

STUDENT/VOLUNTEER HANDBOOK

**Global Health Experience
La Romana, Dominican Republic**



“What I find most compelling about these rotations is their ultimate potential to transform international experience into improved health care for Dominican families in Washington Heights or Latino immigrants in their own neighborhoods. Students return with improved language skills, cultural insight, a clearer understanding of health practices and assumptions, and a willingness to advocate for better services and care. They return, wanting to participate in the life of the community that surrounds them.”

-Dr. Stephen Nicholas, Clínica de Familia La Romana Founder

WELCOME MESSAGE

Dear Students and Volunteers:

Congratulations on deciding to embark on this exciting journey! We are pleased that you have chosen to participate in our program. We are counting on each of you to give as much as you get from this experience.

It is strongly recommended that you to keep a journal during your stay in the Dominican Republic. You will have many unique experiences during your time in the field, and these are best remembered when you write about them soon afterward. Keeping a journal can help expand your knowledge base of global and public health, fine tune your cultural competence and improve your clinical skills back in the United States.

I will be your coordinator while you are in La Romana. Mina Halpern, Clínica de Familia Executive Director, and Samantha Stonbraker, Clínica de Familia Research Director, as well as other staff, will also assist you during your stay.

This manual has useful information for you as you prepare to your trip to La Romana and will also be a helpful reference once you have arrived. In addition, please check out the student and volunteer fanpage on Facebook for personal reflections and suggestions from past students and volunteers (“Clínica de Familia Students and Volunteers”). We hope that you will also consider posting to the page during and after your experience in La Romana.

A Most Warm Welcome (Bienvenidos)!

D. “Luis” Lewis – Student and Volunteer Coordinator, Clínica de Familia

CONTENTS

Welcome Message	1
Contents	2
Program Objectives	3
Program for Global and Population Health Overview	3
Global Health Center Overview	4
Clínica de Familia La Romana Overview and History	6
Clinical Sites	7
People.....	9
Pre-Departure Preparation.....	13
General Information	13
Program Costs	13
Health and Vaccines.....	14
Accommodations at Casa Internacional.....	14
Living in La Romana: Safety & Security.....	15
Living in La Romana: Particular Concerns for Women.....	16
Health Issues and Emergencies	16
Animals in La Romana	17
Working at Clínica de Familia La Romana.....	17
Housing Rules	19
Flights	21
Immigration and Exit Tax	21
Transportation to/from Airport	21
Transportation around the Dominican Republic	21
Telephones and Internet	22
Meals/Food	23
Exchange Rate and Cash Machines	24
Budget	25
Spanish Tutoring.....	25
Tipping	26
Recommendations on Attire.....	25
Packing List	25
Casa Internacional: “The Unwritten Rules”	28
Gifts and Donations	29
Guide to Community Programs	30
Your New Home.....	33
Map of La Romana	34
Things To Do	35
Appendix A: Contacts.....	38
Appendix B: Photo Consent Form	40
Appendix C: Give Back Proposal	41
Appendix D: Confidentiality Agreement	42
Appendix E: Participant Information and Contract	44
Appendix F: Student, Volunteer, and Visitor Participation Agreement	44
Appendix G: Emergency Related Information and Risks.....	44
Appendix H: In the Event of an Emergency.....	45

PROGRAM OBJECTIVES

Students and volunteers who spend time at Clínica de Familia La Romana should complete the program with the following objectives met:

- Increased cultural competency and understanding of the practice of medicine and public health in resource poor settings.
- Increased knowledge of HIV care and treatment, sexually transmitted infection diagnosis and treatment, HIV vertical transmission, family planning, and adolescent reproductive health.
- Improved care for vulnerable populations in the Eastern Dominican Republic, accomplished through a project of public health, clinical, or research importance in the Clínica de Familia La Romana.
- Increased understanding of Dominican and Latino immigration in the United States and improved health care provision through exposure to Dominican and Haitian culture and Spanish immersion.

OVERVIEW

Clínica de Familia La Romana provides education and training rotations, internships, and practicums for medical, public health, social work, and nursing students, residents, and fellows. Clínica de Familia La Romana has also served as a site for Peace Corps volunteers who conduct and collaborate in projects according to their project sector. For medical students and practitioners Clínica de Familia's global health experience includes a clinical component that allows students to shadow providers both in Clínica de Familia La Romana offering care to people with HIV, sex workers, men who have sex with men (MSM), as well as at the Maternal-Infant Adolescent Annex (MAMI), which offers reproductive health services to adolescents. The goal is for students to have a valuable experience, coming to understand the challenges that clients face within a developing country while also learning about reproductive healthcare and the treatment of HIV. Visits, and in some cases clinical rotations, are also organized with Hospital Francisco Gonzalvo (large public provincial hospital with whom Clínica de Familia works closely), Centro Médico Central Romana (a private hospital owned by the sugarcane company), and Hospital Buen Samaritano (a public hospital that outreaches to rural bateyes), among others.

The Clínica de Familia global health experience allows students to observe and learn from clinic providers in the areas of HIV care, pediatrics and obstetrics and gynecology, observe Cesarean sections at Hospital Francisco Gonzalvo, visit homes of clinic clients with outreach workers, observe educational sessions and prenatal care at MAMI, accompany an outreach worker to “negocios” (where sex workers work), and observe client sessions with the clinic psychologist, adherence counselor, and HIV pre and post-test counselor. Depending on students' previous experience, knowledge, and level of Spanish proficiency, they may be able to assist clinical staff in taking clients' vital signs and conducting physical exams (if patient flow/time allows and the provider is in agreement). The medical doctors include both generalists and specialists. Altogether, Clínica de Familia La Romana employs over 120 staff.

In addition to clinical rotations and observation, students conduct important public health projects for the clinic, which may include surveys, research, data extraction and analysis, assistance with client education programs, or participation in continuing medical education for staff. Current and past projects include a statistical analysis of HIV virologic suppression, an epidemiological study of clients co-infected with HIV and tuberculosis, facilitation of a quality improvement process with staff, collection of client satisfaction surveys, and creation of waiting room client education modules, among others. Students are able to give and receive weekly feedback from their staff supervisor (assigned to them based on the topic of the project), the volunteer coordinator, and the clinic's research director. Students have also participated in ongoing Clínica de Familia La Romana research investigations, several of which have been published.

Students usually spend one to two months in La Romana, depending on their vacation and/or class schedule. The daily schedule of each student varies depending on their interests and selected project, but generally each day includes time for both clinical rotations and projects. Students are expected to “work” during the regular clinic hours (Monday-Thursday, 8AM-5PM; Friday, 8AM-4PM). All students are supported by a volunteer coordinator who helps coordinate

each student's schedule and provide oversight and logistics support. He can also help arrange Spanish classes for those who are interested at a cost of approximately \$25/hour. The teacher requires a four-hour minimum commitment, in order to provide classes.

La Romana is located in the southeast of the country and is the third largest city in the Dominican Republic, with a population of approximately 300,000. La Romana offers a variety of cultural and recreational activities in the city and surrounding areas, offering students the chance to experience the richness of Dominican culture and the natural beauty of the country. In its center and periphery, La Romana reflects the influences of the sugar cane and tourism industry and its neighborhoods exhibit the familiar and communal nature of Dominican life. La Romana's passion for its sports teams is evident throughout the year. In 2010, it was home to the national champions in baseball, basketball, and volleyball. La Romana is also close to the cities of San Pedro de Macorís, El Seibo, and Higüey, and to the beautiful beach of Bayahibe, Altos de Chavon, and Casa de Campo.



CLÍNICA DE FAMILIA LA ROMANA OVERVIEW AND HISTORY

Vision

To have a community where all families have access to health services in order to enjoy a good quality of life.

Mission

To improve the health of families in the Eastern region of the Dominican Republic, including vulnerable people, through comprehensive health services, education, and research.

Values

We are committed to working with dedication, respect, confidentiality, empathy, and love.

History

Clínica de Familia La Romana was established in 1999 by a public-private collaboration between Program for Global and Population Health at Columbia University, Complejo Micaeliano and the Misión Internacional de Rescate (MIR) Foundation.

The MIR Foundation established the “Casa de Paz” (House of Peace) in 1987 in collaboration with several Catholic nuns of the religious order Adoratrices de España. The objective of House of Peace, also known as Complejo Micaeliano, was to combat the discrimination against people living with HIV while also providing medical and social services to marginalized women, especially sex workers. The clinic began providing physical exams for sex workers, focusing on prevention, diagnosis and treatment of sexually transmitted infections. The clinic experienced the first years of the HIV epidemic in the Dominican Republic working with the most affected populations.

Working with the private clinic of Dr. José Román, the clinic started to offer treatment to pregnant women living with HIV. At the same time, Dr. Stephen Nicholas, a pediatrician in New York and founder of the Program for Global and Population Health at Columbia University, was observing the HIV epidemic in his patients, many of whom were from the Dominican Republic. Dr. Nicholas was a pioneer in providing care to children and their families living with HIV since 1980 in Washington Heights and Harlem, New York. He began collaborating with MIR Foundation that provided medical assistance and education to the segment of the population that needed it most.

In 1999 Complejo Micaeliano joined the partnership giving birth to a local non-governmental organization called Clínica de Familia MIR, with the goal of providing comprehensive medical attention to people living with HIV, becoming the first clinic in the country to provide antiretroviral treatment to pregnant women to prevent vertical transmission of HIV. In 2004 the clinic expanded its provision of antiretroviral treatment to women, men, and children with HIV- one of the first clinics to do so in the country.

At the beginning of 2010, MIR Foundation and Clínica de Familia MIR mutually decided to end their collaboration and since that time has been called Clínica de Familia La Romana. The clinic has been recognized as a model of HIV care and treatment in the Dominican Republic.

CLINICAL SITES

Clínica de Familia La Romana

Clínica de Familia is a registered HIV unit of the Dominican Ministry of Health, providing HIV care and antiretroviral treatment to the largest number of HIV-infected children and adults in the Eastern Dominican Republic. With a multi-disciplinary staff of more than 125 people, the clinic provides free comprehensive primary and HIV-specialized outpatient medical care, community- and home-based services, psycho-social support services, and conducts an annual summer camp for HIV-positive children 6-17 years old. Clínica de Familia also operates a primary health care and risk reduction program for sex workers and a prenatal and reproductive health clinic for teens (see below for more detail on the MAMI adolescent clinic). Other services include educational, testing and referral programs for sex workers, men who have sex with men, Haitian migrant workers, and youth. Clínica de Familia operates a laboratory with basic diagnostic and monitoring capacity, including CD4 and HIV viral load testing. In addition, the clinic charges for imaging, laboratory, and primary care services for the general population, so as to help off-set the costs of services for people with HIV, which are provided free of charge.

In addition, Clínica de Familia has a long-standing collaboration with Hospital Francisco Gonzalvo, the largest public hospital in La Romana province, in order to prevent HIV vertical transmission. Over the past decade, this program has increased the rate of identifying and treating HIV-positive pregnant women from less than 25% to 93% and has reduced the rate of transmission of HIV to newborns from 25% to less than 3%.

Clínica de Familia La Romana aims to improve the quality of life of the poorest and most vulnerable populations in the eastern part of the country with a holistic, family-centered approach that includes specialized medical care, social services, community outreach, prevention and education programs.

For more information on specific activities and programs, please see a video about the clinic at <http://www.clinicadefamilia.org.do/video/>.

Links:

- <http://www.clinicadefamilia.org.do>
- <http://www.facebook.com/#!/ClinicaDeFamiliaLaRomanaStudentsAndVolunteers>

Módulo de Adolescentes Maternal Infantil (MAMI)

The Módulo de Adolescentes Materno Infantil (MAMI, or Adolescent Maternal-Child Health Unit in English) was created in May of 2008 to improve maternal and child health and reproductive health services for adolescents in La Romana. MAMI is a collaborative partnership between a large provincial public hospital, Hospital Francisco Gonzalvo (HFG), and Clínica de Familia La Romana. MAMI houses the adolescent unit of the hospital and offers high-quality, teen-friendly services to the poorest youth in the province of La Romana.

MAMI provides family planning, HIV testing, psychological counseling, pregnancy testing, and prenatal services to adolescents aged 19 years or younger, in addition to pediatric care for newborns of adolescent mothers. On average, MAMI sees about 200 family planning clients and

320 prenatal clients each month; the vast majority of these patients come from very low-income families with limited ability to pay for health services. MAMI's family planning nurses provide education to clients and dispense birth control pills, Depo-Provera shots, intrauterine devices (inserted by MAMI's gynecologist), condoms, and emergency contraception. All methods are free of cost and available to teens (no parental consent required). MAMI's gynecologist also does pap-smears, syndromic diagnosis of sexually transmitted infections (STIs), and pelvic exams for adolescents. A pediatrician provides consults for newborns of adolescent mothers twice a week and MAMI has a young men's clinic twice monthly.

In addition to clinical services, MAMI also has two full-time educators who facilitate a comprehensive sexuality education program in the middle and high schools of La Romana, Villa Hermosa, Cumayasa, and bateyes in rural areas. MAMI's curriculum covers the reproductive system, family planning, STIs, HIV, and adolescent pregnancy. In addition, the MAMI staff conducts community outreach events, primarily during the summer time, in order to reach youth with prevention information, condoms, and HIV tests, outside of the school setting.

Links:

- <http://www.clinicadefamilia.org.do/mami/>
- <http://www.facebook.com/pages/Modulo-anexo-Materno-Infantil-el-MAMI-/123213891091754#!/pages/El-MAMI/183752181641175>

Hospital Materno-Infantil Francisco Gonzalvo (HFG)

Also known as Salud Pública, Hospital Francisco Gonzalvo is the major provincial maternal-infant hospital of La Romana province with 75 beds, providing in-patient, out-patient, and emergency services to the poorest residents of the province. More than 90% of all pregnant HIV-infected women in La Romana deliver their babies in HFG. Clínica de Familia provides technical assistance and human resource support in the areas of HIV care and treatment, the prevention of HIV vertical transmission, and adolescent reproductive care.

Centro Médico Central Romana

Owned by the sugar cane company Central Romana Corporation, this center provides medical care primarily to the company's employees. Dr. Carlos Domínguez, a pediatric cardiologist, sometimes receives students doing rotations at Clínica de Familia that have a particular interest in cardiology. A new facility was inaugurated in late 2011, providing state of the art surgical, in-patient, and out-patient services. The director, Dr. José Lopez, did a community health fellowship at Mt. Sinai Hospital in New York City.

PEOPLE

Key US-Based Collaborators



Dr. Stephen Nicholas: Pediatric HIV specialist who started the Harlem Hospital Pediatric AIDS Program in 1985; co-founded the Incarnation Children's Center for homeless children with AIDS in 1988; former Chairman of Pediatrics at Harlem Hospital in NYC. He served as the Associate Dean for Admissions for the Columbia University Vagelos College of Physicians and Surgeons and Professor of Clinical Pediatrics and Clinical Population and Family Health at Columbia University until 2018. He also served as the Chairman of the Global Health Track for Columbia University Vagelos College of Physicians and Surgeons. He is the founder of both the Program for Global and Population Health and Clínica de Familia La Romana. His work in La Romana began in 1999.



Dr. Silvia Amesty: Director of Research at the Program for Global and Population Health and Assistant Professor of Clinical Medicine at the Center for Family and Community Medicine and Population and Family Health at Columbia University. She is also on the clinical staff of the Young Men's Clinic in Harlem. She earned her MD from Temple University, her MEd from the University of Pennsylvania, and her MPH from Columbia University.



Ana Jiménez-Bautista: Member of the Clínica de Familia Board of Directors and the Children's Global Health Fund Board of Directors and a Coordinator of the Integrative Practicum Experience (IPE) at the Mailman School of Public Health. She was previously the Director of Programs for Program for Global and Population Health (2011-2013) as well as the coordinator of community health initiatives (2004-2011) and health education (1995-2001) at the Heilbrunn Department of Population and Family Health at the Mailman School of Public Health. Ms. Jiménez-Bautista received a master's degree from Hunter College's School of Social Work.

Clínica de Familia: Leadership and Administrative Staff



Mina Halpern Lozada: Executive Director. Previously, Mina was the program coordinator for Clínica de Familia's adolescent program (MAMI) and the program to prevent HIV vertical transmission (2009-2011). She received a Master of Public Health degree from the University of Washington and has wide experience with reproductive health and HIV programs in Latin America, the Caribbean, and the United States, including with the US Centers for Disease Control and Prevention Global AIDS Program in Guyana.



Dr. Pamela Baez: Research Director at Clínica de Familia. Graduated as a Medical Doctor from the Universidad Autónoma de Santo Domingo and has a Master of Public Health degree from Middlesex University in London. She oversees all research projects at the clinic.



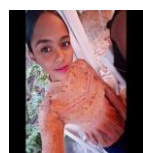
Walkiria Rodriguez: Director of Programs. Walkiria supervises all community health and prevention programs, including Community Health Promotion, Social Work, and Monitoring and Evaluation. An educator who has graduated from the Instituto Superior Juan Vicente Moscoso and a clinical psychologist who has graduated from UTE University, she has also previously worked with AFS Intercultural Programs as Intercultural International Trainer.



D. Luis Lewis: Volunteer Coordinator. His responsibilities include coordination of student and volunteer rotations and projects and support of the annual summer camp for children with HIV. He received his Master's degree in International Education from the School for International Training. Previously, he was a Peace Corps volunteer and regional volunteer leader in the Dominican Republic (2007-2011).



Luz Messina: Director of Módulo de Adolescentes Materno Infantil (MAMI). In addition to previously working at the MAMI as its administrator, Luz has also worked with the MIR Foundation in the coordination of projects and fundraising.



Franchesca Mora: Executive Assistant. She aids the Executive Director, providing logistical and administrative support. She also supervises the clinic's driver.



María Consuelo Pérez: Public Relations Manager. She previously helped coordinate the student program and is an invaluable resource for volunteers.



Miguel Thompson. Driver. In addition to transporting supplies, handling errands and accompanying clients for care, Don Miguel picks up most students from the airport.

Clínica de Familia: Clínical Staff



Dr. Annelises Mercedes: Medical Director and Family Medicine Doctor. A graduate of the Universidad Central del Este and the Hospital Regional Dr. Antonio Musa residency, she supervises all specialists and staff in pediatrics. Dr. Mercedes participates and supervises training, formation and professional development of all clinical staff and rotating residents.



Dr. Adriana Tiburcio: General Medical Doctor and Manager of the HIV care unit. A graduate of the Universidad Central del Este. She also supervises HIV clinical staff and the data entry and medical records departments and conducts medical audits as well as coordinates continuing medical education and the medications committee.



Dr. Daniela Pichardo: General Medical Doctor. Graduate of the Universidad Central del Este. She provides HIV care and also assists in Student Medical Education.



Dr. Marlenny Aristy: General Medical Doctor. A graduate of the Universidad Central del Este. She provides HIV care and clinical care to the Programa de la Mujer. She also serves as a facilitator for student medical education.



Dr. Tania Vanderhorst Roche: Pediatrician. Dr. Vanderhorst Roche provides pediatric care to children with HIV and children affected by HIV in the mornings. In the afternoons, she serves as a staff pediatrician at Hospital Francisco Gonzalvo.



Dr. Fabian Engelbertz. Fabian is a David Pincus Global Health Fellow from the Children's Hospital of Philadelphia. He completed his pediatric residency at Mount Sinai Hospital in New York in 2015, worked in private practice for three years and then started his 3-year fellowship in 2019 to gain more global health-focused training and experience.

Clínica de Familia: Program Staff



Cristina Contreras: Manager of Clínica de Familia Mental Health Department. Cristina is a clinical psychologist who is completing a Masters in Crisis Intervention and Trauma from the Universidad of Salamanca (España) / Universidad Iberoamericana (Santo Domingo, RD). Cristina oversees the HIV counseling team, adherence counseling, and the staff psychologists.



Juliana Roa: Nurse Supervisor for Community Health Promotion. Juliana is a registered nurse who provides palliative care and home-based support for the Clinic's most fragile clients with HIV. She also does field supervision of the four community health promoters.



Doris Richardson: Clinical Psychologist. Doris provides psychological support for persons living with HIV, sex workers and the general public. She also coordinates support groups for adults living with HIV.



Massiel Valdez: Clinical Psychologist. Massiel also provides psychological support for persons living with HI and general public as well as coordinates support groups for adolescents living with HIV.



Jelyn Miclot y Yuleisy Borques: MAMI Educators. Jelyn and Yuleisy facilitate sex education talks at middle and high schools in the province.

PRE-DEPARTURE PREPARATION

General Information

- Call your airlines for weight and checked bag restrictions (23kg or 50lbs is average.) Some airlines charge for checked baggage on international flights, so always double check before departure.
- You may consider travel insurance to cover any lost or stolen luggage.
- Contact your credit card companies to inform them that you will be in the Dominican Republic (to avoid potential card blocks for unusual charges).
- While not absolutely necessary, you may consider obtaining **Dominican pesos** at the US airport before you leave (or at certain banks: call first). It's wise to get about \$100 equivalent in Dominican pesos. **Taxis** can be found right at the front of the airport in Santo Domingo in emergencies. The official drivers have a badge, and usually have a yellow and red 'taxi' sign. Standard fare to La Romana is about US\$80-90 (drivers will usually accept US dollars). Always confirm the taxi fare before you get in. Depending upon which airport you travel into, Clínica de Familia may be able to arrange transportation.

Program Costs

- Students and residents rotating through Clínica de Familia La Romana should provide \$1200 cash or check to the clinic **upon arrival** to cover application, orientation, transportation to/from La Romana Airport (if applicable), accommodations, and supervision costs for the first month. The fee for all subsequent months is \$700. A two-month stay for a rotating student or resident, for example, will cost \$1,900.
- If a rotating student or resident stays for less than one month, he/she will get a pro-rated rate for the number of days stayed based on the \$700 rate (\$23.33/day). The \$500 program fee included in the first month's stay, however, will not be pro-rated. For example, a rotating student staying for 20 nights will pay a \$500 program fee and a \$466 housing fee for a total of \$666.
- Once an invoice has been paid for accommodations, there are no reimbursements, even if a student ends up staying fewer days than originally planned.
- Visitors, including family members or friends of students, at Casa Internacional who are not doing rotations at the clinic should contact the volunteer coordinator for Casa Internacional housing rates and to make a reservation with anticipation.
- **Volunteers and students should plan to pay the Clínica de Familia accounting department for program costs upon arrival in La Romana.** Students will receive an invoice and receipt. Acceptable methods of payment are cash (preferably in US dollars), check (we accept checks from American banks), or wire transfer. Please make checks payable to Clínica de Familia La Romana and include passport number on the bottom line; please refer to the volunteer coordinator in case of payment by wire transfer.

Health and Vaccines

- Contact your medical insurance company to confirm international coverage. **NOTE: All students, volunteers and professionals are able to utilize Clínica de Familia's medical services (and will be asked to pay for those services), with the exception of Columbia University students. Clínica de Familia does not currently accept international insurers.**
- Visit the CDC Travel Website for up-to date information.
- To find out about current U.S. Department of State travel warnings and public announcements, see <http://travel.state.gov>.
- Visit travel health/student health for their recommendations: start early.
- HIV prophylaxis kit – this can usually be obtained at occupational/student health. Contains HIV medications to be started immediately in the unlikely chance that you think you may have been exposed to HIV. Antiretroviral medications are available in La Romana, thus the kit is not a requirement.
- You should be up to date on your tetanus shot, MMR, and have had the Hepatitis B series. If you have not, we recommend that you do so prior to travel.
- In general, we recommend that you start the Hepatitis A series if you hadn't had it.
- Bring some ciprofloxacin, for the potential (though infrequent) event of traveler's diarrhea (drink only bottled water, which is widely available).
- Although there was a brief outbreak of malaria many years ago in Punta Cana, there has been no problem in the area of La Romana and therefore chloroquine prophylaxis is not recommended.
- Mosquitoes are a source of dengue, chikungunya, and zika. You should bring mosquito repellent (DEET or Picaridin containing sprays) and use it as needed, especially during the peak hours of dusk and dawn; all beds at Casa Internacional have mosquito nets, which should be tucked under the mattress while sleeping, for maximum effectiveness. These viruses are transmitted through mosquito bites and therefore, the best way to prevent it is to use insect repellent, wear long sleeves and pants, and stay in places that use air conditioning or window and door screens. You should visit a doctor if you present with any of the following symptoms: fever, joint pain or swelling, muscle pain, or rash.
- Avoid animal bites and scratches.

Accommodations at Casa Internacional

Housing for students is provided at Casa Internacional, a dormitory-style student house located in a safe neighborhood near La Romana's city center. The address is Fray Juan Utrera #5 in La Romana, next to the large grocery store Plaza Lama. Casa Internacional accommodates ten guests, in single, double, triple, and four-bed rooms (there are four bedrooms, three full bathrooms). The two-story facility includes air conditioning, hot water (water pressure in the showers can be variable), a full kitchen, wireless internet, daily housekeeping and light cleaning, laundry service two days per week, and security services from 3:30PM-6:30AM Mondays-Fridays and 24 hours on weekends to ensure the safety of its residents.

It is possible that you may have to change rooms, at some point during your stay, to accommodate for other visitors (this primarily depends on the sex of the visitors, as all bedrooms are single sex, unless there is a couple staying at the house). It is important to be open and flexible about possible changes. Also, if you share the four-bed room with two or three other

guests for one month or more, you will be given a discount on the price of housing (it is \$100 less per month, and is pro-rated for the number of days, if the stay is longer than one month; if applicable, please ensure that this discount is applied in your invoice, prior to payment, as there are no reimbursements). However, if you are in a single room or are sharing with just one other person, the prices are as stated above. Because we may be managing up to 10 guests at any given time, you will find out about your room and roommate assignment upon arrival in La Romana.

The Dominican Republic is a developing nation and as with many developing countries, continuous access to electricity can be a challenge. Blackouts are a common occurrence in the Dominican Republic and are in many communities accepted as a fact of life. Although there are periodic blackouts in La Romana, Casa Internacional has a battery power electrical inverter that will provide limited electricity during a blackout. Blackouts are very unpredictable; there may not be any blackouts during your stay, they may occur once a week, or they may occur on a daily basis. Electrical outlets are the same as the US in the DR.

Stay at the house also includes complimentary breakfast served daily, Monday through Friday, at 7:20AM. Casa Internacional is located next to a large supermarket and within walking distance of a variety of restaurants. See the section on tipping below, regarding tipping Casa Internacional's housekeeper.

The contact people for the house are D. Luis Lewis, Doña Zoraida de Morla Mercedes, and Mariluz Ceballos. Please let Luis know if there are any problems at all in the house, so that they can be fixed. Also, please contact Luis if you wish to have overnight guests; the guest rate for visiting students is US\$35 and for visiting professionals is US\$50.

Living in La Romana: Safety and Security

Participation in the program involves participation, observation, instruction, educational activities, meals, and recreational activities on the campus of Clínica de Familia La Romana and occasional field activities. In addition, many volunteers come to know the greater La Romana community and Dominican country. Remember that adjusting to life and culture in the Dominican Republic takes time!

Similar to other international sites, general living within a city and a potentially unfamiliar country inherently incurs some risk for crimes such as robbery and theft. Likewise, general living in La Romana and the Dominican Republic also requires that you be aware and cognizant at all moments during your stay.

Please be aware and take into account the following instructions for your general security:

- Please DO NOT walk alone after dark and DO travel in groups, even for small trips in the neighborhood of the Casa Internacional. Use taxis after 8PM, even in groups.
- Make any withdrawal, transfer, or deposit at local banks or ATMs during daytime hours. For your security, only utilize ATMs located within local supermarkets, which are much safer and cannot be seen from the street.
- Avoid carrying items of value and/or attempt to make them less visible. These include expensive cell phones, cameras, or large amounts of money. Avoid using purses, carry all money on your person, and attempt to use bags with straps that cross your body, which

are more difficult to steal. Do not carry items (like cell phones) in back pockets of pants, where they can be easily stolen. Consider tracking your cellphone with its IMEI.

The volunteer coordinator will provide orientation to the surrounding neighborhood and country; safety and security; and to your environment upon arrival and throughout your stay.

Living in La Romana: Particular Concerns for Women

Outside the limits of Clínica de Familia, women can receive undesired attention on a daily basis, including comments, cat-calls (*piropos*), bothersome or offensive language, harassment, and/or unwelcome behavior and gestures from men. Though sometimes in jest, these unfortunately common occurrences can be bothersome at best. Women, both foreign and local, who have lived, studied or worked in the Dominican Republic have provided these words of wisdom:

- Ignoring comments or rude behavior is the most effective strategy. Engaging in any manner, including acknowledging comments, attempting to educate offenders, or responding, could invite even more unwanted attention or inappropriate behavior.
- Please report any behavior or actions that make you feel unsafe to a Clínica de Familia staff member - whether it be the Student and Volunteer Coordinator, Executive Director, project supervisor or colleague. Clínica de Familia staff will take appropriate action according to the nature of the situation, which may include reporting the incident.
- Debrief your experiences with other women at Clínica de Familia to discuss how you have reacted to unwanted comments and receive additional strategies and culturally-appropriate guidance. If there are male students or colleagues available, you may consider walking accompanied around La Romana (generally there are less unwanted comments when women are accompanied by a man).
- If you wish to learn more about how Clínica de Familia is working to create change and reduce machismo and gender-based violence, consider joining one of the meetings of the Gender Committee (second Wednesday of every month at 4PM).

Health Issues or Emergencies

Please refer to Appendices G & H for the 2015 Program for Global and Population Health Program Safety and Emergency Protocols and the Clínica de Familia La Romana Emergency Information and Risks.

Before your arrival, you will be in contact with Clínica de Familia for a Pre-Departure Orientation. As both institutions respect and maintain confidentiality, please disclose any health information or recent trauma which may impede or affect your stay in La Romana. If you have a health problem while you are in the DR, even if it is minor, please communicate it immediately and directly with the volunteer coordinator, so that he can provide the proper referral. If you feel more comfortable talking with the executive director about your health issue, that is perfectly acceptable as well.

If you have a health emergency, please go directly to the emergency room of one of the private clinics listed in Appendix A. Depending on the nature of the emergency, contact the volunteer coordinator or executive director (whichever you are able to contact first) as soon as possible, either before or after arriving at the emergency room. They will make every effort to accompany

you to the ER. Please note that though the standard of care may not be equivalent, Clínica de Familia staff will attempt to ensure that you receive the best available medical care. Also note that in some cases, such as psychiatric care, the quality and availability of local providers may be limited.

If you have an ongoing health issue that is not being resolved, please speak with the executive director, who will help determine next steps and, in coordination with the appropriate staff members, will determine the most appropriate course of action, which may include evacuation.

Animals/Pets in La Romana

Under absolutely no circumstances can students bring cats, dogs, or any other animals into Casa Internacional or Clínica de Familia.

Throughout your time here, you will notice many cats and dogs wandering the streets of La Romana. We strongly suggest that you not to touch any of these animals on the street. The prevalence of rabies in the Dominican Republic is much higher than in the United States. Additionally, animals can be infected with rabies without showing any typical aggressive symptoms. Symptoms of rabies can include any neurological symptoms, including disorientation and subtle changes in behavior. Exposures to rabies (including animal bites or potential contact with saliva) need to be taken very seriously, since infection with rabies may result in death. It is much easier to avoid touching these animals than to go through the process of receiving all necessary injections after a potential exposure, some of which are not easily accessible in the DR. If you feel obligated to help a sick animal on the street, you can call Fundación Protectora de Animales at 809-315-9188 and someone can come to rescue the animal or give you further instructions.

Working at Clínica de Familia La Romana

The expectation at the Clínica de Familia La Romana is that you will be involved with your project and rotations during normal working hours (Monday-Thursday: 8AM-5PM; Friday: 8AM-4PM). Working at Clínica de Familia La Romana involves adaptation to Dominican work culture and a resource-limited setting. In order to effectively achieve the goals of your project, it is necessary to be both proactive AND patient and use your time management skills. Below are a few tips to get you started.

Rotation Tips:

- The Volunteer Coordinator will provide you with a schedule for your rotations during your first week. After that, each student can develop his/her own schedule. However, if you would like the Volunteer Coordinator to help you develop your rotation schedule after the first week, just ask for assistance.
- Oftentimes there may be changes in scheduling (i.e. doctors out of the clinic at a workshop, etc.), that may require you to be flexible and do something different than what was on your original schedule. Feel free to knock on a provider's door and ask to rotate with them, if your previously scheduled rotation has been suspended for some reason.
- While we generally expect your rotations and project time to be evenly divided, it is really up to each student to manage their own time. Some students have found it helpful to have two full days for rotations that are set each week, and spend the other days doing

project activities. Other students have preferred to have some project time and some rotation time each day of the week. It is up to you, in coordination with the Volunteer Coordinator, to determine which way works best for you.

- Always remember that you are a representative of your institution and Clínica de Familia during your time in La Romana. We encourage students to get to know colleagues outside of work. This is a great opportunity to build friendships and learn about the culture. At the same time, please keep in mind that the clinic's code of ethics prohibits romantic relationships between students and staff.
- The Volunteer Coordinator will provide further orientation about what to expect from clinical rotations, project activities, and community visits upon arrival and throughout your stay.

Clinical Rotation Expectations (for nursing and medical students):

- *Interaction:* As students meet an attending physician, they will be asked to provide background information about their University, discipline, career and interests. Students should enter each consultation ready to learn, ask questions about the population and clients seen and think as if they were the attending physician. Students will learn more about Clínica protocols, procedures and care in the Clínica as well as the background of medical doctors who provide care. **During clinical rotations, students should not use cellphones or other electronic devices within the consultation** as it distracts attention both from client care and student's learning opportunities.
- *Participation:* As clinicians share information as well as teach medical students and professionals, students should also be prepared with questions as they shadow medical doctors and professionals. All students and volunteers will have the opportunity to observe. Though medical students are not permitted to provide direct care unsupervised, they can review the client's record, conduct physical exams, taking vital signs, and aid in specific procedures, under the supervision of the attending physician. Afterwards, students and doctors should review treatment plans.
- *Consent:* Without the student present, providers will ask clients for their consent to be seen with a student present. Before the consultation, time permitting, students and attending physicians will review the medical record and condition of the client together. Students should respect the client's decision, leaving the exam room and waiting for an opportunity in a subsequent consultation. Upon entering the medical exam rooms, students should be introduced to clients by the health professional.

Project Tips:

- The Volunteer Coordinator will help arrange a Skype call with your project supervisor before your arrival in La Romana. Upon arrival, you will have weekly meetings with your project supervisor. Take advantage of the initial phone call and the weekly meetings to review your previous experience and interest in the project, as well as general aims and timeline. If you are confused about your project goals or how to go about getting started during your first week, don't hesitate to ask for support from the Volunteer Coordinator, who can help set up meetings with either the Director of Research, Director of Programs, or Executive Director, as needed.
- If your project requires the assistance of clinical and/or community staff to help with recruitment of participants (for example, if you are doing some time of client survey or

interview), it is helpful to not only send a reminder email, but also give reminders in person (on a daily basis, so that they remember to recruit for your project).

- If your project involves medical records, it is important to have a meeting with the supervisor of the medical records department, so that she can explain to you the protocols for soliciting and returning medical records. Because the clinic has thousands of records, and hundreds of clients on a weekly basis, it is extremely important that the medical records department has knowledge of the location of all of the records. Please be patient and request the records you need several days in advance, so that the team has time to look for them, in between their regular duties.

Housing Rules

As a visitor, guest, resident, or roommate of Casa Internacional, we kindly ask that you abide by the rules below. These rules are meant to aid in ensuring the safety, security, and comfort of you and each of your fellow housemates. They will help protect your belongings and allow the house to function more effectively. These policies and their implementation reflect values of Clínica de Familia in terms of protecting the environment and creating a family-style atmosphere in the house. In addition to these guidelines, large groups are encouraged to organize house meetings, so as to help smooth out any differences of opinion or inter-personal conflicts that may occur. If inter-personal issues arise at the house that cannot be remedied internally, please contact the volunteer coordinator to help with conflict resolution. Thank you in advance for your cooperation!

Respect and Responsibility

Show care, respect and regard for each of the diverse guests, residents, and personnel of the house. Residents and housemates will be held responsible for visitors and guests.

Please treat the property, space, and furniture of the house as you would treat your own home. Clean your dishes after their use; leave bedrooms and bathrooms neat; keep showers clean and drains free from hair; respect and label each other's food in the refrigerator; and help throw away trash.

To allow for a restful environment for all house residents, please keep all music, noise, or conversation to minimum levels after 10PM on weekdays and 12AM on weekends.

Sexual Harassment

Sexual harassment will NOT be tolerated at Clínica de Familia La Romana or Casa Internacional.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct of a sexual nature when:

- submission to such conduct or behavior is made either explicitly or implicitly a term or condition of an individual's academic performance or learning, living, and working environment; or
- submission to or rejection of such conduct or behavior by an individual is used as the basis for academic decisions affecting that individual; or

- such conduct or behavior has the purpose or effect of unreasonably interfering with an individual's academic performance or creating an intimidating, hostile, demeaning, or offensive learning, living, or working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors, including: sexual violence; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; and the display or circulation (including through email) of sexually suggestive or explicit objects or pictures in the learning, living, or working environment. Sexual harassment may involve individuals of the same or different sex. The complainant does not necessarily have to be the person harassed but could be anyone affected by the offensive conduct.

Any incidents or inappropriate behavior should be reported immediately to the volunteer coordinator or executive director of the clinic, and all such information will be handled in a confidential manner. If a student discloses to Clínica de Familia staff a case of sexual assault or rape, the staff are required to report the case to the student's university or institution.

Sexual and/or romantic relationships between students and Clínica de Familia staff are not tolerated.

Safety and Security

When inside the house, the front gate should remain closed and locked at all times.

When you leave the house, secure all valuable items (laptops, electronics, money, etc.) within your room and make sure not to leave items within common areas.

Visitors and Guests

Guests and visitors are welcome in the house Monday through Thursday until 10PM and Friday through Sunday until 12AM. No visitors or guests are allowed from 12AM-8AM. Overnight guests must be pre-approved and will be charged a guest rate.

All visitors should remain in common areas of the house at all times.

Environment

Turn off all lights, fans, and air-conditioning upon leaving a room. Also, turn off the hot water heater of the bathrooms when not in use.

No smoking is permitted within the house. If you wish to smoke, please use the patios and/or back garden areas.

Flights

Flights normally cost between USD\$300-USD\$700, depending on how early you book your flight and where you are flying from. Students coming at the same time are asked to coordinate travel with one another. We recommend that you fly into either La Romana/Casa de Campo

Airport (LRM), Santo Domingo's Las Américas International Airport (SDQ), or Punta Cana Airport (PUJ). See below for recommended arrival and departure times.

Immigration and Exit Tax

Prior to arrival, please scan and send a copy of the page from your current passport that shows your name, date of birth, gender, country of issue, passport number, and passport expiration date to the Student and Volunteer Coordinator.

If you are a US Citizen, all you need is a valid US passport to enter the DR. If you are not a US citizen there may be visa requirements that you should investigate ahead of time. Check the New York DR consulate website <http://www.consuladord-n-y.org/Servicios/servicios-Ingles.htm> (telephone: 212-768-2480) for visa requirements. If you are not a New York resident, contact your nearest local Dominican Republic consulate. **Make sure you have all of the necessary documentation for re-entry into the United States upon return.**

Be sure that you have all your visa paperwork and back-up documents readily accessible when entering the country.

If your stay in the Dominican Republic is longer than 30 days, you will be charged a RD\$2500/US\$61 tax at the airport upon departure. Other fees will apply for longer stays (3-9 months is RD\$4000/US\$91). It can be paid in either dollars or pesos, and is paid after passing through security at the airport, but before you pass through immigration.

Transportation to/from Airport

For students that need airport pick-up or drop-off, Clínica de Familia provides transportation with its professional driver. This transportation is recommended for security and ***is included in the program fee for those students arriving and/or departing from the La Romana Airport.*** Students are charged US\$80 for trips from either the Punta Cana Airport or the Santo Domingo Airport to La Romana. Students will be picked up by the clinic driver outside of the customs area. The driver will have a sign with your name on it. The drive times from the three recommended airports to La Romana are: Santo Domingo Airport: 1 hour and 30 minutes; La Romana Airport: 20 minutes; Punta Cana Airport: 1 hour.

For the security of students, volunteers, visitors, and guests, **the clinic's driver will not pick up or drop off passengers between 8PM-7AM.** The driver is available for arrivals between 7AM-8PM and for departures from 9AM to 8PM. If possible, please schedule flights for a weekday. All volunteers and visitors should plan their flights according to these guidelines and coordinate airport transfer with the volunteer coordinator. Use of this service is optional, and students may use other means of transportation. Airport taxis have similar or higher prices.

Transportation around the Dominican Republic

For trips between Casa Internacional and the clinic, students are welcome to use public transportation or walk. The house is about a 20 minute walk from the clinic. Public transportation is relatively easy to use. **Guaguas** are small buses that are available in La Romana and throughout the Dominican Republic. They are an inexpensive form of mass transit. **Carros públicos**, which have set routes like the guaguas but accept fewer passengers, are another transportation option. For longer trips, guaguas are the preferred mode of transit. They cost:

- RD\$30 in La Romana
- RD\$180 to Santo Domingo
- RD\$75 to Bayahibe
- RD\$275 to Punta Cana

A **taxi** around town will typically cost RD\$200 (~US\$4.00). It is recommended that you use taxis at night. Though recent, **Uber is another option in La Romana. Motoconchos** are a type of motorcycle taxi. **The Clinic prohibits the use of motoconchos for students because it is very dangerous.**

It's quite an experience driving in the DR, if you decide to rent a car. Beware of the potholes and speed bumps, as well as the steady flow of mopeds and motorcycles. Your American driver's license is sufficient. For longer trips (as well as guagua rides), you will pass occasional military and police checkpoints. These points normally conduct a simple review of a driver's license, registration, passengers and/or their purpose of your trip. As corruption does sometimes exist, note that an assertive, yet respectful approach will aid you with local authorities. And, always have a copy of your passport, just in case.

In La Romana, you will find a number of car rental companies, including Avis; at the nearby airport, larger international chains can also be found. Rates are comparable to the US. Gas prices are around US\$7 a gallon.

Telephones and Internet

- A cell phone may be purchased for about US\$25 at any of the supermarkets, including Plaza Lama, just down the street from Casa Internacional. While there are several different cell phone companies in the DR, all of the prices are comparable. We recommend Claro, simply because refill phone cards can be purchased in the casino next to Casa Internacional, making it the most convenient.
- Phone cards / recharge can be purchased everywhere in the DR. They are easy to use and inexpensive at RD\$7/minute (US\$0.15/minute). Cards can be bought for up to RD\$250, which allows for about a 35 minute phone call to the United States.
- Another viable option is the use of **WhatsApp**, a relatively popular smartphone application in the DR, which allows users to send text messages to other users as well as make telephone calls with wifi or data plan use. Otherwise, use of an iPhone or Blackberry internationally requires unlocking the device and the purchase of a SIM card from a local carrier for telephone minutes (unless you want to pay large international roaming fees).
- **USA to Dominican Republic:** Simply dial 1 + number, e.g. dialing 1-829-659-3171 from NYC would reach D. Luis' cell phone.
- **Dominican Republic to USA:** Again, no country code. Simply dial as though you were dialing long distance within the United States (1-202-555-5555).
- **Skype** and **Facetime** are other great ways to stay in contact with home from the Dominican Republic.
- The phone number at Casa Internacional is 809-349-5263. You can receive calls at this number from local phones, cell phones, and international phones. However, you can only

make outbound calls to local phone numbers. In order to make calls long distance or to cell phones, you will need to use a cell phone.

You will have access to wireless internet at Casa Internacional, the wireless password is: **internacional**. You will also have access to wireless internet at Clínica de Familia. Passwords can be provided by the volunteer coordinator.

Meals/Food

- ***Drink bottled water only*** (there is always purified water at Casa Internacional and Clínica de Familia).
- Make sure what you eat is always fully cooked; boiled, washed, and/or peeled fruits are safe to eat. Vegetables that are going to be eaten raw (such as green salad) need to be submerged in bleach water for twenty minutes and then rinsed with purified water prior to eating. We do not recommend eating salad with raw vegetables at comedores that are not hygienic. If there is any doubt about how the salads are prepared, it is best to avoid them.
- There are several large supermarkets: Jumbo, Iberia, Plaza Lama, La Sirena, Hiper Romana, and Orense. You can find almost anything you might need there. Jumbo is slightly more expensive than the other supermarkets, but it has more imported foods, some of which you may not be able to find at the other supermarkets.
- Cooking in Casa Internacional is very easy and lots of fun. The kitchen is stocked with dishes, silverware, pots, knives, cutting boards, etc. Regular tap water can be used for washing dishes, but purified water should be used for all cooking.
- There are lots of good restaurants around La Romana:
 - Jumbo, Iberia, and Plaza Lama all have cheap, hygienic Dominican food for lunch and dinner. Plaza Lama has several vegetarian options.
 - Buen Gusto and Pica Pollo Rodríguez, which serve Dominican food, are open for breakfast, lunch, and dinner. They are excellent and affordable. Neither of these places has many vegetarian options.
 - Crema has delicious desserts, sandwiches, salads, and soups, including vegetarian options (just a block south of Casa Internacional).
 - Hiper Romana supermarket has two eateries: a sandwich place on the first floor and Ingenio on the third floor which has a variety of options for the plato del día, including vegetarian options.
 - Trigo de Oro has French sandwiches, salads, and pastries, including vegetarian options. Solo Churros, next to the Parque Central, provides delicious and affordable pastries like waffles, ice cream, churros and hot chocolate.
 - Orense supermarket has a cafeteria with sandwiches and smoothies. The smoothies (batidas) can be purchased with or without milk and are quite delicious.
 - Good ice cream can be found at Helados Bon (which also sells YogenFruz, yummy frozen yogurt) and Cinco (an Italian Gelateria).
 - El Chiringuito is a great place for pasta and pizza. It is located right next to Pica Pollo Rodríguez. Pizzeria El Castillo, located close to Parque Duarte, also serves pizza and pasta.

- Cañaveral Food Park offers a variety of options and is located on Calle Altagracia, near Calle Francisco Richiez Ducodray, and is open on Friday, Saturday and Sunday nights.
- Favela Food Park, located at the corner of Avenida Santa Rosa 152 (on the corner of Calle Teniente Amado Garcia, in front of Caribe Express) has a variety of delicious options.
- El Taquito Mexicano and ShishKaBob are on the same road, very close to the central park.
- La Casita is just a few blocks south of Casa Internacional and has yummy Italian food, but it's a little pricey.
- Dido's is also a great restaurant for seafood, pasta, pizza and sushi and has lovely décor. It is a bit pricey, but is just a 10 minute walk from Casa Internacional.
- Dom Ham is a ten minute walk from Casa Internacional and has good beef and chicken burgers. It is open at dinner time.
- Located next to Eduardo's Galeria, Roquez also provides a variety of hamburger options.
- Caleta is a small beach town just 15 minutes driving from La Romana. They have several beach side restaurants that serve delicious fresh fish and seafood.
- Altos de Chavon and the Marina at Casa de Campo have good, albeit pricey restaurants. In Altos de Chavon, the least pricey restaurants are Onno's and FreshFresh. Chilango's has great Mexican food.
- There are plenty of street vendors selling a variety of foods: empanadas, janicakes, pasteles en hoja, various fried meats ("Sandwich de Pierna"—roast pork, "Chimmy"—beef), fresh fruit, fresh juice, and smoothies. El Primo sells fried foods across the street from the clinic and in the afternoons and in the evenings there are many food stalls set up along Calle Dr. Gonzalvo (which leads from the Parque Central down to Jumbo). **CDC recommends against eating from street vendors; so if you do, please use caution and common sense.** Please note that several clinic staff members have gotten sick after eating El Primo's fritura.

Exchange Rate and Cash Machines

The Dominican peso (RD\$) has increasing steadily over the past years. As of October 2019, the exchange rate was US\$1 = RD\$52.

Most American banks charge a fee when withdrawing from Dominican cash machines (the fee generally ranges from US\$2-\$5 per transaction). It is a good idea to verify this with your bank ahead of time, in order to determine if it makes more sense to bring American cash to exchange to pesos in the DR, or to just periodically take money out of a cash machine (most students find it easier to take money out of cash machines). If you have a Bank of America account, you can withdraw money from the ScotiaBank cash machines without having to pay a fee. The exchange rates of the cash machines are reasonable. For safety reasons, we recommend withdrawing money from the cash machines within the supermarkets, rather than from the cash machines on the street. It is also best to avoid walking around with a lot of cash. You will need to have your passport with you in order to exchange cash at a Casa de Cambio.

Budget

In addition to your flight, airport transfer, transportation, and lodging, you should consider the following prices for general items:

- Drinks: Bottle of water (RD\$10-20); Soda (RD\$25); Presidente beer (RD\$100)
- Lunch: RD\$100-200 (many students choose to make lunch at Casa Internacional, rather than eating out, in order to save money)
- Dinner: RD\$300-400 (most students choose to cook dinner at Casa Internacional, which is substantially cheaper than eating at restaurants)
- Cell Phone: US\$20-\$25, pre-paid minutes (US\$0.15/minute)
- Spanish Classes: US\$25 per hour of instruction.
- Tourist Activities: Prices vary greatly according to the activity and the accommodations.

While the amount of money each student spends during their time in La Romana is highly variable, **the average is about US\$400 per month** for food, transportation, incidentals, and tourist activities.

Spanish Tutoring

Spanish tutoring is available for any interested student via ProEnsys Professional English System and is designed to increase students' conversational ability and practical use of the language. The instructor will first assess Spanish language proficiency via Skype or in person. Classes are interactive, personalized and conversational, they do not include homework; however, it is recommended that students practice what they have learned outside of class.

A minimum of 3 hours of instruction per week is strongly recommended. Students can pay for classes at the beginning and end of their internship experience; in advance for all requested classes; or by any other method agreed upon by the instructor and students. For more information, please contact the Volunteer Coordinator.

Tipping and Gifts

Although tipping is not as strongly suggested in the DR as it is in the US, it remains an accepted and recommended practice. In general, the amount of the tip should be 10-15% of the final bill. Be careful to review menus and programs as they sometimes lump together the tip with ITBIS, a government-mandated tax. Many restaurants include 10% tipping tax on the final bill (usually listed as propina de ley). You can decide if you would like to leave an additional 5-10% in tip, if you received good service. For local taxis, tipping is not required or expected.

The recommended tip for the housekeepers of Casa Internacional is RD\$2000 per month and/or similar to your tipping practice for a hotel or resort. If you decide you would like to give a tip to the housekeepers, this should be done at the end of your stay in La Romana, to show your appreciation for the services provided. Please note that tipping the housekeepers is completely optional. No other clinic staff should be tipped.

RECOMMENDATIONS ON ATTIRE

Clínica de Familia

We recommend that you dress professionally in the clinic. Ties and suits are not necessary and reserved only for extra formal occasions. Scrubs should not be worn at the clinic. Closed shoes and nice looking sandals are acceptable at the clinic, but flip-flops, Teva/Chaco-style sandals, and tennis shoes are not appropriate. While sleeveless blouses or dresses are acceptable, tank tops with spaghetti straps and shorts should not be worn at the clinic. Jeans can be worn on Fridays. White coats are optional in the clinic. See photo to the right for appropriate attire of students in the clinic.



Hospitals

Medical students in their third year and higher, residents, and physicians need to use their white coat. Other clinicians may also choose to wear a white coat; students may also utilize it in the HIV counseling area. If students are attending a cesarean section, then scrubs should be worn, including booties and head coverings (please bring these items with you as they may not be available at the hospital). Only closed shoes are permitted in the hospitals. Stethoscope is optional and may be used in clinical settings. Sleeveless blouses should be avoided in the hospitals. See photo to the left for appropriate attire of residents.

Remember:

What you would wear to the beach (see photo to the right), should not wear be worn around town, and definitely not worn to the clinic or hospital.



Community Visits

Visits to the community allow you to observe the Clínica de Familia's staff at work in the field, learn through first-hand experience about its outreach programs, occasionally participate, and make linkages with your assigned project. As you visit with Clínica de Familia staff, you will be considered an additional health professional. Nevertheless, following these guidelines will help integrate you into these community activities. We recommend simple dress, free of flashy items or expensive jewelry that draws attention, so as to avoid possible threats to your safety and security.

Wear comfortable, casual clothing, such as jeans and t-shirts, and closed tennis or casual shoes. Please do not wear shorts, tank-tops, spaghetti straps, tight clothing, or flip-flops. Wearing these articles of clothing gives you the appearance of a "tourist" and you will stand out rather than blend in during your community visit.

Leave behind all electronics, iPads, iPods, cameras, expensive watches, jewelry, rings or chains, and expensive cell phones. Do not take your backpack, bag, or purse; only take a small wallet which can include the money necessary for transportation. Leave behind any accessories. Hat, sunglasses, and sunscreen are a good idea, as trips to bateyes and home visits may involve some walking to arrive at your destination. Long sleeves will help you to avoid mosquitoes, other insects, and sunburn.

Casa Internacional and Exercising

Note that your clothing and dress may attract attention, depending on what you wear. Be careful to dress to ensure not only your comfort, but your security. In general, a good rule to follow is that anything that you would wear to the beach should not be worn around town. The photo to the right shows appropriate around the house and exercise clothing.



PACKING LIST

Travel Items

- ☐ Passport (and a photocopy, stored separately)
- ☐ Another form of ID (eg. drivers' license)
- ☐ Plane ticket
- ☐ List of important phone numbers
- ☐ Spanish/English Dictionary (there is also a large dictionary at Casa Internacional)
- ☐ Credit Card (emergencies)
- ☐ US\$10 in US currency for tourist card at immigration
- ☐ US Health Insurance Card

Personal Items

*Almost all of these items can be purchased in La Romana at Iberia, Jumbo or Plaza Lama. You do not need to bring electrical converters.

- ☐ Water bottle
- ☐ Sunscreen
- ☐ Umbrella or raincoat
- ☐ Flashlight
- ☐ Sunhat/sunglasses
- ☐ Bathing suit
- ☐ Beach towel, washcloth, shower shoes (bath towels and bedding provided, but the Casa Internacional bath towels can NOT be taken to the beach)
- ☐ Camera
- ☐ DEET spray (+/- permethrin spray for clothes)
- ☐ Soap, shampoo
- ☐ Dinner outfit and/or clothes to go out in
- ☐ Glasses/contact lenses
- ☐ Prescription medications
- ☐ Ibuprofen/Acetaminophen, Pepto-Bismol, Benadryl, etc.
- ☐ Band-Aids
- ☐ Mattress pad and pillow (optional)



Professional Items

- ☐ Comfortable work clothes
- ☐ Closed shoes
- ☐ Sandals (can be worn in the clinic, but not flip-flops)
- ☐ White coat
- ☐ Scrubs, plastic facemasks, gloves, caps, and booties (to observe C-sections, as it is difficult to borrow scrubs at the public hospital)
- ☐ Hand sanitizer
- ☐ Laptop (you will need to use your own laptop for personal and project use, as the clinic does NOT have extra computers available for students)
- ☐ USB flash drive
- ☐ Stethoscope (optional)
- ☐ Any other items to be used in relation to your rotation or project

Casa Internacional: “The Unwritten Rules”

As living in the Casa Internacional implies living and learning together, in coordination with Casa Internacional staff, kindly receive and utilize these tips and advice.

General Rules:

- Lights/fans/AC should be turned off if you are not in the room (a fan in the kitchen, for instance, should never be left on overnight).
- Do not leave things on the dining room table before you go to sleep.
- Always lock all of the doors to the house and check this before going to sleep; make sure to close the front wooden door to the house.
- Always return keys to where they were.
- Do not use the wine glasses, unless it is a special occasion.
- Do not put hot mugs on the dining room table.
- Clean up any spilled water on the ground immediately (specifically near the water fountain).
- If you go to the beach, try not to get too much sand on the floor.
- Immediately report to Doña Zoraida (WhatsApp or first thing in the morning) anything that was broken, whether it is something in the bathroom or bedroom or a glass in the kitchen, etc. Don't be deceptive about it.

Kitchen:

- Put away all dishes before going to sleep. The drying rack should be empty and angled in the sink to dry overnight.
- Do not leave anything in the sink (ie. clean out the drain that collects the food debris after every time you clean dishes in the sink and, if you used a lot of soap, run hot water to get rid of the soap bubbles). Make sure you don't leave food in the sink.
- Spray down the oven with the anti-grease spray located under the sink after using the oven for dinner and wipe it clean and clean the counter tops in the kitchen.
- Try not take food from “Doña's fridge”, which is used for breakfast.
- Be responsible about sharing the refrigerator, throw out old food before the weekend if you probably aren't going to eat it so that it doesn't smell up the refrigerator and doesn't waste space.
- Always lock the door to the cabinet in the kitchen (the one that has cereal in it) for bug reasons but leave the key in the door.

Good Advice:

- Make your own bed. Casa Int'l staff will never tell you to do this, but it is appreciated.
- Always say hello to Doña and Mariluz first thing in the morning before sitting down to eat, ask them how they are doing etc. and always say goodbye when you leave in the morning and after lunch.
- ***Treat and think of the Doña and Mariluz as moms, aunts, or friends. They are not your servants and should not be treated as such.***

GIFTS AND DONATIONS

There is a significant and continuing need for just about everything in the communities where we work. Donations to the clinic are greatly appreciated. If you are interested in donating, we accept both monetary donations and in-kind donations, such as medications (only non-expired medications), latex gloves, lubricant, N95 masks, and pill boxes. We also welcome educational and public health brochures in Spanish or Kreyól.

Also, arts and crafts items for summer camp and the support groups for children with HIV are greatly needed. These items include costumes, wigs, construction paper, coloring books, colored felt, molds, paint brushes of different sizes, bags of colored feathers, bubble-blowing solution, markers, crayons, and beads for making bracelets.

GUIDE TO COMMUNITY PROGRAMS

During your global health experience with the Clínica de Familia La Romana, you will have the opportunity to visit various community programs. These programs include the Programa de Promoción Comunitaria (Community Outreach Program); el Programa de la Mujer (Women's Program); and MAMI's comprehensive sexuality education program in area schools.

We encourage students and volunteers to visit each of the clinic's community programs, as it helps to put into context the realities of the clinic's target population and also observe the breadth of the activities that we conduct in the community. Through these visits, students and volunteers come to understand more fully the challenges that clients face, while also learning about the community component of comprehensive health services. Visits to community programs provide the opportunity for students and volunteers to see the extension of the WORK of the clinic, not necessarily to observe the LIFE of the participant or community.

Before a visit to a community program, you will receive orientation from a supervisor of the area or the health promoter who will accompany you on the visit. The promoter will provide history of the client being visited and the objective for the visit. Promoters will also orient you as to the social, economic, and cultural situation, as well as remind you about your role, including dress code. Bring questions about the work of the promoter and the particular location that you will visit. Know that some locations may be challenging or uncomfortable for you to see or experience.

While on the visit:

- **On each visit, please DO NOT take any items of value with you, including cameras, cell phones, purses, computers, credit cards, or large amounts of cash. None of these items will be needed for your visit.** Also, do not bring purses or bookbags and do not wear any expensive and/or flashy jewelry, rings, gold chains, etc. These items will draw more attention to your visit as well as incur more risks to your security.
- Each visit of a health promoter has a particular objective, which needs to be accomplished, even if a student is present. On the visit, health promoters will take the lead and facilitate discussion/activity.
- Remember that all information given to you by the promoter before the visit should remain CONFIDENTIAL. Before and after the visit, you may discuss cases with providers.
- You may encounter social or economic circumstances which are unfamiliar, different, and/or new. Please rely on the promoters to help process your reactions and understand the complexity of the situations. Note your reactions within a journal and reflect upon them with the volunteer coordinator. Also, after your visit, if you wish, the volunteer coordinator can also arrange a moment for you to further clarify any questions or concerns.

- Feel free to make open-ended questions to program participants, asking for their interests, family background, and profession. Avoid questions which require participants to reveal highly personal and sensitive information. (ie. “How did you get HIV? How did you feel when you found out?”)
- Try to exercise Dominican values of hospitality. For example:
 - If you are offered food, drink, or a seat, accept. If you do not desire it, pass it discretely to another colleague or promoter.
 - *Pedir permiso* or ask permission to enter into a house and enter into private spaces, including rooms and bathrooms.
 - Greet all participants, give *bendiciones* to babies (“¡Dios le bendiga!”), play with small children, loosen up, introduce yourself and chit-chat with participants.
- Although the urge to give money or gifts is a natural reaction to some of the situations you may see, please channel any donation, no matter how small, whether monetary or a gift, through the social work department. The social work department will ensure that the donation reaches the appropriate person in the most effective way possible.
- The majority of your questions should be directed to the promoter to learn about their work. However, you may be allowed the opportunity to talk with participants. Though your questions may vary depending on your project, a good suggestion is to slowly build up to deeper questions. You should always respect the work of the promoter and the limits of the client. Take time to gain the trust of the clients. Remember that the clients may not recall the formal name of Clínica de Familia La Romana, but will know the name of the promoter who visits with them. Below, you will find a guide of possible questions to participants depending on the program.
 - Programa de la Mujer:
 1. Background information: (¿De dónde eres? ¿De qué pueblo? ¿Cuántos años tienes? ¿Tienes contacto con tus padres? ¿Tienes hijos?)
 2. Physical Conditions: (¿Cómo es el agua? ¿La cama? ¿Cómo conociste a Ceida? ¿Qué hace Ceida cuando viene a los negocios?)
 3. Social conditions: (¿Cómo le trata el dueño? ¿Cómo le tratan los clientes?)
 4. Economic Conditions: (¿Cuánto le cobran? ¿Cuánto pagan tu salida?)
 - Programa Comunitario / Programa de Bateyes
 1. Background Information: (¿Tienes familia/hijos? ¿Siempre has vivido aquí? ¿Estudias? ¿Trabajas? ¿A qué te dedicas?)
 2. Physical Conditions: (¿Cómo es el agua? ¿La luz? ¿El transporte?)
 3. Socio-Economic Conditions: (¿Cuáles son las mayores fuentes de trabajo acá? ¿Cuánto ganan? ¿Hay escuelas y liceos? ¿Estudian tus hijo/as en una escuela o liceo? ¿Cómo es la educación?)
 4. Motives: (¿Cuándo conociste al promotor(a)? ¿Qué hace el/la promotor(a) cuando te visite?)

YOUR NEW HOME

Immediate and Neighboring Geography

La Romana is a medium-sized urban city on the coast (but the waterfront is privately owned by Central Romana Corporation). The economy is based on the sugar cane industry owned by Central Romana. The faint smell of processed sugar cane is often in the air, particularly during harvest season. Additional prosperity comes from tourism; cruise ships dock in La Romana throughout the winter and spring. As a result, conditions in La Romana are better than many other urban centers in the country. Most locations can be reached by walking, but some of the hospitals and neighborhoods are a bit of a trek from the center of town.

Bayahibe is a small beach town just 30 minutes from La Romana. The beach includes two beautiful beach areas, Dominicus and Playa Bayahibe, both with small public beaches and many private, all-inclusive resorts. Great restaurants in the town include: Bamboo Beach, Captain Kidd's, and Issa Mar on the beach by the boats. Bayahibe is a great afternoon retreat or day-trip.

Casa de Campo is where the Dominican elite, Bill and Hillary Clinton, Shakira, and many other international celebrities come on vacation. This exclusive resort and residence area is a 10 minute drive from La Romana. It has a running loop, a pool, a private beach, and expensive restaurants. However, it is difficult to enter because of very tight security. For this reason, visits need to be arranged in advance.

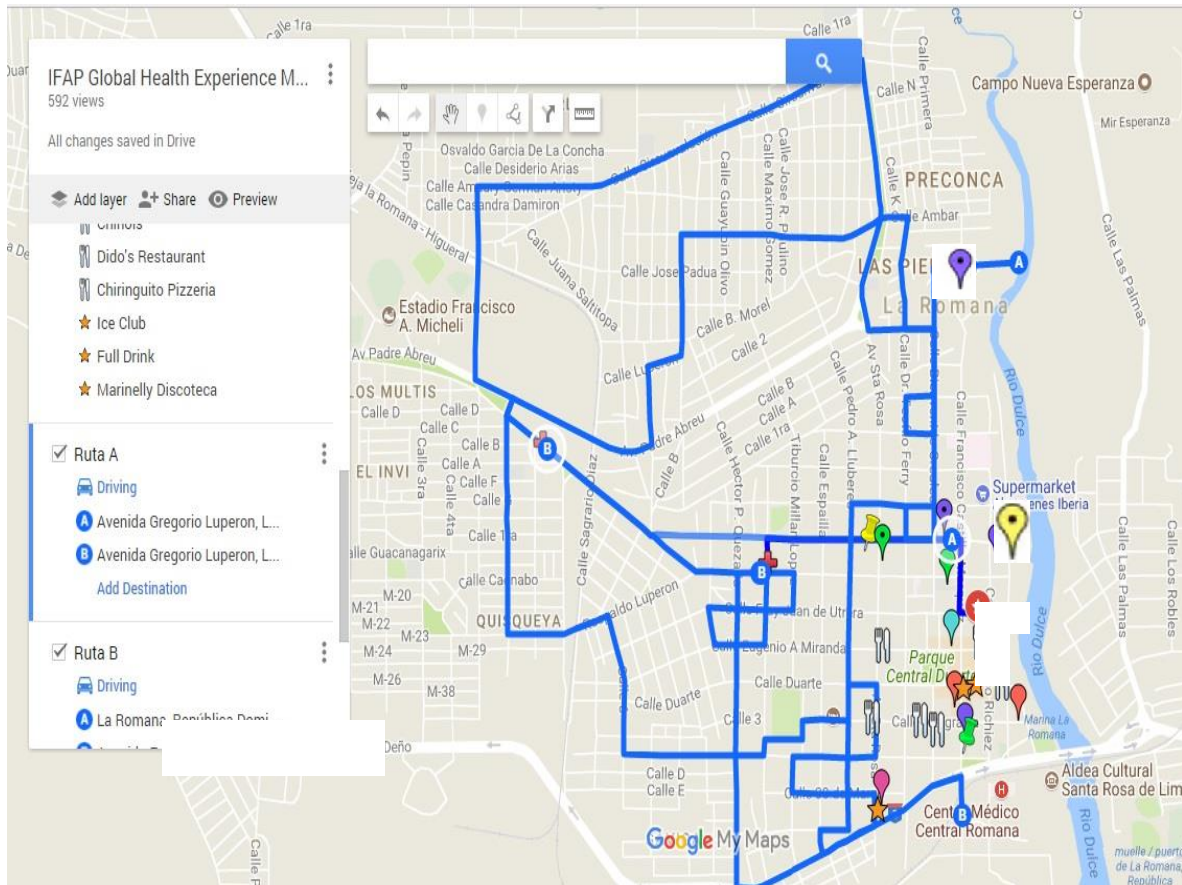
Altos de Chavón is located within Casa de Campo and is an artists' community that has several good restaurants open to the public. The view is incredible. It is about a 15-20 minute drive from the entrance of Casa de Campo, and also requires the visit to be arranged in advance.

MAP OF LA ROMANA

Below is a map of La Romana with some relevant points of interest and the route from Casa Internacional (marked “A”) to the Clinic and the MAMI, ubicado en el Hospital Francisco Gonzalvo.

Orientation to public transportation will be provided by the Volunteer Coordinator. In order to reach the Clínica or the MAM, in the Hospital Francisco Gonzalvo., “guaguas” are the most direct option. Any guagua which announces “Por la ‘Pista” “Los Mulos” “PicaPiedra” Los Maestros” “Cumajon.” **DO NOT TAKE** guaguas which announce “Los Interiores” “Playa La Caleta” “Benjamin” as these guaguas will head towards the southern areas of the city and will not arrive at the MAMI.

Guaguas which announce “Por la Pista” are the most reliable option to arrive at Multiplaza, a small mall which has La Sirena, a movie theater, roller-skating rink, SmartFit gym, and Ikea, among other shops and stores.



THINGS TO DO

While there are a few travel guides at Casa Internacional, including Other Places DR (a guide created by Peace Corps volunteers, with eco-tourism information) and the Lonely Planet, you may want to consider purchasing an updated version of the Rough Guide or the Lonely Planet for the Dominican Republic, if you are planning to travel within the country.

Dancing and Discos

Dancing is an integral part of Dominican culture. Merengue, Bachata, Salsa, Dembow and Reggaetón are the more popular types of music. It's worth a visit to a disco so that you get a sense of how the Dominicans have fun, and also to see the amazing dancing. You might be want to learn some basic steps before you head out or learn even more at the disco! Pointé, a dance studio close to Casa Internacional, offers classes in merengue and salsa starting at about US\$25/class/person, with lower fees for larger classes.

Marinelly's is a discoteca that is popular among young Romanenses. Marinelly's can be found near Av. Libertad on the map. The discos usually really get moving after midnight. Each charges a cover fee, which can vary depending on the night; expect to pay between RD\$100-RD\$300. At each place, expect to pay more than the normal price for drinks. Though there are many other places to go out in La Romana, it is best to only visit the places above as many sites also serve as *negocios* and/or may not be safe or reputable. If possible, we recommend that you go in a group for your security. The volunteer coordinator can guide you, answer questions, and help connect you with others who are also ready to have a good time!

Music and Concerts

If you enjoy Dominican music, know that you will be able to find it everywhere, even on your iTunes! For an even cheaper price, head to the park and *Mercado Viejo* where you can find tons of copied, black market CDs available on the street. CDs normally cost RD\$50 and DVDs cost RD\$100.

Though live music within parks or bars is not too commonplace, you will feel the constant presence of music! Keep your eyes and ears open to radio, television, and word-of-mouth for concerts in the area. Merengueros, bachateros, and reggaetoneros often play live at area bars and discos, often around national and cultural holidays. Rice-sack posters go up around town when a concert is scheduled. Altos de Chavon also periodically features internationally known artists in its outdoor amphitheater.

Baseball and Basketball

Dominicans are crazy about sports. Watching a game is always filled with energy, emotion and competition. With the sheer number of Dominicans playing in the Major League Baseball, baseball is king! A winter semi-professional baseball league runs from October through January. It consists of six teams: two from Santo Domingo, (Los Tigres de Licey; El Escojido); two from further north near Santiago, (Los Gigantes del Cibao; Las Águilas); one from San Pedro (Las Estrellas Orientales) and one from La Romana (Los Toros del Este). Tickets are RD\$100-500.

Summer league games take place in the south, featuring MLB rookie league teams and some of the biggest Dominican names in baseball. Several teams are close to La Romana, including the New York Mets two teams, Mets1 and Mets2, in their new complex at Boca Chica South and North respectively. Other teams play in Boca Chica Northwest, Baseball City and San Pedro complexes; Dominican Summer League regular season runs from June to late August.

Basketball aficionados should also know that La Romana hosts the Cañeros, who play within the semi-pro Liga Nacional de Baloncesto. The league features seven teams (Los Cocolos; Los Huracanes del Atlántico; Los Indios; Los Leones; Los Metros; Los Reales y Los Titanes) from around the DR. Games begin in July and end in September; tickets are RD\$50-300.

During the Major League Baseball and NBA seasons, you'll also find Dominicans come together to follow their favorite teams, especially the Boston Red Sox and New York Yankees. To see more talent live, also keep an eye out for inter-city tournaments between different neighborhoods in La Romana.

If you wish to play basketball or baseball, note that you will find basketball *canchas* and baseball *plays* nearby in almost every neighborhood or school. Though the Club Virgilio Castillo (el Chola) offers both and is near the Clínica, it is recommended that you try the Club San Martín in the neighborhood north of the house.

Snorkeling and Diving

If you're more interested in snorkeling, scuba diving or outdoor sports, be sure to book a trip to Isla Saona, Isla Catalina, and the Parque Nacional del Este. Local tour companies Pro Excursions, Sea-vis and Scuba Fun can connect you for a tour between 9AM and 4PM. For more information, refer to the Guide to Community Activities.

Dominoes

Dominoes are played by Dominicans throughout the country. There is a domino table at Casa Internacional, so if you are interested in learning, just talk to the volunteer coordinator, who is a domino aficionado.

Billiards and Casinos

You may wish to challenge Dominicans to a friendly game of pool or try your hand at the local casino. However, consider that casinos and pool halls are occasionally noted as places of bad repute and potentially dangerous. If you choose to go, it is best to ask around or go with a local.

Movies

Hollywood Cinema is located in the Multiplaza. Local newspapers can provide you with show times, normally in the late evening, and the names of the newest releases. Tickets cost RD\$200.

Jogging and Running

Jogging in Buena Vista Norte is generally pleasant and pretty safe. The best time to go is when the sun is setting or very early in the morning, otherwise it may be too hot to run. There are always people outside and you'll often pass other walkers and joggers, especially in the morning. Most students and volunteers choose to go jogging in the Central Romana compound, where all of the company managers live. They have beautiful waterfront property and the security guards

usually do not question foreigners upon entry into the complex. There is also a great outdoor dirt track, across the river, in Buena Vista Sur, right next to the baseball stadium. It is about a fifteen minute jog from Casa Internacional. With lots of families and young people playing sports and in the shadow of the big cruise ships, it makes for a very pretty view. If you need help finding any of these jogging routes, just ask the volunteer coordinator.

Gyms and Working Out

Fred's Fitness, found on the east side of the Park and next to the Mercado Viejo, is a gym with aerobics, spinning, pilates and Zumba, costs RD\$150 per session and is open from 5AM to 9PM during week days. It is open from 7AM-1PM on Saturdays and closed on Sundays. SmartFit is gym that opened in the Multiplaza in 2016. It has a lot of work-out equipment, and costs RD\$900 per month (you cannot pay a daily fee). It is open 7 days a week from 5AM-12AM. Multiplaza also has Mundo de Ruedas, a roller skating rink. Cost of admission is RD\$50 and RD\$250 for skate rental.

APPENDIX A: Contacts

Important

Name	Telephone	Additional Info
Clínica de Familia	809-556-8720 809-813-2934	C/ Gregorio Luperón esq. Gastón F. Deligne #168
Módulo de Adolescentes Materno Infantil (MAMI)	829-659-4837	C/ Gregorio Luperón, inside the Hospital Francisco A. Gonzalvo
Casa Internacional	809-349-5263	Calle Fray Juan de Utrera #5
D. Luis Lewis	829-659-3171 (work cell) 809-910-7368 (personal)	Student and Volunteer Coordinator
María Consuelo Pérez	829-659-4838 (cell)	Public Relations Manager
Mina Halpern Lozada	829-659-4831 (work cell) 829-274-8721(personal)	Executive Director
Miguel Thompson	829-659-4839	Driver
Doña Zoraida	829-659-3323	Housekeeper
Mariluz Ceballos	(829) 664-3497	Housekeeper
House Security Viglantes de Este	809-556-4696	House Security

Emergency

Name	Telephone	Location
SECURITY		
Policía Nacional	809-556-2848	Francisco R. Ducodray, frente a Jumbo
Defensa Civil	809-556-1888	Francisco Richiez Ducodray
Cuerpo de Bomberos	809-556-2455	Francisco Richiez Ducodray
Cruz Roja	809-334-4545	Avenida Padre Abreu
HEALTH		
Hospital Central Romana	809-556-6862 809-523-3333	Boulevard Principal, Central Romana #99
Centro Médico Dr. Canela	809-556-3135	Av. Libertad 44
Centro Médico Oriental Dr. Rafael Polanco	809-556-2555	Av. Santa Rosa
Hospital Materno Infantil Francisco Gonzalvo	809-556-6039	Calle Gregorio Luperón
Hospital Provincial Arístides Fiallo	809-556-2344	Calle Tte. Amado G. Guerrero
TRANSPORTATION		
SICHOEM (to Santo Domingo)	809-556-4192	Carretera La Romana – SPM #1
EXPRESO La Romana (ASOMIRO) (to San Pedro and Santo Domingo)	809-550-3328	Padre Abreu 1

APPENDIX B: Photo Consent Form

Consentimiento Para Fotos o Videos

Yo _____, autorizo y doy el consentimiento completo a la Clínica de Familia La Romana para fotografiar y/o grabar en video, y para mostrar, compartir y/o para publicar en medios impresos y/o digitales todas las fotografías y/o videos en que yo mismo o mis familiares aparezcamos para cualquier objetivo.

Entiendo que, en dar mi consentimiento, mis fotografías o imágenes de video podrían estar colocadas en la página web, Facebook o Instagram de la Clínica de Familia La Romana, en la página web del Children's Global Health Fund o en otra página web o red social relacionada.

Doy mi consentimiento sin restricción ni reserva, ni para compensación. Entiendo que ni Clínica de Familia La Romana ni Children's Global Health Fund me remunerará por el uso de estas imágenes o videos. Mi consentimiento no afectará los servicios que yo recibo o el trabajo que realizo en la Clínica de Familia La Romana.

Firma _____

Fecha _____

Nombre _____

Dirección _____

APPENDIX D: Acuerdo de Confidencialidad

Yo, en mi condición de empleado o voluntario de Clínica de Familia La Romana, Inc., manifiesto mi voluntad y compromiso de observar las siguientes disposiciones:

1. Entiendo y acepto que los usuarios de los servicios que brinda la Clínica de Familia La Romana tienen derecho a recibir un trato digno con respeto, consideración y amabilidad.
2. Entiendo y acepto que el contenido del expediente de salud y cualquier otra información de los usuarios de los servicios de la Clínica de Familia La Romana son confidenciales y quedo obligado a respetar esa condición, de acuerdo a la Ley General de Salud 42-01 y la Ley de VIH y Sida 135-11 de la República Dominicana.
3. Entiendo y acepto que no puedo compartir información de los usuarios o del personal de la Clínica de Familia La Romana con nadie que no sea personal de la clínica y solamente con el personal cuando hay necesidad que tengan tal información. Tal información incluye nombres y apellidos, expedientes de salud, fotografías y datos electrónicos, entre otros. Solamente se puede divulgar dicha información con un consentimiento escrito y firmado por el usuario.
4. Entiendo y acepto que no puedo hablar de información confidencial de un usuario en un área donde otras personas lo pueden escuchar, así como pasillos, consultorios cuando hay otros usuarios presentes o con la puerta abierta, en el área de recepción, en transporte público, en restaurantes o en eventos sociales, entre otros.
5. Entiendo y acepto que no puedo compartir información electrónica de usuarios con nadie que no tenga autorización y siempre tengo que proteger dicha información con contraseña.
6. Me comprometo a estar vigilante y activa/o en implementar cualquier medida adicional que sea necesaria de manera personal o en el medio ambiente para proteger la confidencialidad de los usuarios.
7. Entiendo y acepto que tampoco puedo divulgar información confidencial al término de mi empleo en la Clínica de Familia La Romana.

Yo confirmo que he leído y entendido esta información y que mi firma abajo significa que estoy de acuerdo y voy a cumplir con estas disposiciones. En caso que haya una violación de este acuerdo, se considerará como una falta grave y puede resultar en acción disciplinaria o una terminación de mi empleo o voluntariado en la Clínica de Familia La Romana.

Fecha: _____

Nombre y Apellido: _____

Firma: _____

Cédula/Pasaporte: _____

APPENDIX E: Participant Information Form and Contract

La Romana, Dominican Republic

*A completed copy of this form must be received by **Clínica de Familia BEFORE** accepted participant will be cleared for field placement. Information collected in this form will be confidential.*

**Scan and send this signed form as a PDF document,
together with passport page and flight confirmation,
no later than a month before your travel:**

Mr. D. Luis Lewis, Clínica de Familia La Romana, at derrickhlewis@gmail.com

**Please name this electronic file in the following format:
“FIRST NAME, LAST NAME, PARTICIPANT INFO FORM AND CONTRACT”**

Full name and title:

Age:

Gender:

DOB:

Home address:

Telephone numbers (Cell):

(home):

E-mail address:

Citizenship:

Confirmed Flight Arrival and Departure Information: (If still unavailable, please e-mail later)

	AIRLINE	FLIGHT #	DEP. TIME	ARR. TIME	AIRPORT IN DR
DR Arrival Info					
DR Departure Info					

Confirmed dates of stay: _____

Please list two people who we can contact in case of an emergency.

Emergency Contact Name	Relationship to You	Phone # (Home)	Phone # (Cell)	Email address

II. TRAVEL REQUIREMENTS

If you are a US Citizen, all you need is a valid US passport to enter the DR. If you are not a US citizen, there may be visa requirements that you may need to investigate well ahead of time. Check the New York DR consulate website <http://www.consuladord-ny.org/Servicios/servicios-Ingles.htm>(phone # 212 768-2480) for visa requirements. If you are not a New York resident, contact your nearest local Dominican Republic consulate.

Please scan and send us a copy of the page from your current passport that shows your name, date of birth, gender, country of issue, passport number, and passport expiration date.

III. BRIEF MEDICAL INFORMATION AND BACKGROUND

Family Doctor Name:

Family Doctor Address:

Family Doctor Phone Number:

Covered by accident/medical insurance: ☐ Yes ☐ No
(if yes)

Medical Insurance Carrier Name and Address:

Policy Number:

Please list:

Any physical or medical conditions that may affect you during the field placement, including any physical or mental health conditions we need to be aware of in the event you require emergency treatment (eg., asthma, diabetes, epilepsy, allergies, specific allergies to medications etc.):

Any special dietary considerations (vegetarian, vegan, kosher, food allergies, etc.):

IV. CONDITIONS OF PARTICIPATION & ASSUMPTION OF RISK AGREEMENT

- ☐ I will accept responsibility for my own decisions and actions.
- ☐ I will give serious consideration to my health and personal circumstances when deciding to participate in this event, and agree to notify Clínica de Familia La Romana, Inc. staff of any circumstances that may require special accommodations.
- ☐ I certify that I am covered by a valid health insurance plan for the duration of this event.
- ☐ I understand that I am obligated to comply with local law. I recognize that my conduct reflects my home institution and Clínica de Familia La Romana other participants, hosts, and myself.
- ☐ I acknowledge that Clínica de Familia La Romana reserves the right to cancel any event when deemed appropriate due to unforeseen circumstances.
- ☐ I agree to abide by the rules, regulations and instructions of the coordinators and leaders of Clínica de Familia La Romana.
- ☐ I hereby understand that it is my personal obligation to obtain immunizations and medical prophylaxis as recommended by the US Centers for Disease Control and Prevention for the Dominican Republic and to designate a person in the United States to be contacted in case of emergency.
- ☐ I understand that working in the Dominican Republic, as in most resource-poor international settings, may involve risks and challenges, including infectious diseases and health hazards that are uncommon at home.

STATEMENT OF RESPONSIBILITY, ASSUMPTION OF RISK, WAIVER OF LIABILITY, AND MEDICAL RELEASE FORM

1. Agreement to Participate

I agree to participate in this global health program with Clínica de Familia La Romana. I affirm that my participation is **completely voluntary**. I understand that Clínica de Familia La Romana involves participation, observation, instruction, educational activities, meals and recreational activities on the campus of Clínica de Familia La Romana and occasional field activities in or around the La Romana, Dominican Republic area. I understand that there are risks inherent in the activities I will engage in as a participant may cause serious injury or even death. I also understand that, despite safety precautions, Clínica de Familia La Romana cannot guarantee that I will not be injured. I am willing to assume these risks. To minimize the risk, I have been instructed to obey all the rules, regulations and instructions of Clínica de Familia La Romana.

I also acknowledge that as part of the activities at the Clínica de Familia La Romana, I will be transported occasionally to and from the Casa Internacional, the student guest house to the campus of the Clínica de Familia La Romana by Clínica de Familia La Romana owned or rented vehicles. I also acknowledge that I may be leaving the campus of Clínica de Familia La Romana to attend/participate in some activities off campus, including local field activities to destinations in the La Romana, Dominican Republic metropolitan area, and will be transported by either public transportation or the Clínica de Familia La Romana owned or rented vehicles. I understand that travel and participation in these activities involves risks. I have investigated such matters to my satisfaction and am willing to accept these risks. I further understand that if the Clínica de Familia La Romana plans activities, field visits, or events that will transport me outside the La Romana metropolitan area, that I will be advised separately about such events.

If I am a Columbia University student, I will follow all Columbia University policies while I am in the Dominican Republic.

2. Health and Safety

I have determined that there are no health-related reasons or problems which preclude or restrict my participation in this program at Clínica de Familia La Romana. Should it be necessary to have medical treatment while participating in the program at Clínica de Familia La Romana and I am unable to be contacted, I hereby give the Director or designated staff member of the Clínica de Familia La Romana permission to use their judgment in obtaining medical services. I also give permission to the physician selected by the Director and or designated staff member of the Clínica de Familia La Romana to render medical treatment deemed necessary and appropriate by the physician. In case of disclosure of sexual assault or rape, I understand that the staff of the Clínica de Familia La Romana are required to report the case to the student's university or institution.

In consideration for my participation, I voluntarily agree, for myself, my heirs, executors, and administrators, to the following:

- ☐ To assume full responsibility for any risks or loss, or personal injury, including death that may be sustained, or any loss or damage to property owned, as a result of training for, participating in, or traveling to or from the Clínica de Familia La Romana in La Romana, Dominican Republic.

I have read and understand the foregoing statements and I am in agreement with the terms and conditions therein. I give my permission to participate in any and all activities related to the this program in La Romana, Dominican Republic.

Participant Signature _____ Date _____

Printed Name of Participant _____ Date _____

APPENDIX F: Student, Volunteer and Visitor Participation Agreement

As a student, volunteer, or visitor with the Clínica de Familia La Romana, I understand the following:

1. I understand that there are safety and health risks inherent in participation in activities associated with visiting Clínica de Familia La Romana and accept responsibility for my own safety and decisions.
2. I understand that working and living in La Romana, Dominican Republic, as in many resource-poor international settings, may involve risks, challenges, and consequences to my safety and health, including general security risks, such as theft and assault.
3. I am cognizant of these risks and have received instructions from Clínica de Familia La Romana staff on how to minimize these risks, including during an in-person orientation, in the Student and Volunteer Handbook, including the Guide to Community Programs, and in this participant agreement.

As a student, volunteer, or visitor with the Clínica de Familia La Romana, I agree to the following:

1. I WILL NOT walk alone after dark and WILL travel in groups after dark, even for small trips in the neighborhood of Casa Internacional. I will use taxis after 8PM, even in groups.
2. I WILL NOT use ATMs visible from the street (i.e. at banks located on a street). For my security, I will only utilize ATMs located within supermarkets (i.e. ATMs not visible from the street).
3. I WILL, when possible, attempt to make less visible or avoid carrying items of value, including expensive cell phones, cameras, or large amounts of money. I will avoid using purses and carry all money on my person.
4. On community visits, I WILL NOT take any items of value with me, including cameras, cell phones, purses, computers, credit cards, or large amounts of cash. I will not bring purses or bookbags or wear any expensive and/or flashy jewelry, rings, gold chains, etc. These items will draw more attention to my visit, as well as incur more risks my security.
5. I WILL NOT attend community visits outside of daytime working hours, from 8AM-5PM.
6. I WILL NOT use motorcycle taxis (“*motoconchos*”) as a means of transportation. Similarly, I will avoid getting on motorcycles or scooters (“*pasolas*”), even if operated by friends or Clínica de Familia staff. The ONLY exception to this would be for transportation to a batey (during a home visit with a health promoter, for example), if there is no other form of public transportation available.
7. I WILL report any safety-related incidents that occur to me to Clínica de Familia La Romana staff immediately.
8. If I am a Columbia University student, I WILL follow all Columbia University policies while I am in the Dominican Republic.

I confirm that I have read and understood the information in this participant agreement and that I agree to follow these instructions for my own safety and security.

Date: _____

First and Last Name: _____

Signature: _____

Student and Volunteer Coordinator: _____

APPENDIX G: Emergency Related Information and Potential Risks

General Risk Information

Student, volunteers, and professionals who visit the Clínica de Familia La Romana are exposed to a variety of natural, social and health related risks, which are endemic to the Dominican Republic. These risks include: intense flooding, hurricanes / tsunamis, and earthquakes; cholera, dengue, malaria, chikungunya, and sexually transmitted infections; and crime, which principally includes petty theft, robbery, assault, and burglary.

Emergency Protocols Summary and Availability of Care

Clínica de Familia La Romana maintains an emergency plan, which includes coordination with the local Ministry of Public Health for local closures of hospitals and the Emergency Operations Center (COE), a Dominican governmental planning and coordinating agency among the institutions within the National System for the Prevention, Mitigation and Response to Disasters - local police, firefighters, national guard and defense. Clínica de Familia also stays informed of local conditions from the National Office of Meteorology (ONAMET) and the National Hurricane Center (NHC) of the National Oceanic and Atmospheric Administration of the United States. For its staff, students, volunteers, and visitors, Clínica de Familia also maintains an internal phone tree for emergencies; by this means, all staff, students and visitors will be alerted and advised of impending emergencies, plans of action, suspended activities and/or closures. Students and visitors are strongly encouraged to have cellular phone service and leave emergency contact information if traveling outside of La Romana. In the case of a natural disaster, all students, volunteers, and visitors will take refuge in the Casa Internacional or in the Clínica, depending on proximity. In case of medical emergency, students and visitors will be directed and/or transported to the nearest and recommended health centers for medical care (Centro Médico Central Romana or Centro Médico Canela I).

Support

Before and upon arrival to the Dominican Republic, all students and visitors receive a safety and security orientation. In particular, this orientation provides guidance and information about culturally accepted methods to manage these risks. Students and visitors will be directly supported by the Student and Volunteer Coordinator, with additional supervision from the Clínica de Familia Executive Director. In a case of sexual assault or rape, Clínica de Familia staff are required to report the case to the student's university or institution.

APPENDIX H: In the Event of an Emergency

Serious Emergencies include:

- Motor vehicle accidents, sustained injuries
- Assault with a weapon, sustained injuries
- Sexual violence or rape
- Life-threatening food allergies
- Political unrest, leading to widespread protests or violence
- Natural Disasters
- Death

In the event of a serious emergency:

1. Seek immediate help in your location (clinic, safe haven for natural disasters) and contact the volunteer coordinator.
2. Call either Aetna On-Call (if you are covered by Columbia University Student Health Insurance) or ISOS if you have private insurance.
3. Notify your on-site mentor of your emergency and where you are located.
4. If you are a Columbia University student, notify the Program for Global and Population Health of the emergency, so that necessary action on our end can be taken.

Timelines:

In the event of a serious emergency, please make contact *right away*.

Minor emergencies include:

- Petty Theft
- Assault with a weapon, no injuries incurred
- Cuts or scrapes that have become infected
- Animal bites
- Contained events of political unrest
- Food-borne illness

In the event of a minor emergency:

1. Seek immediate help in your location (clinic, police department for theft) and contact the volunteer coordinator.
2. Notify your on-site mentor of your emergency and where you are located.
3. If you are a Columbia University student, notify the Program for Global and Population Health of the emergency, so that necessary action from our end can be taken.

Timelines:

In the event of a minor emergency, please use your best judgment. If you have experienced a petty theft, please contact the local department as soon as you can. Although you may not have your valuables returned, the event may be reported.

While Aetna On-Call and ISOS will provide assistance with lost travel documents, they may not provide evacuations unless deemed essential. In the event of political unrest, *please do not get involved or attend any protests*.

International SOS (for Columbia University students)

Please call +1 215 942 8478 to open a claim.

Columbia University Membership No: **11BSGC000064**

Aetna On-Call

Call **1-866-525-1956** (within the US) and **00-1-603-328-1956** (outside of the US)

Emergency Procedures and Crisis Management

Student and Mentor Guide

1 IDENTIFY EMERGENCY

SERIOUS

- Motor Vehicle accident, sustained injuries
- Assault with a weapon, sustained injuries
- Sexual violence or rape
- Life-threatening food allergies or food-borne illness
- Political unrest, leading to widespread violence or unrest
- Natural disasters
- Death

**SEEK IMMEDIATE LOCAL MEDICAL ATTENTION
AND NOTIFY YOUR ON-SITE MENTOR**

MINOR

- Petty Theft
- Assault with a weapon, no injuries sustained
- Cuts or scrapes that have become infected
- Animal Bites
- Contained events of political unrest
- Food-borne illness

**Notify your on-site mentor
and IFAP**

2 IDENTIFY STUDENT HEALTH INSURANCE

Private Health Insurance

**INTERNATIONAL SOS:
+1-215-942-8478**

- **Call Immediately!**
- Emergency Medical Evacuation
- Emergency Security Evacuations
- Monitors your condition and alerts family members
- 24 hour worldwide medical information and assistance
- Transportation/Accommodations for visiting hospitalized ISOS member
- Emergency funds for expenses (will be reimbursed to ISOS by student)
- Membership: 11BSGC000064

Columbia Student Health Insurance

**AETNA ON-CALL:
1-866-525-1956 (within US)
+00-1-603-328-1956 (outside US)**

- **Call immediately!**
- **Please Call ISOS as well to ensure complete coverage for your case**
- Emergency Medical Evacuation
- Emergency Security Evacuation
- Cover medical expenses
- Monitors your condition and alerts family members