

# Cape Town Summer Health Studies

## Predeparture Information

Congratulations on your decision to study abroad! We have no doubt that studying abroad will be a life-changing adventure. We're glad to have you with us.

Here you will find more details about your program and find out what you need to do next. You should also begin filling out your online predeparture forms that are accessible in your **MyIESabroad account**.

Feeling lost? Your IES Abroad Advisor is here to help. Just call 800.995.2300 or email [study@IESabroad.org](mailto:study@IESabroad.org).

How will study abroad redefine you? We can't wait to find out!

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# Getting Started

## WHAT YOU NEED TO DO



### **Confirm your Place in the Program**

Submit the *Confirmation Form*.

### **Check, Renew, or Apply for your Passport**

If you do not have a valid passport, renew or apply for one immediately.

### **Read Your Predeparture Information and Student Handbook**

Navigate through this Predeparture Information using the tabs above.

### **Submit your Online Forms**

Pro tip: Keep this window open to refer to the detailed Predeparture Information while you complete your forms. Be sure you meet the forms deadlines!

### **Preregister for Courses**

Submit the *Preregistration Form* as soon as you have received more detailed instructions from us. In the meantime, browse course syllabi online and meet with your home school advisor to get courses approved.

### **Plan a Budget**

Understand how to pay your bill by reading the "Tuition & Financial Aid" section under the *Your Program* tab above and talking to your home school study abroad office. Be sure to check out IES Abroad's scholarship and aid options.

## WHAT YOU CAN EXPECT TO RECEIVE FROM US



### **Housing Assignments**

If you submit your *Housing Form* and *Medical Report* on time, you will receive your housing assignment and the program



participants list at least three weeks before the program begins.

### **Final Email with Arrival Information**

Before you go, you'll receive an email from us that will include emergency contact information, and final arrival instructions.

### **HOW TO CONNECT WITH OTHER STUDENTS**



Like our CapeTown Facebook Page and our main IES Abroad page.



Follow us on Instagram at **@iesabroad**.



Read student blogs.



Contact a past participant.

# Plan Travel

We recommend reading this section of your Predeparture Information first to make sure you know right away:

- How to obtain any necessary travel documents
- Which dates to use when booking your international flights
- What to do once you land in your host city, and who to call if you run into bumps along the way

## Passport & Visa

### Passport

If you have not already done so, apply for your passport immediately!

You must have a valid passport before you can apply for any other required travel documents. Your passport must be valid for at least six months beyond the end date of your program.

#### **The U.S. Passport Application Process**

The current passport application process requires:

- A passport application
- A true certified copy of your birth certificate
- Two identical passport photos
- An application fee
- A personal ID
- A photocopy of your ID

**Processing your passport application can take up to six weeks.** You can expedite this process by paying an additional fee.

For further instructions on obtaining a passport, visit [travel.state.gov](http://travel.state.gov) or call the National Passport Information Center at 877.487.2778. You can also call your local post office to locate passport agencies in your area.

#### **Passports for Non-U.S. Citizens**

If you are a non-U.S. citizen, follow your government's procedures for obtaining a passport. If you are not currently in your home country and you need to renew your passport, contact your country's nearest consulate or embassy.

To obtain consulate phone numbers, please refer to [www.state.gov/s/cpr/rls/fco](http://www.state.gov/s/cpr/rls/fco).

## **Caring for your Passport**

- Sign your passport as soon as you receive it.
- Keep a photocopy of your passport with you at all times, preferably in a money belt or similar carrier that can be concealed underneath your clothing.
- Leave copies of the identification page of your passport and any other governmental travel documents with a responsible third party or saved online in case your documents are lost or stolen.
- Do not carry your passport or wallet in a backpack. These are easy targets for thieves, especially in crowded areas.

## **Entry Documents**

### **U.S. Citizens**

U.S. citizens are not required to obtain a visa or study permit to study on the IES Abroad Cape Town Summer program. You will receive a tourist stamp in your passport when entering South Africa, which is valid for 90 days. You may be required to show the following upon entrance:

- Proof of onward travel (round-trip flight itinerary), which means you must have booked your return flight prior to arriving in South Africa;
- Passport that is valid for at least 6 months after the end of your intended stay in South Africa, with at least two fully unused pages for entry/departure stamps;
- Proof of financial means: personal bank statements (recommended amount is at least \$1,000) or a signed/notarized letter from your parents stating they will be financially responsible for you while you are in South Africa;
- Documentation regarding the purpose of your duration and visit (provided by IES Abroad);
- Proof of health insurance (provided by IES Abroad).

You will receive the necessary documentation from IES Abroad, along with detailed arrival instructions, approximately two weeks before your departure to Cape Town.

### **Non-U.S. Citizens**

If you will enter South Africa on a non-U.S. passport, you may be required to obtain a study permit prior to your arrival South Africa. You should begin determining your specific visa requirements as soon as possible by getting in touch with your South African Embassy or Consulate directly. Also, if you plan on traveling to other countries while you are abroad, you may need an additional visa. Please contact the embassy for the country you intend to visit.

## **Travel Dates**

Book your flight according to these official program dates:

Summer

### **Arrival**

Consult your IES Portal

*Arrive at the airport between 7:00 a.m. and 10:00 p.m. in order to be picked up by IES Abroad staff. You will be responsible for making your way to your IES Abroad housing if your flight falls outside of this timeframe. If your flight arrives before or after this time, please be sure that your arrival information is reflected in your Arrival form and that your IES Abroad advisor is informed of your plans as soon as possible.*

### **Departure**

Consult your IES Portal

*The Cape Town Summer Health program departs from Johannesburg at the end of the program. For students who have yet to purchase round-trip tickets, be sure your arrival is in Cape Town and your departing flight leaves from Johannesburg.*

*For students who have already purchased tickets, please complete the Departure Form in your MyIESabroad account and alert your IES Abroad advisor.*

## **Program Calendar**

As soon as a preliminary program calendar is available (at least a few weeks before the program starts), it will appear above. However, this calendar is subject to change. Please do not make independent travel arrangements (including visits from family or friends) before you arrive on-site, receive any calendar updates from the IES Abroad Center staff during orientation, and finalize your course registration. Remember that you will not be excused from academic obligations, including final exams or required IES Abroad events, in order to travel independently. You can easily make personal travel plans once on-site!

## **Booking your Flight**

These discount student travel websites may offer tickets with flexible return dates, usually for a fee:

- [www.STAtravel.com](http://www.STAtravel.com)
- [www.StudentUniverse.com](http://www.StudentUniverse.com)

Here are a few other travel websites that may have competitive fares:

- [www.Kayak.com](http://www.Kayak.com)
- [www.Expedia.com](http://www.Expedia.com)
- [www.Orbitz.com](http://www.Orbitz.com)
- [www.Travelocity.com](http://www.Travelocity.com)

IES Abroad does not endorse and cannot be held liable for any of these travel companies.

## **Early Arrival Policy**

You may not move in to your IES Abroad housing early. If you arrive before the official arrival date, you are responsible for your accommodations until you move in to your IES Abroad housing on the first day of the program.



If you plan to arrive early or stay beyond the program end date, we recommend that you purchase additional health insurance coverage through Cultural Insurance Services International (CISI), your IES Abroad health insurance provider during the duration of your program. See the IES Abroad *Student Handbook* for more information.

## **EARLY ARRIVALS**

If you intend to arrive **before** the official start date of the program, you are responsible for making arrangements for early accommodations and luggage storage. Please contact the Center once you arrive in Cape Town (no later than one day before the program begins) and we will give you a **specific time** to meet our staff at your housing to ensure one of our staff are there to meet you.

Please note that students who choose to arrive one or more days early can sometimes feel isolated, homesick, overwhelmed, or anxious in the days leading up to the start of orientation. There is really no need to arrive early, and it is not recommended unless you are highly independent or you have friends or family in Cape Town with whom you will be staying. If you must arrive early, please contact your IES Abroad Advisor for more information.

## **Late Arrival Policy**

Late arrivals are not permitted unless warranted by a documented medical or family emergency and approved by IES Abroad.

If you are delayed due to flight cancellations or delays before you arrive in your host country, please contact IES Abroad Chicago (800.995.2300 during business hours; 800.766.7793 emergency phone after hours).

Our staff will communicate the details of your delayed arrival to the on-site Center staff.

## **Early Departure Policy**

Early departures are not permitted unless warranted by a documented medical or family emergency and approved by IES Abroad.

It is not possible to reschedule a final exam or final paper deadline in order to accommodate early departure for personal travel, including plans to attend events back home like a friend or relative's wedding, a family reunion, or a graduation ceremony.

## **Arrival**

### **Arrival**

#### **PLANNING YOUR FLIGHTS**

You are responsible for making your own travel arrangements to and from Cape Town. When making flight arrangements please refer to the arrival and departure dates listed on the travel dates page and arrange a flight that will arrive in Cape Town between 7 a.m. and 10 p.m. Any changes to your arrival details must be communicated to your advisor as soon as possible. You will be met by an IES Abroad staff member or RA upon arrival, provided that you arrive between 7 a.m. and 10 p.m.

All students must arrive in Cape Town by the listed arrival date and are required to stay through their final exam. You must inform the Center of your departure plans once you have finalized your course schedule on-site.

The program will end in Johannesburg and students will be provided with group transportation to the airport at the end of the program.

For students who are planning early arrivals or late departures, please review our policies in the "Travel Dates" tab.

#### **ARRIVAL INSTRUCTIONS**

Please fill out the Arrival Form as soon as you have made your travel plans. You must arrive in Cape Town by the arrival date listed on the travel dates page and are required to stay through your final exams.

An IES Abroad representative will meet you at the airport and pick you up if you are arriving on the official arrival date (between 7 a.m. and 10

p.m.) and if we have your up-to-date arrival information.

After collecting your luggage, come out into the arrivals terminal and look for IES Abroad staff holding a sign that says "IES Abroad." If you don't see them immediately, wait in that general area. You can also call the IES Abroad Emergency number for further instructions (71.841.9896 -- If calling from South Africa, dial 0 + the number and if from the U.S., dial 011.27 plus the number). Do not leave the airport until you have talked to IES Abroad staff as they will be waiting for you.

If your luggage is delayed, walk out into the arrivals hall and find an IES Abroad staff member to tell them, or call the IES Abroad Emergency number for further guidance. This is important as there may be several other students arriving at the same time, waiting for you. Note that you may have to wait a bit at the airport if there is more than one flight of students arriving at similar times. Once the group is together, an IES Abroad staff member will accompany you in the pre-arranged transportation to your housing.

Please note: IES Abroad Cape Town will provide airport pick up at the start of the program in Cape Town, as well as airport drop-off at the end of the program in Johannesburg.

## **Orientation**

### **IES ABROAD ORIENTATION PROGRAM**

Upon arrival, you will participate in IES Abroad's multi-day orientation program in Cape Town. The orientation program will introduce you to the city and will provide important information on IES Abroad policies and procedures, safety, security, South Africa in context, academics and banking matters, and will provide a cultural workshop. You will also be given the opportunity to purchase a local South African cell phone. Cultural excursions to parts of Cape Town are also planned. Some meals will be provided. The orientation concludes with an optional trip along the Garden Route (additional cost applies).

# My Program

In this section of your Predeparture Information, it's time to dive into the nitty-gritty. There's a lot to do to get ready, and this section will guide you through:

- Packing—with suggestions from IES Abroad alumni
- Learning about and requesting housing
- Requesting courses from the specific academic offerings at your Center
- Calculating your program fee, learning about payment options, and making a personal budget
- Exploring the field trips offered at your Center and whether you need to sign up in advance
- Completing your IES Abroad *Medical History & Physician's Exam Form*, learning about health insurance coverage abroad, and planning for things like vaccinations and prescriptions

Each page contains a lot of useful information, so be sure to read them thoroughly! You'll be glad you did.

## Packing

### Packing and Luggage

- Pack light! Students rarely complain about taking too little, but many have said that they packed too much.
- Bring clothes you can mix and match.
- Leave room for additional possessions you acquire abroad.
- Prepare for overseas closets and storage spaces which are generally much smaller than they might be at home.
- Be able to carry your luggage up a flight of stairs on your own.
- Make sure your luggage will fit inside the trunk of a small taxi.
- Be aware of airlines' limits to the weight and number of bags.
- Do not pack your passport in your checked luggage. You will need it when you embark and disembark.
- In case your checked luggage is lost or delayed, bring a carry-on bag that includes bare essentials like toiletries, any necessary medications, and a change of clothes.
- Take your laptop on the plane with you as carry-on luggage to

avoid damage and customs fees.

## **Packing Tips**

Check out these packing tips from former IES Abroad students.

<https://www.iesabroad.org/files/Cape%20Town%20Ambassador%20Packing%20Advice.pdf>

<https://www.iesabroad.org/files/IESMasterPackingList.pdf>

## **Packing for the Summer Program**

We **strongly recommend** that you pack **very lightly** to South Africa and where possible, limit your luggage as follows: 20 kg (44 pounds) for your checked luggage and 7 kg (15 pounds) for your carry-on luggage. These are the weight limits set by the local airline which will take you from Cape Town to Johannesburg, with a connecting flight to Nelspruit. If your checked bag weighs more than 20 kg, you will need to move some belongings to a second bag. Additional checked bags cost R250 (\$20) per bag, per flight.

Since the program ends in Johannesburg, you will need to take all of your luggage from Cape Town with you to Nelspruit and Johannesburg. If you are returning to Cape Town after the end of the program, you may consider leaving additional luggage at the airport in Cape Town, but this is not recommended as you may need it in Nelspruit and it can be costly: R90 (\$7) per bag, per day, and this service must be paid for in cash. This may end up costing you as much as \$119 per bag, so it is likely less expensive to check a second bag instead.

For the field trip to Kruger, we recommend that you bring a soft duffel bag or large daypack with you, so you can pack enough for the field trip and leave the rest of your luggage in storage at your housing in Nelspruit. At the end of the field trip, en-route to Johannesburg, the luggage will be collected.

## **Weather and Local Dress**

Consider the climate of your IES Abroad program location when packing. South Africa's climate is generally mild, lacking in extreme temperatures. Since South Africa is in the Southern Hemisphere, seasons are the reverse of what they are in the U.S. Summer occurs

between December and February, when the temperature averages 15°C and 35°C (59°F and 95°F); the coolest months are June through August, when temperatures drop to between 3°C and 18°C (38°F and 65°F).

During the winter season (which is when the IES Summer program occurs), Cape Town can be quite rainy; however, umbrellas are not always useful, due to the high winds. A raincoat is highly recommended. As most buildings do not have central heating, it is recommended that you bring clothes that can be layered, as well as warm pajamas for cooler evenings.

Sunburn can happen quickly in South Africa, no matter what the season, and it is essential that you bring a protective hat, sunglasses, and sunscreen with a high protection factor both for traveling and everyday wear, especially during the summer. It is recommended that you bring good walking boots or shoes (i.e., solid rubber soles with a deep tread, preferably waterproof and with ankle support), and absorbent socks.

You may also want to bring a dressy outfit (a dress for women, a coat and tie for men) to wear to special events. Many formal or semi-formal events in South Africa ask that guests wear formal or traditional attire. Wash and wear items are especially helpful when traveling. For more information on weather in South Africa, visit <http://www.weathersa.co.za>.

It is recommended that you do not bring valuable items, such as expensive jewelry and watches, to Cape Town.

### **Towels, Sheets, and Laundry**

Bed linens and blankets will be supplied to you but you are responsible for keeping them clean. Buy or bring towels and washcloths for use in Cape Town and for traveling. Laundry facilities are available in close proximity to the housing.

### **Cell Phone**

IES Abroad Policy requires that all students have a cell phone. IES Abroad Cape Town strongly advises and recommends that students obtain a cell phone upon arrival, with a local phone number, rather than bringing one to Cape Town. This will be discussed in orientation.

### **Shipping & Storing Luggage**

Please do not ship luggage to the IES Abroad Center. A customs fee needs to be paid upon receipt, and the Center will not sign or pay for shipped luggage.

The IES Abroad Cape Town Center may not be used to store luggage prior to your arrival or while you are traveling.

## **Voltage and Adapters**

Since electricity operates at a different voltage in South Africa than in the U.S., you will need a transformer in order to use U.S. appliances, unless they have a switch to run on 240. Additionally, you will need an adaptor to plug dual-voltage appliances into wall sockets in Cape Town. For this reason, past students have felt it wiser to keep appliances to a minimum. Also, it is strongly advised that students should purchase adaptors in Cape Town, rather than bringing them from the U.S. You will be able to take care of this shopping during orientation after arrival.

## **Housing**

### **How to Request Housing**

- Check with your study abroad coordinator at your home school for requirements related to your housing placement abroad before you submit your *Housing Form*. We are not responsible for administering your home school's policy on housing placements abroad.
- Submit the *Housing Form*, *Form of Agreement and Waiver*, IES Abroad *Medical History & Physician's Exam Form* in your **MyIESabroad account** as early as possible.
- We must receive all three documents before we can finalize housing arrangements on your behalf and release your housing assignment to you.
- It is in your best interest to be honest in filling out these documents.

Please be aware that some housing options carry an additional housing fee that will be billed after you arrive at your program location. Be certain to review all costs associated with your housing in advance of making your request.

We will try to meet your preference(s), but cannot guarantee that you will receive your first choice of housing or a housing assignment that meets all of your preferences.

Your specific housing assignment will be sent to you via email approximately three weeks before the program start date, provided you have submitted all three forms.

### **Housing Expectations**

We find housing for our students that reflects typical student accommodations in the host city. You will have the best housing experience if you are open to adapting to your accommodations and trying to understand and respect the cultural context in which you are living.

### **Changing Your Housing On-Site**

To give you time to adjust to your housing, we will not relocate you into a different housing assignment during the first two weeks of the program.

After two weeks, requests to be relocated will be reviewed by the on-site housing coordinator based on availability and valid reason for change.

You should be aware that substantial financial costs can be encumbered by requesting different housing.

## **Summer 2017 Housing**

### **Housing Calendar**

Housing is provided during the official program dates noted earlier in this predeparture information. Students are responsible for their own accommodation, transportation, meals, and luggage storage during the periods not covered by IES Abroad housing.

### **Student Housing - Cape Town**

You will stay in the vibrant and popular neighborhood of Cape Town called Sea Point. Your housing is centrally located and close to the



coastal promenade, a popular spot for walking, jogging, and cycling along the shoreline.

Between two and four students will share large and comfortable studio rooms, complete with single beds, bed linens, cupboards, desks, and bedside tables. Each room is equipped with a kitchen and an en suite bathroom. Meals are not included. There is a food market on the property with a wide selection of ready-to-eat food, and there are supermarkets, restaurants, cafes, banks, and other facilities close by in the neighborhood.

WiFi is included, although unlimited WiFi is not guaranteed. Your housing will have wireless Internet, with monthly limited usage included in your program fee accessed through a WiFi modem provided by IES Abroad. You can purchase additional WiFi access if you run out. If you need additional data service while in Cape Town, you can go to the IES Abroad Center (during normal business hours) and use the WiFi there.

### **Student Housing - Nelspruit**

You will stay in a comfortable country lodge with lush green lawns and a swimming pool, 10 miles outside of Nelspruit. All students will stay in twin rooms with single beds and an en suite bathroom. Bed linens are provided, but students should bring their own towels.

Breakfast, lunch, and dinner will be provided while in Nelspruit.

WiFi is included, although it may not be very strong and unlimited WiFi is not guaranteed.

#### *About Nelspruit*

Nelspruit, a semi-rural city in northeastern South Africa, is the capital of the Mpumalanga province. Located on the Crocodile River, Nelspruit lies about 200 miles east of Johannesburg, 70 miles west of the Mozambiquan border, 50 miles south of Swaziland, and 1,000 northeast of Cape Town.

The population of Nelspruit is around 60,000 people including speaks of English, Afrikaans, Swazi, and Tsonga. It is a gateway city to the world-famous Kruger National Park (one of the largest game reserves in Africa), as well as home to the sizeable and important Rob Ferreira Provincial Hospital, attracting patients from all over the region.

## **Towels, Sheets, and Laundry**

Students will be provided with bed linens (sheets, duvet, and pillow cases), which you will be required to wash. You will need to purchase or bring your own towels, which you should be prepared to take with you while traveling. Due to the climate in South Africa, clothes are generally hung up outside to dry, so dryer-usage is not as common.

## **Heating & Air Conditioning**

Cape Town has a mild climate for most of the year, and it is not very common in South Africa for student housing to have heating or air conditioning. However, as it can get cold, heaters are provided by IES Abroad during the winter months where needed. South Africa has higher energy costs than in the U.S., so it is not acceptable to have the heaters turned on for the entire day, especially when you are away from the room. It can be dangerous to do so, as they pose a fire risk, so you must turn them on only when you are at home.

## **Electricity**

Electricity is more expensive in South Africa and there may be scheduled and unscheduled power outages due to restrictions, maintenance, and repairs. **This means you may encounter times when you do not have power.** A period of prearranged power outage is called 'load shedding,' when electricity is turned off in certain areas on specific dates/times to manage consumer demand, often for a period of about 2 hours. Normally, these times are announced in advance so you can plan accordingly. Like the local residents of South Africa, students need to be mindful of their electricity usage and should follow the paper and news to check for scheduled power outages.

In order to conserve electricity, please perform the following activities while you are studying abroad in South Africa.

- Switch off your heater when you are not home
- Switch off all unnecessary appliances and lighting
- Look for alternatives to keep warm - layer clothing, use blankets, etc.

## **Meals and Cuisine**

IES Abroad Cape Town does not offer meal plans, but meals will be provided during the extended course-related excursion in Nelspruit.

While in Cape Town, each student is responsible to purchase their own food and prepare their own meals. We will provide you with basic crockery and cutlery to use in your student housing. Neighboring

communities, downtown Cape Town, the popular Long Street area, and the coast, have a wide variety of ethnic and upscale restaurants as well as night spots. There are plenty of cafes, delis, grocery stores, restaurants, and fast food places that offer food as varied as" Thai, Indian, Portuguese chicken, sushi, pizza, burgers, frozen yogurt, and much more.

There are also two grocery stores where you can buy all you need to start cooking. In Cape Town, a city which attracts international tourists and students alike, you can find food from every continent in a wide and rich variety. Fusion food is available in South Africa as well. Vegetarians and students with other dietary restrictions will find food options they can eat, as can vegans, and options are always increasing, but they may need to be a little more selective in their shopping and dining locations.

Traditional South African food generally includes barbecued meat, curries, vegetables and fruits, milk and apricot desserts, as well as more unusual fare, such as game meat, including crocodile and ostrich. We encourage you to seek out and sample the diversity of South African cuisine, in order to become more connected with the South African culture and society. Tap water in South Africa is safe to drink at restaurants and other establishments.

## **Policies:**

### **Roommate Policy**

Students may request one roommate on your Housing Form. For the IES Abroad Cape Town Center staff to accommodate roommate requests, both students must be enrolled in the same program, indicate each other on the Housing Form, and submit their forms within a few days of each other.

### **Guest Policy: No Overnight Guests**

No overnight guests are permitted in the Cape Town Summer program. Hosting overnight guests is considered a violation of IES Abroad Cape Town protocols. If family members or friends are planning to visit, the IES Abroad Cape Town staff can provide you with a list of accommodations that past visitors have recommended. Students who violate the guest policy will be subject to administrative review.

### **Quiet Hours**

Quiet hours in most IES Abroad housing are from 11:00 p.m. to 7:00 a.m. You are expected to be respectful of your roommates, fellow students and neighbors.

## **Uber and Taxis**

Uber has recently started operating in Cape Town and has proven very effective and convenient for local students to use around town. You can use your Uber account from home, linked to your credit card, to travel around Cape Town. Many students use this form of transportation regularly in and around the city.

Approved taxis are another recommended way to get around Cape Town. Some taxis use meters, while others do not, so you should agree on a price with the driver before getting in the taxi. Taxis generally require payment in cash.

## **Local Transportation**

Local buses and trains are also options, but we recommend you travel in groups and use these forms of public transport during the day and not travel by train after dark. Student safety is a high priority at IES Abroad and therefore we strongly encourage you to follow all of the safety guidelines presented to you at orientation, including walking in groups (especially at night) and making use of approved taxis and other transportation systems, particularly at night.

## **Internet Access**

Please remember that South Africa is a developing nation. You will not have the same Internet access, usage amount, or download speeds that you are used to in the U.S. The Internet in Cape Town can be unreliable at times, slow, and prone to outages. You will learn to adapt to this, as do all locals who have access (and you should remember that not everyone has access). One habit recommended by past students is to save your work often, to avoid losing it. IES Abroad cannot guarantee Internet access.

# **Academics**

## **Academic Overview**

Students will enroll in one core course which introduces them to the South African healthcare system.

The IES Abroad Cape Town health studies course is taught in English by a local faculty member and features a course related excursion and field research opportunities. Through class discussions, journals, and

other challenging assignments, students are immersed in an intellectually exciting and in-depth engagement with South Africa.

### **Field Work and Field Research Project**

As part of your IES Abroad course, you are required to participate in a field placement and complete field research or book-based research. You will work closely with IES Abroad faculty and local South African medical centers to complete 80-90 hours of field work and/or research in addition to the required coursework. The IES Abroad course provides you with a strong comparative component to allow for deeper integration with and understanding of South African people and institutions. Students will first spend four weeks in Cape Town, with time divided between classroom lectures and community health centers. In the health centers, students will be divided into smaller groups and will shadow staff and offer administrative assistance. Guest lectures and site visits will complement classroom learning.

Following the experience in Cape Town, students will travel with their faculty to a semi-rural area in north-eastern South Africa, called Nelspruit. There, students will have seven more days of lectures and observational rotations in a provincial hospital.

The course schedule in both Cape Town and Nelspruit includes intensive coursework and service learning opportunities at clinics or hospitals. Students may have academic work or research to do at night. The program culminates in a symposium in Nelspruit where students present their findings and observations to the group, faculty, and external assessors.

Outside of class, you will visit local health centers where you will observe and interact, on a limited basis, with healthcare professionals and patients. After a short introductory period, you will be placed in a variety of departments to observe or help the health professional as requested. As you are not trained or licensed medical practitioners, IES Abroad students are not allowed to do any medical procedures, but you will be asked to assist with administrative work associated with those procedures. During the course of your time in the health centers, you may be permitted to shadow one of the professionals in the department.

You will then be rotated into another department on a different day to learn how the health center works by being “embedded” in each department as an observer. You will have an opportunity to visit several different types of healthcare facilities, ranging from teaching hospitals, to nursing homes, and other public health-related NGOs. During previous summer sessions, the following institutions were among those that hosted IES Abroad students for observation and interaction:

- Retreat Community Health Center
- Grassy Park Community Health Center
- Green Point Community Health Center
- Douglas Murray Old Age Home
- Rob Ferreira Hospital

The final list of health centers will be updated and shared with you upon arrival in Cape Town.

You will take notes and be given the opportunity to ask questions of the health professionals as they work. The opportunity to learn from these public health system doctors and nurses is immense. You may also interact with the patients and the administrative staff. Students are encouraged to befriend the staff and spend break time talking to them. You'll find this engagement may open some doors to observing more exciting experiences like occasional operations, child births, and minor surgical procedures, depending on the medical organization. You are urged to use this time as proactively as possible, and to not make assumptions about the facilities. Asking questions of these professionals will make the difference in your understanding of how the South African public health system functions.

Be prepared for an intense learning experience with continual integration and reflection on what you are learning throughout the semester. IES Abroad Cape Town courses are carefully designed to ensure that you have an educational experience as academically challenging as any you would have received on your home campus. Students are required to come prepared to class having completed the relevant readings, available to complete written assignments outside of class, and to present their work in a final symposium.

## Course Related Excursion

As part of the comparative community health studies nature of this program, students will have the opportunity to spend seven days in observational rotations at a provincial public hospital in Nelspruit, a small city in northeastern South Africa, about 200 miles from Johannesburg. Students will be accompanied by their faculty from Cape Town, and lectures will continue in Nelspruit. The hospital where students will continue their observational rotations is the Rob Ferreira Provincial Hospital. Visiting the hospital and rotating through different departments will provide opportunities for students to compare the level of public health care access and support in Nelspruit, a semi-rural area of the country, with community health care in Cape Town, one of the most populated and developed cities in South Africa. All costs for housing, meals, and travel arrangements during this period are included in the program; students are responsible for their own personal expenses.

## Credit Transfer

### How to Verify Credit Transfer with Your Home School

At the end of the program IES Abroad will issue a transcript in order to transfer your study abroad credit back to your home school. The transcript will indicate each course you took, the institution it was taken at, the grade awarded and the number of credits earned. The transcript is normally issued about six weeks after the program end date for IES Abroad courses. Partner University grades are typically reported to IES Abroad at a much later date, and so transcripts including any courses from Institutions other than IES Abroad are normally issued much later.

### What should I do to ensure that credit from my study abroad program transfers correctly and in a timely manner?

There are 3 main steps to ensuring that your credit transfers correctly after the end of your study abroad program. They are:

Getting home school course approval **before you leave for your program.**

- Meet with your academic advisor and study abroad coordinator to verify which courses will transfer back to your home school

- Select alternative courses in case your first choice is unavailable
- Discuss possible partner university courses (where applicable) with your advisor to verify that they will transfer
- Make copies of course descriptions, syllabi, reading lists, written assignments and other supporting materials that you may need to provide to your home school after your return
- If you are taking partner university courses check with your IES Abroad advisor when grades are expected

Determine the correct type of transcript **before you leave for your program by checking with your home school**

- **IES Abroad Transcript** - This type of transcript is issued automatically after the program. Some schools may not accept this type of transcript to transfer your credit.
- **School of Record transcript** –This type of transcript contains exactly the same information as the IES Abroad transcript except it is printed on accredited University of Rochester letterhead and processed by the University of Rochester. Even so, the credit is still issued by IES Abroad and this is indicated on the transcript. This type of transcript must be requested through your MyIESabroad account. The school of record transcript costs \$375 which will be reflected in your IES Abroad account balance. This type of transcript requires an additional 2-3 weeks processing time.

Ensuring that there is no Financial Hold on your account at the end of the program

- A financial hold is placed on your student account whenever there is an overdue balance and will **prevent us sending your transcript to your home school.**
- Charges incurred during the program will be added to your balance and will result in a financial hold if they remain unpaid. These may include, but are not limited to:
  - Optional field trips
  - Housing options carrying an additional fee
  - Course readers and copyrights
  - Cell phones and/or SIM cards
  - Failure to return library resources upon departure
  - Housing damage



- Failure to return keys

Check your balance online **five** weeks after your program ends by logging into your MyIESabroad account by clicking on “Program Invoice” in the Online Forms section.

**Please note that any payments made by check or online Direct Account Debit will clear a Financial Hold in 5 business days. Payments made by Credit Card usually clear within 24 hours.**

## Transcripts & Grades

### Viewing Your Grades

Final grades are posted online via your **MyIESabroad account**.

- IES Abroad grades are typically posted online within six to eight weeks of the final day of the program and are made available for approximately six months.
- Grades can be viewed regardless of having a financial hold.
- Partner university grades will take longer to post.
- Non-reported "NR" grades indicate that your professor has not yet reported your grades.

### Obtaining Your IES Abroad Transcript

- After all of your grades are reported, an official IES Abroad transcript will automatically be sent to your home school if there is no financial hold on your account. A financial hold will be placed if there are any outstanding charges, some of which may be placed at the end of the term.
- Normally, we send your transcript to your home school approximately six to eight weeks after the end of each program.
- If you are taking courses at a local university, be prepared for delays in receipt of transcripts due to the disparities in administrative procedures between overseas and U.S. institutions.

If you have any questions about your transcript after your program ends, email the Registrar at [registrar@IESabroad.org](mailto:registrar@IESabroad.org).

# **Tuition & Financial Aid**

## **Tuition & Financial Aid**

### **Paying IES Abroad Directly vs. Paying Your Home School**

Whether you pay IES Abroad program fees directly (including the \$500 non-refundable confirmation deposit) or pay program fees to your university is based on your home school's policies. Ask your home school's study abroad and financial aid offices how this is managed.

### **Confirmation Deposit**

Depending on your home school's policies, you will either pay the confirmation deposit to IES Abroad or to your home school.

The form in your account reflects your school's policy on deposits. Note that the \$500 is not refundable if you withdraw from participation, regardless of whether this amount is paid directly to IES Abroad or to your home school.

What you should know about confirming your place in our program:

- To secure your place, submit the Confirmation Form with your \$500 non-refundable deposit.
- This form is due within three weeks of your acceptance to the program or by three weeks after the application deadline passes, whichever comes first.
- The due date is listed next to the form in your account.
- Contact your IES Abroad Program Advisor to discuss your options if you are unable to meet the stated deadline for any reason.
- If you decide to defer your enrollment in the program after paying the deposit, we will hold it for up to one calendar year. After one calendar year, you will need to pay a new \$500 deposit to confirm your place on a future IES Abroad program.

### **IES Abroad Financial Aid**

We offer \$3 million in IES Abroad scholarships and aid to our students each year, including:

- Need-Based Aid
- Merit-Based Scholarships
- Public University Grants

- Diversity Scholarships
- Boren and Gilman Scholarship Support Grants
- Donor-Funded Scholarships
- Disability Grants
- Other Study Abroad Scholarships & Aid

Visit [www.iesabroad.org/study-abroad/scholarships](http://www.iesabroad.org/study-abroad/scholarships) to learn about our eligibility requirements and application deadlines.

Consult your home school study abroad coordinator and financial aid officer to determine in advance how your school handles IES Abroad aid.

As the recipient of any IES Abroad aid, it is your responsibility to determine how this award might affect any other aid you receive.

- All IES Abroad financial aid will be applied as a credit to your program fees.
- If you pay your home school for your study abroad program, the aid will appear as a credit on the invoice we send to your school.
- If you are billed directly by IES Abroad, funds will be applied to your portion of the program fee as a credit on the invoice mailed to your home address.
- IES Abroad aid cannot be deferred to a future term, but you may reapply for IES Abroad financial aid for a future term if you defer your enrollment.

### **Home School Financial Aid**

If you plan to use financial aid from your home institution to pay for part or all of your IES Abroad program fees, send us an award letter stating how much aid will be awarded for the program and when it will be disbursed. Email your letter to our Accounting Department at [accountsreceivable@IESabroad.org](mailto:accountsreceivable@IESabroad.org), or send a fax to 312.944.1448.

We understand that financial aid is often not disbursed until after the term begins. Once we receive your award letter, we will defer the amount you will be receiving in financial aid until disbursement is made. Upon receipt of your invoice, you are responsible for paying the amount not covered by aid before your program begins.

Before leaving for your program, make a plan for paying the remainder of your balance once the funds are released, using one of the options below. If your home school will not send the funds directly to IES Abroad, make sure someone has the ability to pay the balance due on

your account once you are on-site.

### **Consortium Agreements**

If your home school requires a consortium agreement or other documentation to release financial aid funds to IES Abroad, send these documents to our Enrollment Management Department at [enrollments@IESabroad.org](mailto:enrollments@IESabroad.org).

We will complete and return these documents to your home school's financial aid office along with a copy of the fee sheet for your IES Abroad program.

### **Federal and State College Tuition Savings Plans**

If you have a 529 or state-sponsored college tuition savings plan, you may or may not be able to apply your funds to your IES Abroad program fees. IES Abroad is not eligible to apply for a U.S. Department of Education Federal School Code, so we are typically not able to receive these funds directly from government agencies. If you are being billed for your program fees directly by IES Abroad, please check with your 529 administrator to see if your plan can be used for your program and how funds will be released.

If you are billed by your home school for IES Abroad program fees, check with your study abroad office and bursar's office to be sure you understand your school's study abroad billing policies and how your funds can be applied to those fees.

### **Enrollment Certification**

If you need letters certifying proof of enrollment in an IES Abroad program for any reason (scholarship, medical prescription, etc.), email your request to [registrar@IESabroad.org](mailto:registrar@IESabroad.org).

### **Paying your IES Abroad Program Invoice**

IES Abroad Program Invoices for program fees (tuition, housing, and health insurance) are generated on the following schedule:

- Summer and early-starting Fall programs: mid-April
- Fall programs: mid-June
- Spring and January Term programs: mid-November

If we are billing you directly for your program fees, a paper invoice will be mailed to the permanent home address you indicated on your application. An up-to-date version of your IES Abroad Program Invoice is also available in the Optional Forms section of your MyIESabroad

account throughout your experience with us.

Keep in mind that charges may be incurred before you leave, while you are abroad, and after you have returned. See “Fees Incurred On-Site” below for examples of the type of charges you may incur. Your invoice will be updated as charges are added, and a new paper version will be mailed each time this occurs.

You can submit full or partial payment via the following options.

### Online Payment Options

- **Direct Account Debit** (also known as e-check or ACH) - submit a payment directly from your checking or savings account **(includes 1% additional fee)**.
- **Credit Card** – submit a payment with a credit card **(includes 2.5% additional fee)**.

### Alternative Payment Options

- **Phone** - call the IES Abroad Billing Assistant at 800-995-2300 to pay by direct account debit **(includes 1% additional fee)** or credit card **(includes 2.5% additional fee)**.
- **Wire Transfer** - transfer funds to:

**Account name:** Institute for the International Education of Students

**Account No:** 886-079-151

**Bank:** JP Morgan Chase Bank N.A.

**ABA:** 071000013

**SWIFT:** CHASUS33

**Address:** 10 S Dearborn, Chicago, IL 60603

- **Mail** - send a personal check, certified check, or money order to our office in Chicago. Checks must be in U.S. dollars, drawn from a U.S.-based branch, and made out to “IES Abroad” or “The Institute for the International Education of Students.” Note the student name and ID number on the check. Send your payment to:

IES Abroad - attn: Billing

33 West Monroe Street, Suite 2300

Chicago, IL 60603-5405

### Fees Incurred On-Site

Additional invoices may be generated after your arrival on-site. Charges may include, but are not limited to:

- Optional field trips
- Housing options carrying an additional fee
- Course readers and copyrights
- Cell phones and/or SIM cards
- Failure to return library resources upon departure
- Housing damage
- Failure to return keys

You may pay these fees by the same methods described above.

## **Refund Policy**

### ***Confirmation Deposit***

The \$500 confirmation deposit is not refundable. Confirmation deposits can be deferred for up to one calendar year. After one calendar year, the deposit is forfeited and must be made again for any future enrollment with IES Abroad.

### ***Withdrawal or Deferral Before the Program Begins***

We make significant financial commitments on behalf of students well before the start of each IES Abroad program. Students who withdraw or defer to a future term after the issuance of the initial IES Abroad Program Invoice but before the program start date are responsible for payment of unrecoverable costs incurred by IES Abroad. A refund is issued only on recoverable costs and only after notice of withdrawal or deferral is received in the Chicago office.

### ***Withdrawal After the Program Begins***

On or after the published arrival date no refunds will be issued. Appeals for partial refunds will be considered only in cases of serious illness or emergency requiring a student's withdrawal and in consultation with the Chicago office. The amount of any possible refund will be determined individually on recoverable costs, and will be made at the sole discretion of IES Abroad at the time of withdrawal. Please note that these costs vary considerably and cannot be determined in advance.

Any student who is dismissed after beginning any IES Abroad program for any reason forfeits the possibility of any refund for used or unused expenses as well as the comprehensive fee.

## Field Trips

### **Cape Town - Kruger National Park & Soweto Field Trip - Summer 2017**

IES Abroad Cape Town offers a field study/trip for all students, which is included in the program fee. Past students have traveled to world-renowned Kruger National Park and Soweto. In the past, this trip has included:

- A two days of game-drives in an open safari vehicle with one of Kruger National Parks' experienced game rangers. Students will also be able to enjoy a 2.5 hour river rafting experience.
- A visit to Chimp Eden, Jane Goodall's chimpanzee sanctuary
- A visit to the Apartheid museum in Johannesburg
- A two-week bike tour of Soweto Township

***Please note: The conclusion of this field trip coincides with the conclusion of the Cape Town Summer Health program. Students should plan to depart from Johannesburg. Additionally, as you will be entering a malaria area when you travel to the Kruger National Park, all students should take anti-malaria drugs before, during and after their trip to Nelspruit to prevent malaria, per their medical professional's advice. These may be obtained prior to leaving the US or on arrival in Cape Town. Malaria is not a concern in Cape Town.***

Trip fee: Included in the program fee

### **Cape Town - Garden Route Field Trip - Summer 2017**

The famous Garden Route is a stretch of coastline that runs for nearly 200 kilometers along the south-eastern coast of South Africa. The Route is set between the Outeniqua and Tsitsikamma mountains, and along the Indian Ocean. Home to several nature and marine reserves, it is known for its remarkable biodiversity. Added to the coastal route are several inland attractions such as exploring the Cango Caves, visiting one of South Africa's famous ostrich farms and a short beach hike. This trip is planned for three days.

IES Abroad subsidizes some trips for students; **participating students will be billed for their contribution to their home address.**

Trip Length: 3 days Trip fee: \$220 US

- Fees for optional field trips cover transportation, accommodations, tours and entrance fees, and some meals.
- Field trip enrollment may incur a non-refundable charge which you must pay even if you do not attend the trip.
- All field trip locations are subject to change.
- You are prohibited from bringing guests on IES Abroad-sponsored field trips.

## **Health & Safety**

### **Safety**

**Important: Students who participate in the Kruger National Park field trip should take anti-malaria drugs before and during the trip to prevent malaria, per their medical professional's advice.**

### **Health Insurance**

Your health and safety abroad are our highest priority, therefore we require all students to be adequately covered by our prearranged comprehensive international student health insurance plan. Once you have confirmed your place on the program, we will automatically enroll you in the required Cultural Insurance Services International (CISI) international health insurance on your behalf. The mandatory insurance is included in your program cost and cannot be waived.

You will receive an insurance confirmation/registration email prior to departure. The insurance plan is intended to cover all IES Abroad participants while abroad, but certain limits apply. The plan is not intended to replace your existing plan.

More information about your insurance:

- After completing the online insurance registration, you can print your insurance cards and brochures.



- IES Abroad Center staff will provide you with information on local hospitals and doctors during orientation.
- Your coverage will begin on the first day of your program and expire on the last day of your program.
- On-site staff will provide additional information regarding the in-country health insurance plans during orientation.

Students studying in Auckland, Christchurch, Nagoya, Sydney, or Tokyo will be enrolled with the CISI Australia/New Zealand/Japan plan (Policy #: GLM N04964998). Students attending programs at all other centers will be enrolled with the CISI standard plan (Policy #: GLM N04964986). This information can also be found in the IES Abroad *Student Handbook*.

The CISI standard plan policy number is GLM N04964986.

## Prescription Drugs

If you plan on taking any type of medicine or prescription drug while abroad, we strongly advise you to consult with your physician prior to departure regarding any need for monitoring.

You may also consult with your doctor regarding on-site referrals, though the IES Abroad Center staff will have a list of physicians available for consultation as well.

It is important that you disclose any health conditions and note any medications on your IES Abroad *Medical History & Physician's Exam Form* so that we can support you as best we can.

In addition:

- We recommend bringing enough medication to last the duration of your stay.
- If you plan to purchase a particular medication while abroad, you should make certain that it is available in country. If so, you will need to see a local physician to obtain a new prescription.
- Do not mail medicines or vitamins; they will be held up in customs, and a prescription from a local doctor must be shown to pick them up.
- Always carry prescription drugs in a drug store bottle with a label

showing your name, the generic name, the dosage of the drug, and instructions for use.

## **Vaccinations**

We recommend that you speak with your doctor and/or consult the Centers for Disease Control's international travelers' hotline to review up-to-date vaccination requirements for any region or country you select.

Contact the CDC at 800.232.4636 or visit [www.cdc.gov](http://www.cdc.gov).

## **Travel Safety**

### **Cell Phones & TravelTracker™**

Our longstanding commitment to student safety means we work very hard to establish and maintain avenues of communication and information tracking between students and staff.

- We require you to have a cell phone during your time abroad to encourage and simplify communications with both the IES Abroad Center and your parents in the event of an emergency.
- You will be required to provide your Center with your cell phone number and to keep your phone turned on and charged at all times for the duration of enrollment.
- You are also required to submit an electronic independent travel itinerary through TravelTracker™ and/or a paper independent travel itinerary form to Center staff any time you are away overnight.

This information is vital in the event of an emergency and students need to be reached when their cell phones are not functioning.

### **Travel Tips**

When planning travel during your time abroad, be sure to keep the following basic health and safety provisions in mind. We recommend that you:

- Travel with a companion whenever possible and avoid walking alone at night, even if you are familiar with the area.
- Stay alert, confident, and aware of your surroundings. Walk

purposefully and make eye contact with people around you. Trust your instincts.

- Use helmets, seat belts, life jackets, and other relevant safety devices.
- Always keep your door locked in any facility where you are staying.
- Investigate what emergency medical services are available in the region or country where you will be traveling.
- Choose safe, reliable transportation.
- Don't rent or buy a motorized vehicle.
- Don't swim after drinking alcohol.
- Pack a basic first aid kit.
- Leave jewelry and expensive watches at home.
- Carry money, tickets, and passport in body pouches; do not leave them in your hotel room or luggage.
- Carry photocopies of passport, credit cards, and airline tickets.
- Make sure luggage has identification inside and out.
- Keep luggage locked and securely stored.
- Be mindful when withdrawing money from an ATM when you are alone.
- Keep a low profile in public areas. Avoid displaying any object of value (jewelry, cameras, cell phones, electronic devices) that could attract the attention of bag snatchers and pickpockets.
- In addition, you must have your cell phone turned on and with you at all times so that you can be contacted in case of an emergency. You should also inform yourself of any unique situations in specific countries that might necessitate taking additional special precautions.
- When traveling outside of your host country, in addition to leaving an itinerary with your Center, we encourage you to register with the U.S. Embassies/Consulates (or the Embassy/Consulate of the country whose passport you are carrying) in each of the countries you are visiting. In the event of an emergency, disaster or crisis in a country you are visiting, local consular officials will be better able to locate you if you register with them in advance. It is especially important for you to register if you are visiting a country "that is experiencing civil unrest, has an unstable political climate, or is undergoing a natural disaster, such as an earthquake or a hurricane." As you make travel plans, you can easily register online at [step.state.gov/step](http://step.state.gov/step). Consular registration information is kept private and is not released to anyone without required permissions.

# Daily Life

This section of your Predeparture Information delves into what daily life will be like for you in your host city.

This section will answer questions like:

- How will I communicate with my family and friends back home?
- What's the feel of the city and what are the best ways to meet locals?
- How diverse is my host country and how can my needs be accommodated?
- What are some of the expectations of me as an IES Abroad student?

Be sure to read through this entire section of your Predeparture Information so you feel as prepared as possible when you first step foot in your host country!

## Center

### Center Overview

The IES Abroad Cape Town Center is conveniently located by the University of Cape Town campus. The Center is a place where students can stop by and talk to staff, use WiFi, pick up their mail, and study in the library. IES Abroad courses are also offered in the Center classroom, and special guest lectures and other events may be held in the Center space. Located on the slope of Devil's Peak in a pleasant suburban area of Cape Town, UCT's scenic campus blends into the natural scenery and provides beautiful views.

Features at our Center include: reception area, library and lounge, classroom, meeting space, and staff offices. The University of Cape Town campus offers students access to libraries, museums, theaters, cafés, and university sports facilities. There is a free UCT shuttle service (the Jammie shuttle) around campus and nearby areas for students.

Natanya van der Lingen Center Director

Natanya took up the position of Center Director at the IES Abroad Cape Town Center after working as the Assistant Director of the IES Abroad Center in London and as the Resident Director of an IES Abroad French language summer program in Quebec City, Canada. Originally from South Africa, she graduated from the University KwaZulu-Natal in Durban, South Africa where she majored in Spanish and French, and also studied Linguistics, Sociology, Drama, Zulu, and Afrikaans. She spent a year studying abroad in California as a Rotary International Exchange student and has also lived in the UK, Argentina, and France, and has traveled to over 40 other countries around the world.

## **Staff**

### **IES Abroad Staff**

Devonne Bobbert

*Service Learning & Short Programmes Manager*

Mugove Chiwashira

*Academic & Internships Manager*

Jody Felton

*Housing & Office Manager*

## **Communications**

### **IES Abroad Cell Phone Access**

According to IES Abroad policy, you must have a cell phone as soon as possible after your arrival. You have the option to get a local cell phone

from a South African provider or bring an unlocked smartphone to insert a South African sim card. On the first or second day of the program, depending on your arrival time and store hours, RAs and IES Abroad staff members will assist you with adding credit to your phone (regardless of your choice) so that it is ready for use. Both options are explained below.

## **Purchasing a South African phone**

This option has considerable advantages:

- By electing to purchase a local phone, you will not have to unlock your U.S. smart phone.
- You'll avoid the high costs of international phone plans through U.S. providers
- You can choose to purchase either a cheap flip phone or an entry-level smart phone with a local number (with either choice, the Center will provide you with a local sim card on your first day in Cape Town, at no charge).

## **Unlocking your smart phone**

This option also has advantages:

- You will not need to worry about purchasing a phone upon arrival. A sim card with a local South African number will be given to you on your first day in Cape Town, at no charge.
- By using a smart phone from home, you will not need to purchase an additional phone/charger set, although you may need to purchase a local plug adapter.
- You'll avoid the high costs of international phone plans through U.S. providers.

**Please note that inserting a South African sim card will only work with an unlocked phone.** Speak to your phone service provider before you leave the US to ensure you phone is **definitely unlocked**. It is also important to note that the requirements for the unlocking process and

the steps for unlocking your phone are different from carrier to carrier, so if your phone is not already unlocked, you will need to get in touch with your carrier to begin the process of unlocking your phone. Depending on your wireless carrier, **this process may take a few days**, so please start looking into your options early.

Please be advised that internet access roaming rates overseas are prohibitively expensive if you bring your own smart phone and don't make any changes to your service plan. You can still use the phone for music and access the internet over any wireless network, but using it to call and message in South Africa is not recommended unless you buy an international plan or insert a South African sim card. In addition, you should be aware that text messaging with U.S. phones in South Africa may not always work, as service is dependent on your phone service provider's roaming package. Check with your phone service provider for more details.

## **International Calls**

### **Calls**

International calls directly from your cell phone may be very expensive. We suggest that you communicate internationally through calling cards. Websites such as [www.callingcards.com](http://www.callingcards.com) can help you find the best rates.

If you use calling cards to make long distance phone calls from abroad, it is best not to use them from your cell phone, as it usually makes a long distance call more expensive than if you simply dialed the number directly from your cell phone. Instead, use them from public phones or other landlines that you have permission to use.

### **Calls from the U.S.**

Telephone service abroad can be much more expensive than in the U.S. To save money, have U.S.-based family and friends in the U.S. call you instead. Many students typically schedule times for family and friends to call them on their cell phones. Note: you may not make/receive personal phone calls at the Center except in emergency situations.

Ask your family's long-distance carrier about its international rates. For a monthly surcharge, most offer programs that substantially reduce rates for U.S.-originated calls. Other international calling plans can be

researched at websites such as [www.lowermybills.com](http://www.lowermybills.com) or [www.smartprice.com](http://www.smartprice.com).

## **Keeping in Touch Online**

Internet-based communication is an easy and free way to maintain contact with family and friends back home and abroad. Check out:

- Skype for free internet-based audio and video calling and messaging
- Viber for audio calling and messaging
- Whatsapp for messaging
- Google Hangout for audio video calling and messaging

Even if you purchase a basic cell phone abroad, you can use your smartphone's Internet-based communications when you are connected to WiFi.

Be sure to check with your cellular provider to ensure that you may access the Internet on your phone without incurring mobile data costs. You'll probably want to set your phone to Airplane Mode or turn Mobile Data OFF.

Keep in mind that high bandwidth services like Skype may not function as expected in areas with slow Internet connections.

## **Laptops**

We strongly encourage you to bring your laptop computer to access the Internet and to complete coursework. Don't forget to insure it!

### **Technical Support**

Our on-site staff is not trained to offer technical support for personal laptops or to assist with hardware or software malfunctions or incompatibilities, though we will be able to direct you to local resources.

We cannot guarantee or support Internet in your housing, but Internet access is available at the IES Abroad Center and we will help you find



convenient places that do provide Internet.

## **Data Usage**

We do our best to maintain enough bandwidth for everyone at the Center to complete their academic work. We thank you in advance for limiting your internet data usage while at the Center and your housing, especially in regards to downloading non-academic files such as movies and music since this type of usage compromises the ability of other students to complete their online academic work. If you have questions about appropriate internet usage, the Center staff will gladly assist you.

## **Internet Access**

Students have access to the Internet and email at the IES Abroad Cape Town Center. Students are encouraged to bring a laptop computer, if it is insured, for use at the Center and on campus, where there is Internet access in the libraries, computer labs, and all university buildings. This is in addition to the internet access that students have in their accommodations. That information is located in the housing section of this predeparture guide.

Students should be aware that Internet usage in Cape Town is not as reliable or available as it is in the U.S., and will be slower and interrupted more frequently. Additionally, Cape Town experiences temporary power outages, so be mindful of saving your work frequently.

You will not have unlimited data plans provided by IES Abroad, but you can purchase more if you find the provided amount is not sufficient. You can also use the free WiFi on the UCT campus to download items so as to reduce the data usage in your IES Abroad housing.

In order to access Internet outside of campus or your housing, you may choose to visit local Internet cafes, where Internet access is available for an hourly fee, university libraries, and other WiFi hotspots throughout the city. More information will be provided, including locations, hours, and pricing, during your on-site orientation.

## **Mail**

Your mail may be addressed to you in care of the IES Abroad Cape Town Center:

C/P [Name of Student]  
IES Abroad Cape Town  
25 Main Road  
Rondebosch  
Cape Town  
7700  
South Africa

All mail or couriered items should be sent to the IES Abroad center address, as you will not be able to receive mail at your housing. Please remind friends and family that they must include "IES Abroad" in the address when sending mail to the Center, otherwise the post office may not deliver it. It's also important to tell your friends and family that any packages being mailed to you must arrive before you leave Cape Town. Any mail received after your departure cannot be forwarded or returned.

## **Customs**

Helpful information about international travel and U.S. customs is available at the U.S. Department of Homeland Security's website at [www.dhs.gov](http://www.dhs.gov).

## **Shipping Precautions**

- Shipping internationally can be very expensive.
- Packages aren't guaranteed to arrive, and IES Abroad cannot influence local custom rules.
- As fun as it may be to get packages from home while abroad, be prepared for potentially restrictive foreign customs and long delays.
- If friends and family want to send you packages, we recommend they use online retailers that deliver to your host country. For example, Teleflora, FTD, and Amazon Global have international flower delivery options.

- If someone sends you a personal care package from the U.S. or elsewhere abroad, he or she should indicate that the contents are “used personal items” and give them a low customs value to reduce the risk of high customs fees, though fees are always possible and often unpredictable.
- Most students find it’s easier to take everything they’ll need for their term with them, or plan to buy items they need abroad.

### **Items Often Seized by Customs**

We do not recommend shipping the following items overseas because they are often seized by customs:

- Prescription items, including medications, glasses, and contact lenses
- Toiletries
- Laptops, cellphones and other electronics (including parts and accessories)
- Homemade food items

### **Mailing Replacement Credit/Debit/ATM Cards**

- Replacement credit/debit/ATM cards should be sent in a flat envelope delivered by a private carrier like FedEx or DHL.
- Do not include a replacement credit/debit/ATM card in a care package with other items. We don’t recommend one carrier over another—as long as the envelope is sent with a tracking number, the delivery should occur without significant problems or delays, though you may have to pay a customs fee.

## **Life in your City**

### **City and Culture**

Cape Town, known as “The Mother City,” is a place where change is visible. It is a city of contrasts. In many ways, Cape Town, which is the second most populous city in South Africa (over 5 million people), could be defined as both developed, and yet under-developed at the same time. It is home to a cosmopolitan city center, comfortable neighborhoods and suburbs, but also to modest bungalows and impoverished suburban townships with squatters’ shacks. Due to its multi-ethnic background, Cape Town is a diverse city which offers a wide selection of foods, arts, and activities, all influenced by the backgrounds

of its people. Put simply, it is a city of many identities, which you'll have the opportunity to discover.

Many people feel that parts of Cape Town can resemble areas in Southern California, but what makes South Africa special is not the surface view, but the people and history not easily visible. Students studying here are encouraged to know more of Cape Town's differences and how special it is.

An excellent resource to look for is a collection of essays by noted Cape Town residents and writers called *Cape Town: A City Imagined*. The first essay, by Damon Galgut, is especially recommended to help you start deciphering the very complex and beautiful Cape Town. You can find the book here: [http://www.amazon.com/A-City-Imagined-Stephen-Watson/dp/0143024736/ref=tmm\\_pap\\_title\\_0?ie=UTF8&qid=1406921745&sr=8-1](http://www.amazon.com/A-City-Imagined-Stephen-Watson/dp/0143024736/ref=tmm_pap_title_0?ie=UTF8&qid=1406921745&sr=8-1).

## **Intercultural Competence**

What you gain on your program will likely go beyond friendships, travel savvy, and academic achievement.

Study abroad also provides you the unique opportunity to develop intercultural competence, the set of skills required to work and communicate successfully and appropriately with people from other cultures.

Here are a few ways you can develop intercultural competence abroad.

- Be aware of your own cultural orientation and how it impacts your experience of and behavior in your new surroundings.
- Pay attention to the people in your host city, and try to recognize how their cultures impact their behaviors, communication styles, and reactions.
- As you get to know people in your new environment, ask them about behaviors and language that are appropriate in various situations.

Gaining intercultural knowledge and skills can help you to solve everyday problems more easily, to develop a deeper understanding and appreciation for your experience abroad while you're there, and to

interact with diverse groups of people after you return home.

## **Culture Shock**

As you know by now, study abroad is extremely rewarding, but it can also be emotionally, psychologically, and even physically challenging. To help you navigate your experience, it may be helpful to familiarize yourself with the stages of culture shock that you may experience while abroad and reverse culture shock that you may experience after your return home as seen here: [www.iesabroad.org/study-abroad/alumni/re-entry](http://www.iesabroad.org/study-abroad/alumni/re-entry)

## **CORE**

Developing intercultural competence is not always easy, but we are here to support you! After you arrive, IES Abroad staff will help you to set appropriate goals for intercultural learning through our Comprehensive Orientation and Re-Entry Experience (CORE), which starts during on-site orientation. Take advantage of CORE to debrief the experiences you have in your new environment, and to learn from our staff and from other students about ways to engage the cultures that you encounter.

## **Meeting the Locals**

South Africans, especially the student population in Cape Town, are very outgoing, welcoming, and curious about other cultures. Passersby on the street will often greet you with a “Howzit,” and it is polite to return the greeting. You should also expect to receive very direct questions from locals about your country, politics, culture, etc. South Africans are increasingly more and more interested in the United States and American culture/pop-culture. Joining clubs, or volunteering is a great way to meet new people, and get a deeper glimpse into South African society.

In South Africa, you will be exposed to conditions and surroundings that might be completely foreign to you, such as beautiful landscapes and people, as well as extreme poverty, racism, and violence. Many people impulsively pull out their cameras and start taking pictures as soon as they encounter such scenes, but it is always better to ask before taking photographs, and consider the context and your actions first. You are not on an “urban safari” but should be learning about the local conditions and situations.

Making friends in the local community is often a main priority for our students. It's not always easy to meet people, especially people your own age—doing so will likely require initiative on your part and also courage and perseverance.

Never hesitate to ask the staff at the Center for guidance—they will be glad to help you.

Think about how you get involved at your home campus and seek out opportunities to do something similar while abroad.

**Here are some examples of how previous semester students got involved in the local community:**

**Volunteer.**

- “I volunteered at two local high schools through a program called *Ubunye* where I mentored and tutored different subjects and topics.”
- “I volunteered at *Africa Jam* where I taught poetry to elementary school students.”

**Take a class.**

**Join an athletic team or a local gym.**

**Join a faith community.**

**Join a local club or society that aligns with your interests.**

**Where to find or research opportunities for involvement:**

- Ask the Center Staff
- Ask an Ambassador (past participant)
- Ask students at the local university
- Go to the club/society fair on the local university campus
- Online research

## **Public Transportation**

### **SEMESTER STUDENTS**

Daily commuting is a reality for all who live in or near Cape Town. UCT students will be within short walking distance of the University Jammie Shuttle bus. This is a free service for University of Cape Town students and transports students from the neighborhoods to stops in lower, middle and upper campus. Travel time between your accommodations and the IES Abroad Center may range from 10 to 25 minutes.

### **SUMMER STUDENTS**

Your commute will vary depending on where your housing is. The Jammie Shuttle bus will be available to transport you on campus in the summer, which is especially helpful going from Lower to Middle or Upper Campus and back again.

## **Currency**

The Rand (ZAR) is the currency of the Republic of South Africa, Namibia, Swaziland and Lesotho, what is known as the Common Monetary Area. It is subdivided into 100 cents, with coins in denominations of 5, 10, 20 and 50 cents, and 1-, 2-, and 5-Rands. Bank notes come in denominations of 10, 20, 50, 100, and 200 Rand and are designed with the images of wildlife species and former president Nelson Mandela. To determine the exchange rate, look in the business section of almost any newspaper or visit a currency converter website, such as [www.xe.com](http://www.xe.com).

## **Handling Money Abroad**

Before departing for South Africa, exchange US\$100 into Rands in order to cover incidental expenses during your first few days in South Africa. If you do not have an opportunity to exchange money before departure, you can also get some Rands from an ATM machine at the airport in Cape Town when you arrive. Make sure you have Rands in cash, as you will need funds for some meals, shopping, and other incidentals as soon as you arrive. Plus, you may need it for transportation. Do not expect to use your U.S.-based bank debit card to pay for things; cash is more

widely used. During your time abroad, plan to obtain local currency primarily using an ATM card linked to your home bank account. In case of an emergency, however, you should have more than one way to access funds.

The following guidelines will help you plan for financial management abroad:

### **ATM**

When accessing a bank account through an ATM card, we recommend:

- Before departing, notify your bank that you will be using the card for an extended period of time abroad and inquire about usage fees and any special procedures that may be necessary to use your card abroad
- If obtaining a new card, test your PIN before departing
- Give a family member access to the account in case of access problems
- Link the card to a checking rather than a savings account
- Bring a duplicate card in case the card gets damaged, lost, or stolen
- Observe the area around you carefully when going to an ATM and never go to an ATM alone
- Consider setting a reasonable lower daily withdrawal limit on debit and credit cards in order to protect against theft

### **Credit Card**

Visa and MasterCard are most widely accepted internationally.

Consider:

- Before departing, notify your bank that you will be using the card for an extended period of time abroad and inquire about any additional fees that may be associated with using your card abroad
- Although accepted in many places, credit cards are not used as frequently in other countries as they are in the United States
- Arrange for someone at home to pay your monthly balance or sign up for online payments prior to departure
- You can obtain cash using a credit card, but you may have to pay a finance charge and interest on the amount you withdraw

### **South African Bank Accounts**

One of the most efficient means for semester students to deal with money in Cape Town is to have a local Cape Town-based checking



account. This can be an easy way to handle funds without having to carry much with you, or store it in your housing. During orientation you will be advised on how to go about opening an account. If you choose to have an account, family members and friends can deposit money directly into that account.

Summer program students do not need to open a bank account in Cape Town and can rely on their ATM card to withdraw cash instead. You will want to be mindful of how much cash you take out at one time and how much you carry with you. Ask the Center staff for guidance if you have questions.

### **Emergency Funds: Traveler's Checks**

We recommend that you carry \$100-200 in U.S. traveler's checks in case of an emergency. Traveler's checks are accepted many places in South Africa, and are easily and quickly replaced if lost or stolen, as long as you keep an accurate record of serial numbers. When you purchase the checks, you pay a commission of 1% of their total value. When you cash the checks for local currency, you also will pay a commission.

Do not send checks, cash, or endorsed traveler's checks through the mail.

It is essential that you and your parents realize that financial responsibilities above and beyond those outlined in the Form of Agreement and Waiver are your responsibility, and IES Abroad's general policy is not to provide students with personal loans. However, in case of emergencies (e.g., accidents, hospitalization) IES Abroad may be able to provide cash advances or make payments on your behalf.

### **Emergency Funds: Money Transfer Services**

Western Union is a money transfer service that you can use to send and receive cash very quickly in case of emergency. For the Western Union location nearest to you, call 800.325.6000, or visit [www.westernunion.com](http://www.westernunion.com).

Another reliable way to receive money quickly is through Moneygram, which is available at selected Standard Bank branches. For more information visit [www.standardbank.co.za](http://www.standardbank.co.za) or speak to Center staff on-site.

## Estimated on-site expenses

Item	Cost (in Rand)
Groceries per week	R1,500-2,000
Student restaurant (On campus)	R40-R90
Restaurants -- Breakfast	R50-R120
Restaurants -- lunch	R60-R150
Restaurants -- dinner	R80-R300
Coffee/Soft Drink	R20-40 / R15-20
Laundry (washing)	80-200
Movie	R75-R150
Theatre	R80-R300
Dance Club Cover Charge	R80-R300
Museum Fees	R60-R250
Fitness Club Membership	Varies
Jammie Shuttle (recommended form of transportation ON CAMPUS for UCT Students)	Free
Uber or Approved Taxi	R30-120 per short trip
Pre-paid local and international calling cards	R100-250
Internet use at a cyber cafe	R30-60/hour
Additional 10 gigs of Data (subject to change)	R500-700
Key replacement/deposit and security entrance tag to apartment block	R800-R1200
Cell phone usage	Varies*
Cell phone shipping and handling fee	Varies
Books, reading packets and materials	See Program Fees
*Some students have experienced extremely high cell phone bills -- please read your provider's terms and conditions carefully.	

## **Diversity**

### **Initiative to Diversify Education Abroad (IDEA)**

Our Initiative to Diversify Education Abroad (IDEA) strives to make studying abroad a learning experience accessible to all students, creating a student body that reflects the diversity of both the United States and U.S. college students.

We define a diverse student as someone who identifies as a racial/ethnic minority, first-generation college student, economically needy, LGBTQ, and/or is a student who has demonstrated a history of overcoming adversity (a physical or learning disability, for example). We hope the information here will answer some of the questions or concerns you might have.

If you have any questions or concerns, please feel free to contact our Diversity Director at 800.995.2300 or [diversitydirector@iesabroad.org](mailto:diversitydirector@iesabroad.org).

We are here to help you have the most enriching study abroad experience possible.

### **Diversity Abroad**

There are few places where most of the population comes from one national, religious, or ethnic group. At IES Abroad, our faculty, staff, and programs are committed to recognizing and acquainting students with the diversity that exists within South Africa. IES Abroad students are continually provided with opportunities to explore the cultural richness of their host environment and learn about the economic, social, and political status of local populations.

Here are a few resources that you might find useful:

- IES Abroad Diversity Webpage
- IES Abroad Diversity Resources - [Click Here for a List of Resources about Diversity in Study Abroad](#)

## DIVERSITY IN SOUTH AFRICA

- Diversity in South Africa - [Click Here for a List of Resources about Diversity in South Africa and in your Host City](#)

### **Minority Students**

Students who are not of Black African descent will be considered racial and ethnic minorities in South Africa. The most recent census identifies 79% of the South African population as Black African, 9.6% White, 8.9% Coloured (of mixed heritage), and 2.5% as Indian or of another Asian background. In Western Cape province, the figures are a bit different: 53.91% of the population is identified as Coloured, 26.68% Black African, 18.41% White, and 1% Asian.

Since the 1996 Constitution was rewritten, laws have existed to protect residents from discrimination based upon race, gender or sexuality. However, the tremendous upheavals within South Africa's political, economic, and social systems have resulted in visible tensions and discrimination in formal and informal settings between groups. Whites, although a small demographic of the overall country's population, are still the economic elite. IES Abroad staff can provide information on support groups and cultural or social organizations in local ethnic communities.

### **Sexual Orientation and Gender Identity**

In South Africa, same-sex marriage is legal. However, despite this law, attitudes toward LGBTQ persons remain conservative. An exception to this is Cape Town which, despite its history, has a steadily growing LGBTQ community and, through tourism, is coming to be referred to as the gay capital of Africa. Information on events related to the local gay scene is readily available at national tourist centers.

Before leaving, it is important to reflect on the culturally-based ideas and definitions of sexual identity, and consider how your sexual orientation and gender identity may affect your relationships with residents of your host country. Furthermore, IES Abroad staff can provide resources to LGBTQ students about support networks and services in Cape Town.

### **Religious Identity**

CIA's World Fact Book describes most South Africans as Christians. However, Cape Town has a significant Muslim community, mostly descended from Malays who immigrated as indentured servants in the 19th century. Additionally, there are small, but visible Jewish and Baha'i populations. Students who ascribe to different religions can find a

community of worship or practice. If you wish to participate in religious services, IES Abroad staff can assist you in finding an appropriate local place of worship.

### **Physical Disabilities**

Although South Africa as a country is not fully accessible, current initiatives, projects and campaigns are being undertaken by the National Council for Persons with Disabilities in South Africa to increase awareness and development of accommodations for persons with limited mobility. For example, new buildings are designed for greater accessibility, and older ones, when possible, are also being modified. UCT dedicates resources, services, and advising to assist students and staff. Beyond the universities and larger urban centers, there will be fewer facilities and resources available. For more information about what accommodations will be available to you, please speak with an IES Abroad Dean in Student Services.

## **Student Conduct**

### **Code of Student Responsibility**

The *IES Abroad Code of Student Responsibility* is based on the premise that our students are guests abroad. IES Abroad students are expected to abide by the customs of the country in which they are studying and are legally subject to the same laws that govern local students. Students who participate in IES Abroad programs are representatives of IES Abroad at all times for the duration of their enrollment. Any student who violates any policy outlined in the Code will be subject to administrative review and possible sanctions up to and including dismissal from the program. There are four parts to the *Code of Student Responsibility*: the Academic Integrity Code, the Academic Integrity Code Violation Review Process, the Student Code of Conduct, and Judicial Procedures. Systems for dealing with violations of these policies are outlined in detail in the online IES Abroad *Student Handbook*. It is in the best interest of all students to read and become familiar with these policies. The Code of Student Responsibility, the IT Policy, the Alcohol and Other Drug Policy, and the Student Sexual Harassment Policy can be found in your IES Abroad *Student Handbook*.

### **IES Abroad Alcohol and Other Drug Policy**

The use of illegal drugs and the abuse of alcohol are seriously

detrimental to one's health and well-being. IES Abroad allows for the consumption of alcohol, within reasonable limits, by students who are of legal age in their host countries. Students who choose to consume alcohol do so with the knowledge that they remain responsible for their actions at all times and are expected to drink responsibly. IES Abroad does not encourage the use of alcohol or condone any drinking patterns or behaviors that are detrimental to the health and welfare of the individual, IES Abroad, or the community. The possession, use, or distribution of any drugs that are considered by host country law to be illicit or illegal drugs or controlled substances is prohibited. Students are cautioned that ANY ALCOHOL OR OTHER DRUG INFRACTION WILL BE CONSIDERED A GRAVE VIOLATION OF POLICY AND WILL RESULT IN SERIOUS SANCTIONS THAT MAY INCLUDE DISMISSAL FROM THE PROGRAM. The complete Alcohol and Other Drug Policy can be found in the IES Abroad *Student Handbook*.

# Contact Us

This section of your Predeparture Information gives detailed contact info for your IES Abroad Center and the IES Abroad Chicago office.

## Chicago Contact Information

### IES Abroad Headquarters

33 West Monroe Street, Suite 2300 | Chicago, IL 60603-5405

Hours: 8:30 AM - 4:30 PM CST

Phone: 800.995.2300 or 312.944.1750

Fax: 312.944.1448

Email: [info@IESabroad.org](mailto:info@IESabroad.org)

Emergencies: 800.953.0171 or 812.355.3099

## Who to Contact at IES Abroad

### Program-Specific Questions (before arrival)

Your IES Abroad Advisor at:

- [study@IESabroad.org](mailto:study@IESabroad.org)
- 800.995.2300 or 312.944.1750

### IES Abroad Scholarships

Email application documents for IES Abroad scholarships:

- [scholarships@IESabroad.org](mailto:scholarships@IESabroad.org)

### In Transit/Flight Delays

Your IES Abroad Advisor at:

- [study@IESabroad.org](mailto:study@IESabroad.org)
- 800.766.7793 or 817.871.4100

### Disability Accommodations & Medical Concerns

Dean of Students Office (Chicago) at:

- [studentaffairs2@IESabroad.org](mailto:studentaffairs2@IESabroad.org)
- 800.995.2300 or 312.944.1750 (8:30 AM to 4:30 PM CST)
- 800.766.7793 (for students preparing to attend an IES Abroad program or in transit to the program site)
- 800.953.0171 (for students who are on-site at an IES Abroad program)

### After-Hours Emergencies

- 812.355.3099 to reach a Program Dean at home

<b>After Arrival</b> (non-emergency)	IES Abroad Chicago office at 800.995.2300 or 312.944.1750
<b>Billing Questions</b>	Billing Assistant, Accounting Department (Chicago) at 800.995.2300
<b>Credits &amp; Transcripts</b>	Office of the Registrar (Chicago) at 800.995.2300
<b>After Return</b>	IES Abroad Chicago office at 800.995.2300 or 312.944.1750

## Center Contact Information

### Center Address

IES Abroad Cape Town  
25 Main Road  
Rondebosch  
Cape Town  
7700  
South Africa

### IES Abroad Cape Town Center Phone Numbers

Telephone from the U.S.: +27.21.650.3051  
Telephone from South Africa: 021.650.3051

### IES Abroad Cape Town Center Office Hours

8:30 a.m. -- 4:30 p.m. UTC/GMT  
8:30 a.m. -- 4:00 p.m. UTC/GMT on Fridays

### Center Emergency Contacts

#### General Emergency Number\*\*: 71.841.9896

If you are calling from South Africa -- dial 0 + numbers above  
If you are calling from the U.S. -- dial 011.27 + numbers above

\*\*The emergency contact is an on-duty staff member who speaks English. Please remind friends and family not to use this number except in the event of a real emergency and to consider the time difference between the U.S. and South Africa.