. They may do it differently than you are used to, but that doesn't mean that it is better or worse, just different.

Take advantage of your opportunity to experience first hand the culture in which you are living. Taste the local foods, visit local historical and religious sites, learn and practice the language of the area, open your mind and live like a native. Most importantly, enjoy your time abroad!

## **Cultural Adjustment**

Culture shock is the mental, physical, and emotional adjustment to a new environment. Anyone living in a new environment long enough cannot ignore the differences. Sometimes frustrating and even infuriating, identifying differences is part of the learning process. Often people don't even realize they are suffering from culture shock. This confusion can be the result of looking at several symptoms as isolated problems rather than as related components of a single affliction. Some signs may be:

- Homesickness
- Boredom
- Irritability

- Withdrawal
- Negative feelings and stereotyping locals
- Lack of appetite
- Physical ailments, such as stomach aches or headaches
- Excessive sleep or insomnia
- Depression

The first thing to remember is that everyone experiences some degree of culture shock. Remember that this will pass. You are traveling to a “foreign” country. Rather than being judgmental of how things are done or comparing them to how you would do things, try to examine *why* things are done differently. Finally, remember to laugh at your mistakes. Your acceptance of the differences will put you on the road to learning about other cultures and will facilitate your inclusion into the culture. Culture shapes everything - keep this in mind as you experience it!

### **GUIDELINES FOR EASING CULTURE SHOCK**

- Know that anyone who spends a significant time abroad will experience culture shock. Be aware of the symptoms, and if you or others are experiencing them, talk about them.
- Identify, as accurately as possible:
  - your assumptions about things, ideas, and people
  - the assumptions of the host country system
  - the clash between the two (or more) sets of assumptions
- Expect something completely different and be open to new ideas.
- Focus on the positive aspects of the adjustment process; learn all you can about the host culture.
- Move one step at a time; don't expect too much from yourself too soon.
- Establish a two-way communication process. One of the best ways to ease cross-cultural adjustment is to make a friend from the host culture.
- Know that you will make cultural mistakes.
- Journal!
- Practice stress management.
- Keep your sense of humor; it will be your most valuable asset!

### **ADDITIONAL RESOURCES**

- What's Up With Culture?  
[http://www3.uop.edu/sis/culture/pub/CULTURE\\_ISSUES\\_2.htm](http://www3.uop.edu/sis/culture/pub/CULTURE_ISSUES_2.htm)

An excellent self-guided look at mainstream U.S.-American cultural patterns, intercultural communication, and cultural adjustment.

- *The Art of Crossing Cultures* by Craig Storti, 1990.
- *Survival Kit for Overseas Living* by L. Robert Kohl, 1996.

### **GLBT Issues**

- NAFSA Rainbow SIG Student Resources  
<http://www.indiana.edu/~overseas/lesbigay/student.htm>

### **Diversity Issues:**

- Brown University Diversity Handbook  
[http://www.brown.edu/Administration/OIP/pdf\\_docs/diversity\\_st\\_abroad01.pdf](http://www.brown.edu/Administration/OIP/pdf_docs/diversity_st_abroad01.pdf)

### **Disability Issues:**

- Univ of Minnesota Access Abroad  
<http://www.umabroad.umn.edu/access/>
- Mobility International <http://www.miusa.org/>

## **Health and Safety Abroad**

### **YOUR HEALTH HISTORY**

All students participating on a study abroad or international service learning program are asked to complete the Medical Form.

If you have any pre-existing illness or a severe allergy that requires regular medication, emergency medication, or special attention, please document this on your form and bring a letter from your doctor detailing your needs and history and/or talk to the program director and coordinator. If you will need to see a doctor on a regular basis once you arrive overseas, inform the program director and the International Service Learning Office BEFORE you leave. This is not because we want to pry, but because we want to make sure you have identified whether your needs can be met in your host country; we also want to be prepared should you have a medical emergency and need immediate assistance. Take a complete medical record to your program site, along with medical and prescription histories.

### **MEDICATIONS**

Bring enough medication with you to avoid refills abroad. Just in case you lose your prescription medication, bring along a prescription from your doctor indicating the generic name and the composition of the medication you are taking (brand names can be different overseas). **ALWAYS carry your medication in its original packaging and with you on the plane; do not pack in your checked luggage.** The drugs produced in the U.S. are regulated by the FDA, but this is not the case abroad. Medications

produced abroad may vary considerably from those produced in the U.S.

### **IMMUNIZATIONS**

The Center for Disease Control (CDC) has a website at <http://www.cdc.gov/travel/>. This is an excellent resource for information about recommended immunizations and region-specific health information. The CDC recommends the vaccines below for travelers to Bosnia. See your doctor at least 4–6 weeks before your departure to allow time for shots to take effect.

- Hepatitis A or immune globulin (IG).
- Hepatitis B, if you might be exposed to blood (for example, health-care workers), have sexual contact with the local population, stay longer than 6 months, or be exposed through medical treatment.
- Rabies, if you might be exposed to wild or domestic animals through your work or recreation.
- Typhoid, particularly if you are visiting developing countries in this region
- As needed, booster doses for tetanus-diphtheria and measles, and a one-time dose of polio for adults. Hepatitis B vaccine is now recommended for all infants and for children ages 11–12 years who did not receive the series as infants.

To stay healthy,

- Wash hands often with soap and water, or antibacterial gel.
- To prevent fungal and parasitic infections, keep feet clean and dry, and do not go barefoot.
- Always use latex condoms to reduce the risk of HIV and other sexually transmitted diseases.
- Don't swim in fresh water. Salt water is usually safer.

### **What you need to bring with you:**

- Over-the-counter anti-diarrhea medicine.
- Sun block, sunglasses, hat.
- Prescription medications: make sure you have enough to last during your trip, as well as a copy of the prescription(s).

### **HEALTH INSURANCE**

Health services and costs vary considerably. It is vital that you have a health insurance policy that covers you adequately while abroad. Check with your insurance provider about benefits abroad as well as emergency medical evacuation and repatriation insurance. Make sure your plan provides you with more than emergency coverage. The International Student Identity Card (ISIC) provides \$250,000 in

emergency medical evacuation coverage, but has very minimal medical coverage.

The University of Denver Student Health Insurance Plan (SHIP) covers all health care expenses incurred abroad at 90% of actual billed charges and has unlimited evacuation and repatriation coverage.

**Carry your insurance card or other insurance information with you at all times. Obtain a telephone number from your carrier in case you should need any information while abroad.**

### **WATER**

Most past participants have found that drinking the water from the tap is not a problem for their health. Some have not liked the flavor of the water and have chosen to filter it or buy bottled water.

Despite the general safety of the food and water, you may still develop gastrointestinal symptoms, including diarrhea. This can occur for many reasons, and need not be caused by an infection; travelers often suffer from stomach ailments due to a change in diet. If you develop diarrhea, drink plenty of clear liquids and eat lightly. Imodium AD can help. Severe diarrhea (more than 6 times/day), diarrhea lasting more than 2-3 days, diarrhea accompanied by fever and/or vomiting, and diarrhea containing blood or mucus should be reported to the program director. **Frequent hand washing can also help prevent diarrhea and other infectious diseases.**

### **PERSONAL SAFETY ABROAD**

The ISL office will register the group with the U.S. Embassy; if you plan on traveling after Project Bosnia, please go online and register your additional travel plans <https://travelregistration.state.gov/ibrs/>. By registering your whereabouts, the U.S. Embassy is able to contact you in case of an emergency, or notify you of events happening in the country in which you are traveling.

When out in public, do your best not to look or act like a tourist because tourists are often a target for theft, harassment, and possibly assault. This means adapting both your dress and mannerisms to the local mode. In particular you should avoid wearing baseball caps as well as t-shirts or sweatshirts that seem uniquely U.S. American. Please avoid speaking too loudly, as many U.S. citizens are known to do. Obey the laws in your host country, and avoid demonstrations.

Make sure you have an extra photocopy of your passport and airline ticket in a separate location, along with your traveler's check numbers and numbers to call should your credit card/ATM card be lost or stolen. It's a good idea to leave this information with family at home as well. Please don't take anything with you that you cannot stand to lose (jewelry or expensive cameras, for example).

Pay attention to your surroundings, and look like you know where you are going. Avoid deserted areas even in daylight. Do not walk anywhere alone at night, and let someone else in the group know where you are going. In the unlikely event that you are mugged, do not resist; "things" can be replaced. You may even want to keep a small amount of money on hand in the event of a mugging.

Don't be an easy target for theft; pay attention to your belongings. Wear a money belt or neck pouch, don't keep all of your money in one place, and don't put valuables in your pockets or outside pockets on your backpack or luggage. While you are no longer able to lock your checked luggage while flying, bring a small lock to lock your luggage while in-country. If you use a bag with a strap (like a purse), wear it across your chest rather than over your shoulder. In crowded areas, wear your backpack in front of you rather than on your back.

Be aware of different concepts of friendship between men and women in your host country. Observe host country nationals, or ask local students/contacts for advice.

Local contacts are an excellent resource for determining what areas and activities are not safe; this will be discussed further in your in-country orientation.

Realize that your behavior and personal decisions have a significant impact on your health and safety. Situations that can place students at risk include being intoxicated, being alone at night, or being in a known high crime area.

For more detailed information on health and safety as well as policies on alcohol and illegal drugs, please refer to the *DU Study Abroad Programs Health and Safety Guide for All Study Abroad Students*.

#### **HEALTH AND SAFETY RESOURCES:**

- U.S. State Department <http://www.travel.state.gov>  
*Consular Information Sheets, Travel Warnings, and Public Announcements for each country; other useful tips for U.S. citizens traveling abroad*

- SAFETI Adaptation of Peace Corps Safety Resources  
<http://www.lmu.edu/globaled/peacecorps/>
- National Center for Infectious Disease Traveler's Health  
<http://www.cdc.gov/travel/>

### **SEXUAL ASSAULT RESPONSE AND PREVENTION RESOURCES:**

There are several resources available to victims and survivors of sexual assault, such as:

- DU Sexual Assault Response and Prevention Coordinator:  
Lisa Ingarfield, 303-871-3853 or [lingarfi@du.edu](mailto:lingarfi@du.edu), or visit  
[http://www.du.edu/studentlife/Sexual\\_Assault](http://www.du.edu/studentlife/Sexual_Assault)
- DU Campus Safety Victim's Services Coordinator:  
303-871-4446
- DU Health & Counseling Center: 303-871-2205

### **Returning Home**

Many students find that coming home is actually more difficult than adapting to a new country and culture! This is referred to as “reverse culture shock”, and is a very common reaction. Feelings can range from the sense that no one understands your experience or how you’ve changed, to feeling panicked that you will lose part of your identity if you don’t have an outlet to pursue the new interests that were sparked abroad. Your own reactions to reintegrating to life in the U.S. may vary from those of your fellow ISL participants, but may include one or more of the following:

- Restlessness
- Boredom
- Uncertainty, confusion about the future
- Reverse homesickness; missing the people, places, attitudes, or lifestyles of your host country
- Changes in life goals and priorities
- Negativity or intolerance towards the U.S., including behavior, attitudes, customs, and common social practices

If you’re having difficulty with your return, think back to the adjustments you made to succeed while you were abroad. The coping skills and strategies that were successful in helping you adjust to your overseas culture will be just as helpful in making the return home. Get involved, identify a support group of fellow ISL participants, keep a journal, and above all, maintain a sense of humor.

Many of the feelings you may experience stem from the changes you have undergone and the ambiguity about how the new, changed you fits into your old life. Change is a positive thing. You have new ideas and new insights; this may lead to a better sense of yourself and your future plans. The challenge is to figure out how to incorporate this into your life at DU. Don't consider your ISL Project as an isolated experience; instead, look at it as the start of a lifetime of international opportunities. Find ways to pursue new or renewed interests, and make the most of the resources that exist at the University of Denver and the Denver community.

Here are a few ideas:

- Consider studying abroad or participating in an international alternative break program
- Join a student group with an international or a service focus <http://www.du.edu/stuprograms/groups.html>
- Engage in conversation and dialogue with others about your experience
- Become involved in the Denver and global communities through the Community Action Program: <http://www.du.edu/cap/>
- Continue to learn about your host country, and keep up on international news
- Revisit the "What's Up With Culture?" website <http://www3.uop.edu/sis/culture/>
- Check the I-House calendar for internationally-focused activities on campus <http://www.du.edu/intl/>
- Enter your best photos in the Study Abroad Photo Contest in February

Wishing you a rewarding service-learning experience!

*Special thanks to the Study Abroad Offices at the University of Denver, University of Colorado at Boulder, Colorado College, and the Colorado/Wyoming Reentry Conference committee for sharing their resources.*