

STUDENT MANUAL

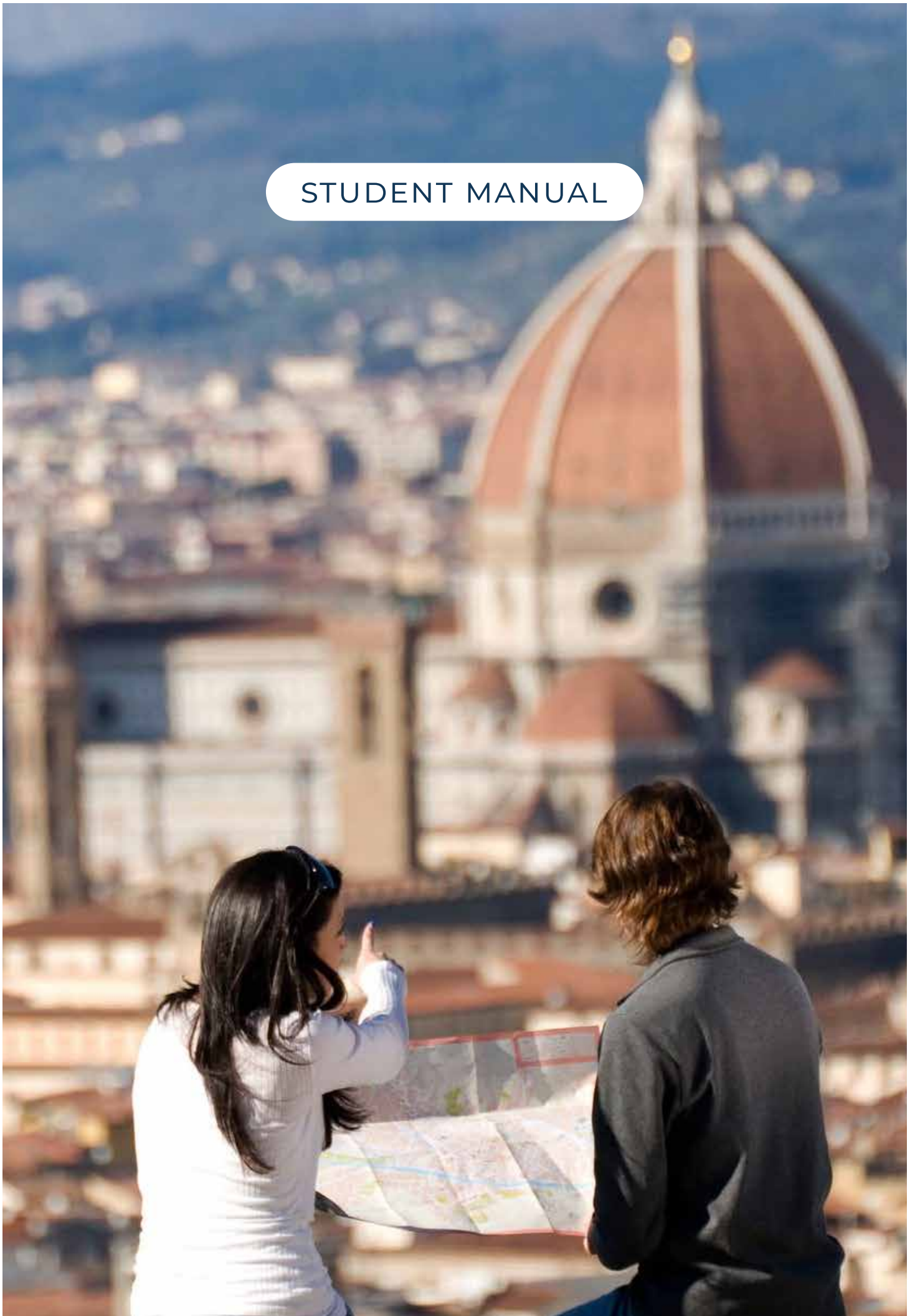


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THE STUDENT MANUAL

Student Life & Development Department (SLD)

The Student Life & Development Department (SLD) is happy to welcome you to the city of Florence.

The university is committed and open to **diversity** and the **exchange** of ideas and **cultural experiences** between students and staff. We welcome students, both degree-seeking and for study-abroad opportunities, and faculty from across the world to facilitate this interchange. In this manual, you will find information about our **services, housing, cultural tips, life in Florence**, information on how to become **involved with the community, opportunities** to expand your academic and personal growth, and much more.

Our Student Life Department is open to students on a walk-in basis during office hours in Corso dei Tintori, 21 or Via Ricasoli, 21. You can reach out to our advisors also via email:

sld-studentservices@florencecampus.org or phone:

+39 (055) 26 58 135.

In case of emergencies, SLD staff is also available after hours through our Emergency phone.

Our housing department is also available to assist students with any campus housing issues that may arise. Please take the time to familiarize yourself with the useful information provided by SLD.



Student Support

ACTIVITIES

ORIENTATION

All students will attend a mandatory on-site detailed Orientation in which specific Health and Safety information will be provided. The Student Life and Development Department offers a series of activities during orientation, such as the Explore Your Neighborhood and Living in Florence seminars. The Explore Your Neighborhood tour helps students learn about their neighborhood and orientate themselves the city of Florence. For more information on arrivals and orientation please visit the Arrivals page. Student Support

EXTRACURRICULAR ACTIVITIES

The student Life & Development Department offers a rich and varied calendar of activities suited to the diverse needs and interests of the student body. Don't forget to take a look at the EFL (Educational Field Learning) activities as well!

Connecting Cultures

This series of activities, described below, are designed to **enhance cultural**

awareness and guide students in their **educational outcomes** and **personal growth** during their time in Florence. Through **Connecting Cultures**, students have the opportunity to interact with the Florentine community.

Community Outreach

Community Outreach activity offers volunteering opportunities for our students within the Florentine community allowing them to truly integrate and give back to their host city. Each of our partner associations is unique, and volunteers are often the fundamental element that keeps these organizations in operation!

Most of the organizations do not require particular skills or the ability to speak Italian, but they all require a serious commitment from volunteers in order to accomplish their goals.

Please note: Volunteer opportunities may take place at the Community Engagement Member Institutions (CEMI), which are actively linked to the School's and academic divisions.



Italian Family Club

This unique activity gives students a more in-depth, hands-on opportunity to get **personally involved** with an “adoptive” **Florentine family**. Through the **Italian Family Club**, the students will closely interact with their family members, while discovering and observing their unique habits and customs up close. Students and families will be “matched” according to the characteristics and requirements of both parties. The family and their adopted member will build a two-way relationship that will develop over the semester through **mutual and productive exchanges**, with a minimum number of weekly and weekend visits.

Please note that the number of host families is limited, therefore, not all applicants will be accepted in the program.

Chat Pal

This language exchange activity connects Italians with students in order to facilitate

a meaningful connection with a member of the community and, at the same time, improve your Italian language skills.

The Chat Pal program requires conversation partners to meet at least once a week (one hour). Partners should speak in Italian for 30 minutes and 30 minutes in the student’s native language. Specific time and locations are arranged between the partners.

City Walks

This activity allows students to maximize their experience in Florence through guided walks across the most significant neighborhoods in the city.

Through this activity, students gain an understanding between the past and contemporary Florence, while exploring new neighborhoods they might not venture into on their own, in order to connect with both the urban territory and the community.



Mind and Body

“Mens sana in corpore sano”, a sound mind in a sound body, is the philosophy behind the Mind and Body series of activities. This series includes fitness opportunities meant to inspire and empower students through guided runs/power walks in new neighborhoods.

Help them keep fit and embrace the Florentine terrain, as well as special workshops aimed to empower students during the experience.

You can also take part in weekly guided workout classes and self defense seminars in the Wellness Lab at Via Ricasoli 21!

Sports Night

This activity is a great way to keep in shape while expanding your knowledge of Italian fitness culture.

Soccer is the mainstay of Italian athletics and the focus of our sports night.

Even if you are not an athlete, everyone is welcome to have fun on the field or just cheer on your classmates from the stands.

Blending

Blending is the university magazine created and managed by faculty and students. Writers, photographers, copy editors, and graphic designers who are excited about publishing their experiences and perspectives gained in Florence, as well as novice writers just looking for a format to document their experience in Florence, are all welcome to collaborate.

Palazzi Community Center

Ongoing events at the Palazzi Community Center in Via Ricasoli 21 are open to the community and the general public. Readings, seminars, exhibits, local producers, and much more are featured on a regular basis. Please visit the PCC calendar for exact dates, times, and featured topics.

How to Sign Up for Sld Extracurriculars

You can sign up for all SLD activities through the student portal. You will find the sign-up page under “activity sign-up” section on the home page.

If you sign up for an activity, you are expected to attend. Please note that failure to attend an activity without cancellation will compromise your possibility to participate in future activities.

Please note: All calendar events (times, locations, activities, etc.) are subject to change. Please check our weekly email announcements for details on activities.



SERVICES

We offer a variety of services to our students in order to make studying in Florence a truly memorable experience. With our unwavering dedication, we provide comprehensive academic support and foster a deep sense of cultural immersion.

<https://www.studentlifeflorence.it/services/>

STUDENT PORTAL

The Student Portal is a personal area where students can access online services such as course materials.

Here you will find:

- Wi-Fi Vouchers
- Official Registration
- Orientation Materials
- Course Syllabi and Assignments
- Activity sign-up
- Housing Maintenance Forms
- Travel Log (students with non-provider housing are required to submit all travel plans for any trips outside of Florence at anytime during their studies)

CAMPUS INTERNET ACCESS POINT & WI-FI

All students may use the Internet points located in Via Ricasoli and Via San Gallo. Media Lab terminals are not Internet access points.

To log on to campus computers, you will be asked for a username and password. When you first log in, use your Student ID number, found on the left side of your student ID card, as both your username and password. You will be asked to change your password after your first log in to guarantee privacy.

All campus facilities are equipped with a student Wi-Fi network.

Access codes are found under the my-profile section of the Student Portal.

PRINTING SERVICES

Students can print personal documents at the computers provided on the first floor of Via Ricasoli 21 for 10 cents per page. All prints will be available at the front desk.



SCANNER AND FAX SERVICES

A scanner is available in the library for students.

You can send it through email or save in flash-drive.

Fax services are available to students at every facility's front desk.

Costs for fax services are as follows:

- Italy, 1€/page;
- within Europe, 3€/page;
- all other countries 5€/page.

Photocopying is not available on campus. If you need to make photocopies, please refer to "Printing Service" section of the manual.

THE LIBRARY

The library is located in Corso dei Tintori, 21 Campus and is available to all students, faculty, and staff for study, assignments and research.

- The library is a reference library and any of the books can be borrowed with no time limits, to be used exclusively within the reading room.
- A document scanner is also available in the library to reproduce text extracts for later referral.
- You may copy documents electronically

to your email account as a PDF file at no cost, though we ask you to be mindful of fair use copyright laws. The applicable rules can be found in the library.

- Students are welcome to consult the online library catalog for information on available texts. The link to the library catalog can be found on the student portal.

Please note the following rules for the library:

- Students must scan their ID card upon entering the library and leave their ID at the librarian's desk.
- No handbags, backpacks, or bags are allowed in the library. Lockers are available to check items while in the library – please ask the librarian.
- All books must be checked in and out by the librarian. Therefore, all library patrons are to request books directly from the librarian and are asked to not remove the books from the stacks on their own. Books are to be returned to the librarian before leaving the library.
- Food or drinks are not allowed in the library.

For library hours, informations and, appointments contact: library@fua-auf.it



LA PALESTRA - CAMPUS GYM

Palestra is our campus gym. The gym provides students access to weights, treadmills, stationary bikes, elliptical machines, and showers Monday through Friday. Access to the gym is free, and it is required that you sign in and out of the gym in the SLD office. You can find La Palestra in Corso Tintori 21. Gym hours.

COMMUNITY ENGAGEMENT MEMBER INSTITUTIONS - CEMI

Community Engagement Member Institutions are non-profit entities that support our mission to cultivate cultural immersion. Each CEMI is strongly linked to an academic division. CEMI initiatives and projects are open to the public and involve students in experiential learning, with results shared with the local Florentine community. Here's a list of the CEMI that students can access:

- Ganzo School Restaurant
- Fedora School Pastry Shop
- Sorgiva Spa
- Dimora Guest Apartments
- Pomario Botanical Retail Store
- FLY Fashion Loves You
- Palazzi Community Center

Palazzi The community Center is a non-profit foundation that manages the

projects and activities of the Community Engagement Member Institutions (CEMI) affiliated with the Institution entities that support our commitment to cultural immersion. Learn more at The Palazzi Community Center website.

MEAL PLANS & UNITS

According to the program enrollment, students may purchase food and services at the school's different CEMI (Cultural Engagement Member Institutions) locations. CEMI are cultural entities not only created for but also managed and run by students, a project that promotes the institution's mission of cultural integration, experiential learning, and community engagement within the city of Florence and Italy.

Students may use their units at Ganzo, Fedora, or Sorgiva during operating hours. You only need your student ID card to use your meal plan, which can be found digitally on the student platform under the "my profile" section. Meal units will automatically be deducted from your account when the barcode is scanned at checkout. Afterward, you will receive an email with the number of units you have used. More units can be purchased at the front desk in Via Ricasoli 21 or at the SLD office at Corso Tintori 21.



RECEIVING & SENDING MAIL

Students are advised to have any mail sent to the Corso Tintori 21 office as there is always someone to accept it and most apartments do not include mailbox keys. Please have any packages and letters sent to:

Your Name

c/o AUF/FUA

Corso Tintori, 21

50122 Firenze

Italia

We will send you an email letting you know that you can pick up your package. We will not send you any notifications if you receive letters. *Be sure to stop by frequently and check our letter box for any possible postcards from home!*

Customs Regulations

Customs regulations are becoming increasingly more strict and you may be required to pay a fee to receive a package. Please note that the university has no jurisdiction over what may or may not be accepted into the country. As rule, very costly items and electronics will incur costly customs fees. Medication, food items and some toiletries are not items that should be shipped into Italy. We strongly recommend that you bring enough medication with you to meet your needs while abroad. Packages with medication will likely get blocked at customs and require import documentation and a fee for release. Usually the same medications can be prescribed and purchased in Italy directly. Please also note that certain prescription drugs are illegal in Italy and will not be allowed through customs if shipped. For further information on customs regulations, please refer to the official customs website. If there is a customs fee to pay, the front desk will not pay these fees upfront, but will

facilitate the transaction for the student, according to the procedure of the courier. Oftentimes, the express courier will make arrangements for a second drop off; in this case, you will receive an email from Student Life with the custom fee to be paid. You will be responsible to bring the customs fees in cash to the front desk before the new delivery date or your package will not be accepted. Please also note that packages that arrive in Italy through government postal services, such as USPS, are delivered in Italy through the Poste Italiane, and this service does not foresee a second delivery date in the case of customs fees. Therefore, packages must be retrieved directly by the student from the postal deposit. In this case, you will also receive an email from Student Life to inform you that your package has arrived and instructions on where to pay the fees to retrieve your package.

Sending Mail

Stamps, or francobolli in Italian, can be purchased at either the post office or at a tabacchi (tobacco stores are small gift shops located all around the city).

It is much easier to purchase stamps at a Tabacchi, just show them your letter or postcard and they will give you the correct postage. Beware of the 'special postal service' always ask for 'francobolli delle Poste Italiane' ONLY; If they do not have the exact postage for you, please refer to the post office. Once stamped, you can mail letters and postcards in public mailboxes. Drop it ONLY in a red mailbox or bring it to a nearby postal office. Packages can be mailed through Poste Italiane, the Italian postal service. Alternatively, postcards, letters, and packages can be sent through the private postal services such as Fedex, UPS, DHL, or GLS or through Poste Italiane, the Italian postal service.

LOCKERS

Lockers are available to students on a first-come first-serve basis. There is no charge for locker rental, however, a 10 euro key deposit is required, to be returned at the end of the semester. Lockers are available in Via Ricasoli 21 and Via Guelfa 85; please ask at the front desk for further information.

THE WRITING CENTER

All enrolled students are welcome to make an appointment with the Writing Center at any stage in the writing process. A SLD advisor will be there to help brainstorm ideas, construct a thesis statement, or proofread a draft for clarity and grammar. The Student Life Department Writing Lab provides one-on-one writing consultations, to empower students to become stronger, more confident writers in their coursework and beyond. The writing lab can also help with Italian writing and grammar assignments. To set up an appointment please email the Student Life Department.

THE CAREER CENTER

Meeting with Career Center advisor is

available upon appointment to discuss career goals, internship options, resume creation and revision, prepare for an interview, and much more.

To set up an appointment please email the Student Life Department.

ALUMNI ASSOCIATION

Whether you are a student studying abroad or obtaining a degree, you will always be a part of the Florentine community. The Alumni Association is committed to keeping and strengthening a successful long-term relationship with its alumni.

The Alumni Association promotes and coordinates alumni support with the goal of strengthening the high-quality academic and public service programs of the university. The goal of this group is to involve and inform the alumni community in order to build powerful networks and create initiatives that connect us to all the students (both alumni and current students), our communities, and faculty members. Alumni are representatives of the heritage and achievement of the University.



The Alumni Association celebrates student achievements and looks forward to being on your side as you experience the exciting opportunities and challenges that await you.

The Alumni Service maintains contact with current and past students who are living and working around the world and representing the viewpoints, languages, and cultures of the global network university. The objectives of the service is establish and maintain a network of contacts with alumni who interact and communicate with each other and who are increasingly moving around the world; promote university development; create and encourage networking among our

students, companies, and institutions; be the high-quality intermediary of integrated, and comprehensive communications and administrative support services between our students and the job market.

The service manages the alumni database, monitors on a yearly basis the career of past students, and organizes events for the alumni. Furthermore, it takes care of the development of a Career Service offered to all graduates and organizes themed meetings, keeps alumni up to date with university news and current events (congresses, conferences, and more).

LIVING IN FLORENCE (GUIDE)

FLORENCE FACTS

- Size: 102.4 km² square kilometers (63 mi)
- Population: 382.258 (2017)
- Time Zone: Central European Time (CET)
- Climate: the highest temperatures can reach up to more than 35°C (95°F) and the lowest temperatures can go below 0°C (below freezing)
- Firenze is the capital city of the Tuscan

region in Central-Northern Italy.

- The historic center of Florence has been classified as a UNESCO World Heritage Site
- Florence's Cathedral (Duomo) is the fourth largest Christian Church in the world, after St. Peter in Rome, St. Paul in London, and the Duomo of Milan.



LEISURE IN FLORENCE

Florence is a lively city, and on any given day of the year it is possible to find a variety of entertaining events. Whether you are looking for cultural events, unique restaurants or fun places to hang out with locals, there is always an array of happenings within the city center. Please refer to this guide below to help plan your free time in Florence, and don't hesitate to stop by Student Life for detailed information and advice for leisure time and outdoor activities.

Shopping & Day to Day

Shopping Habits

General norms and tips while shopping:

- Saying *buongiorno* (good morning) or *buonasera* (good afternoon/evening) when entering a store, office or restaurant is a way for you to integrate into Italian culture through common courtesy. Courtesy is much valued in Italy and people will appreciate being acknowledged before starting a conversation.
- Returning or exchanging an item is uncommon in Italian stores and usually only possible if you return the item new, with a receipt and a tag within 14 days. In that case, you might still not receive a refund but a coupon (*buono*). It is impossible to return items without a receipt or a tag, items that have been used, or if packaging is open.
- Bargaining is NOT practiced in regular stores.
- Some shops close between 1:00 pm and 4:00 pm. Others might be closed on weekends. In Italian this afternoon closing is referred to as a *pausa o chiusura*, not *siesta*, which is actually a Spanish word meaning "nap".
- Not all businesses will accept credit cards or break a large bill for a small purchase.

Food

Market (Mercato)

Florence has several open-air markets known for their local produce, meats, cheeses, and fish. These inexpensive markets contain some of the staples for everyday life in Florence with fresh and classic Italian flair. The main markets are:

Mercato Centrale San Lorenzo

Piazza San Lorenzo: A portion of the market is housed in an enormous Liberty-Style art nouveau building and is filled with fresh fruits and vegetables, meat, fish, cheeses, dry goods, and more.

Mercato di Sant'Ambrogio in Piazza Ghiberti, near Piazza Sant'Ambrogio: There are a few excellent and inexpensive places for lunch located inside as well.

Mercatone delle Cascine Viale A. Lincoln to Viale Lecci, Tuesday mornings. Numerous stalls that extend throughout Viale A. Lincoln that include fruits, vegetables, clothing, leather, food, flowers, antiques, and local crafts among other things.

Mercato di Santo Spirito In Piazza Santo Spirito, Monday-Sunday mornings

Supermarkets (Supermercati)

In the city center there are many grocery stores with a selection of fruits, vegetables, meats, and other essentials. In the outskirts there are also several supermarkets with a larger selection of packaged and frozen foods and household supplies. Although hours vary, most supermarkets close around 8:00 or 9:00 pm. For those of you who wish to venture out of the center by public transportation, there are also supermarkets located inside the local malls just outside of Florence.

Special Dietary Needs

For gluten-free diets, there are several options available in Florence. Gluten-

free food may be purchased both in supermarkets as well as pharmacies. Important: look for the words “Senza Glutine” and/or the green gluten-free symbol (wheat sprig with an anti symbol).

Vegetarian/Vegan Options

There are also a few specialty stores that have a well-stocked selection of vegetarian and vegan options.

Clothing (Abbigliamento)

In the city center, you can find everything from high-end designer clothing in the area of Via dei Tornabuoni and Via della Vigna Nuova, to less expensive boutiques and chain stores in the area between the Duomo and the Ponte Vecchio. If you are looking for artisan leather goods, the open markets and the area around Santa Croce and San Lorenzo are great places to start your search. There are also three department stores in downtown Florence where you can find housewares and beauty supplies, as well as clothing to fit different budget needs.

Just outside of the center, Via Gioberti is a very popular shopping area among Florentines. A short bus ride from the center, you can also find a large shopping

mall called “I Gigli” in via San Quirico 165, Campi Bisenzio (FI), with clothing stores, electronic stores, and a large supermarket. To reach I Gigli, bus tickets may be purchased at the bus station.

Home (Casa)

Electronics (Elettrodomestici)

For small items such as hairdryers, radios, or coffeemakers, you will find shops selling household appliances, or elettrodomestici, within the city center. Converters and plugs can also be purchased in these stores. Some electronic devices can also be found in larger supermarkets and department stores around the center.

Laundry (Lavarapido/Tintoria/Lavanderia)

In various points throughout the city center, you will find coin-operated laundromats. These points are called some variation of “Wash & Dry Lavarapido” and are typically open for the majority of the day. For dry cleaning service, bring your clothing to a “tintoria” or a “lavanderia”. Some lavanderie also offer full-service wash and fold as well as dry cleaning. There are several located throughout the city center.



Home/Cleaning Supplies (Pulizia della Casa)

General home and cleaning supplies can be purchased in both small and large markets as well as in *casalinghi* and *mesticheria* stores located throughout the city center.

School Supplies

Stationery Stores (Cartoleria)

Although you can usually find a basic supply of notebooks, pens, and pencils in larger supermarkets, the best place to shop for school supplies is a *cartoleria*, a stationery store. Here you can also find souvenirs, such as postcards and traditional Florentine paper. For inexpensive school essentials and small items, check out the “99 cent” stores located throughout the city.

Bookstores (Libreria)

Most bookstores in Florence also have an international section:

- Feltrinelli
- IBS
- Paperback Exchange

Copy Centers (Copisteria)

Copy centers are scattered around the city center. If you need color copies for a class or large quantities of photocopies, it is best to have these done at one of the local copy shops. Please note that the school Internet points do not offer color printing options. For printing options on campus, please refer to “*Printing Service*” section of the manual.

Money Matters

Electronic payment methods are widely accepted in Italy, but cash transactions are still commonplace. You should always have a small amount of euro with you for small daily transactions.

However, we strongly suggest that you do not carry large amounts of cash with you while in Florence, elsewhere in Italy, or abroad. Only take with you what you need according to your plans for the day, and make sure the rest of your cash is kept somewhere safe.

ATM/Bank Machines (Bancomat)

ATMs, or Bancomat, can be found outside most banks. Some locations may require entering by swiping your card through a reader as a safety precaution. ATMs are also available at the post office/Le Poste Italiane.

Exchange Services And Wire Transfers (Cambio Denaro)

There are several exchange offices in the center of Florence. Most are open seven days a week and offer both currency exchange and cash advances. If you need to have money wired to you while in Florence, the best way to do this is through services such as Western Union or Moneygram. You will need to use your full legal name as it appears on your passport.

Cell Phone

Cellular Service Providers

For non-European citizens, the main phone companies operating in Italy are:

- Vodafone
- TIM
- Wind/3
- PosteMobile

Most monthly plans vary between 15–30 EUR for a combination of minutes, SMS, and data, PLUS the one-time cost of the SIM card (approximately 10–30 EUR). Although websites are mostly in Italian, staff on site will be able to help you in English.

Transportation and Travel

The best way to get around the center of Florence is by foot, although there are times when you may want to use public transportation. If you are planning a trip outside the city center, regional buses and trains are a great, inexpensive way to travel.

Luggage Storage

We do not offer luggage storage services, and students cannot leave their luggage in their apartments or at school between sessions for any reason. Please contact the Student Life Department for a current list of locations that provide storage services

Taxis

In Florence, taxi rules are pretty simple: taxis may not be hailed on the street, and there are no unregistered taxis/black cabs. In fact, there are only two taxi companies, known by their phone numbers: 4390 and

4242. Their full numbers are +39 055 4390 – +39 055 4242

Some things to remember:

Taxis may only be reserved up to 24 hours in advance. Once the car is booked, you must be outside your front door 5 minutes before the reservation time.

Most drivers will take credit cards, but please check before getting in the car.

Women needing a taxi during the night may also use the Taxi Rosa (Pink Taxi). Just send a WhatsApp or a normal message with the word “rosa” to this phone number: +39 334662 2550.

Need a car on the go? Stop by one of the many taxi stops located throughout the city. Taxi ranks are convenient. Tipping is included in the fare.

Drivers may refuse to take you somewhere if you are under the influence.

Late at night, always take a taxi, especially if you are unfamiliar with the neighborhood or if you are alone.



Buses

The Florence bus system, Autolinee Toscane, has a broad network throughout the city, and buses run quite frequently. Autolinee Toscane buses are the large white buses as well as the smaller electric buses (C1, C2, C3,D) that runs only in the city center. Most buses pass by the SMN train station at regular intervals. Once on board, validate your ticket in the machine. The ticket is valid for 90 minutes from the time it is stamped, which will appear on the top of your validated ticket. You can change and transfer buses as many times as necessary within the 90 minute time limit.

IMPORTANT: Tickets must be validated the first time you use them and must always be carried with you, along with a form of ID (copy of passport). Instructions for validation are also posted in English aboard the buses. Fines are very expensive if you are caught without a validated ticket. It is also possible to buy a ticket via SMS, website, and through the Autolinee Toscane App. You can also buy a ticket directly from the driver, paying a surcharge, and preferably with small bills or coins. However, it is highly recommended that you purchase your tickets in advance as there is no guarantee bus drivers will always have tickets available to sell or have appropriate change.

Tramway

The tramway line runs from Via Alamanni (SMN train station) to the nearby town of Scandicci. You can purchase regular Autolinee Toscane bus tickets to use on the tramway. Line 2 runs from the Florence Peretola Airport to piazza dell'Unità (close to the SMN central train station). Line 3.1 runs from the SMN central train station to Careggi Hospital.

Trains

Trains are an excellent way of traveling throughout Italy and Europe. In Florence, tickets can be purchased directly from the SMN train station and from most travel agencies. We recommend that you check first with the agency if any booking fees are included in the cost of the ticket.

Important: if you buy a paper ticket, you must validate your ticket before boarding the train! Ticket-stamping machines are located at the beginning of each track to validate your ticket, and if you forget to do so before you board, the conductor will make you pay a fine, in cash on the spot. Online tickets are not subject to validation requirements.

Busitalia and Cap Bus Lines

BUSITALIA and CAP bus companies have routes outside of the Florence city limits. Both bus terminals are located near the train station.

SITA is located in Via Santa Caterina da Siena, 17 and has buses that depart for Siena, San Gimignano, Volterra, the Chianti region, etc.

Cap is located on Largo Fratelli Alinari and serves Prato, Calenzano, Poggio a Caiano and Impruneta

Airports

The easiest way to get to Florence airport is by taxi or tram from the central train station. For Pisa airport, the best way is by shuttle bus or by regional train, both of which leave from the central station.

HEALTH & WELLBEING

The goal of the Student Life Department is to make sure students are safe. Italy's health care system and overall hygienic standards are excellent. No specific health issues are to be expected, and no special immunizations or vaccinations

are required to enter Italy from most countries. However, colds and flu bugs are common like in any country.

- Wellness & Medical Services
- Culture Shock
- Homesickness
- Stress management
- Health and Safety Tips
- Jet Lag

Wellness & Medical Services

Personal safety is a concern for anyone in any part of the world. It is especially important to have a personal safety plan while abroad. This may include a strategy to cope with illness and culture shock, as well as emergency situations. It's important to prevent the unexpected when you can. Most of us overestimate the danger of rare events, which we have little or no control over, yet underestimate the danger of common events which we can have control over. Take steps to prevent situations such as theft, pedestrian safety, and getting lost. It is good to be prepared with prevention tips to ensure your own personal safety.

Medical Services in Florence

We collaborate with professional doctors from a lengthy and highly recommended background in assisting students and foreigners.

Please inquire whether the physician accepts your plan when you schedule the appointment to see if the cost of the visit is covered by direct payment, or contact your insurance provider directly for a list of physicians that your policy may cover. Please always take your insurance card to the doctor and keep all receipts, also if you purchase any medicine at the pharmacy. If you need to schedule a doctor's appointment, please contact the Student Life and Development office. Our Advisors

will put you in contact with the appropriate medical care services.

For more urgent care, or if you need to go to the Emergency Room, you can refer to the **Santa Maria Nuova Hospital** located in the City Center:

General ER 24/7 Ospedale S. MARIANUOVA
Piazza S. Maria Nuova, 1 / tel. +39 055 69381
In Italy, as in most European countries, healthcare is available to all citizens and permanent residents in need of medical treatment, though the latter may be charged a nominal fee for this service. Students are welcome to use public health facilities for urgent care but with reasonable fees, depending on the services and exams rendered. For non-residential foreigners, there is always a charge to be paid upfront for an emergency room visit, which may or may not be reimbursed by your international healthcare provider, depending on your plan.

Counseling Services

Free on-site counseling:

We strive to support students by offering resources to help them achieve their academic and personal aspirations. Our counseling services offer support to students as they adjust to and learn about Italian culture. Free onsite counseling is accessible to all students.

To set up a counseling appointment, please email and speak with the Student Life Department office.



Pharmacies

Pharmacies are located throughout the city center and are easily recognizable by the green or red cross displayed at the entrance. Please also note that there are

two pharmacies operating on extended hours in the center of Florence. In an illness that does not require immediate medical treatment, a pharmacist can often assist with over-the-counter medications. Look for the green cross for a nearby pharmacy.

Farmacia All'insegna del Moro, Piazza San Giovanni 20/r

Farmacia Comunale, Inside Santa Maria Novella train station

Foreign prescriptions are not accepted in Italian pharmacies under any circumstance, and unless the medication is sold over the counter in Italy, a prescription from a physician licensed in Italy is required.

It is advisable for students to purchase any medication directly in Italy and never have medicine shipped from their home country, as the package will very likely get blocked at customs

Culture Shock

Culture shock is defined as the disorientation experienced when a person is exposed to an unfamiliar culture or way of life. To help counteract and cope with these changes, it is important to keep in mind the following:

- Keep an open mind. Do not automatically perceive things that are different as 'wrong' or 'bad.' Withholding judgment will facilitate cross-cultural understanding. If you find yourself in or going to a country that you know little or nothing about, do some research to prepare yourself.
- Make an effort to pick up local customs and language, even just a few key phrases. Increasing your communication skills helps you to integrate with the local community. When locals see you make an

effort to communicate in their language, they are more willing to help you. When all else fails, keep in mind a smile is universal.

- Follow what is going on in the community, especially in Florence. The city is teeming with festivals, events, and cultural activities; read the local newspapers and ask questions to integrate yourself with your new surroundings.

- Try to achieve a sense of stability in your life. Creating a routine will give you a feeling of safety and comfort.

- It is completely normal to feel a little disoriented and uncomfortable upon arrival! Don't be too hard on yourself; it takes a little while to orient oneself and become comfortable. Also, keep in mind that you are not alone and that there are plenty of others in your shoes and plenty of people around to help.

The Student Life Department office also hosts cultural adjustment seminars during the semester.

Sign up through the Student Portal!

Homesickness

Homesickness can affect people of all ages in almost any situation. This longing for home is common. Here are some helpful tips to help combat some of these feelings:

- Create a network of friends in your new surroundings. You will find that there are
 - many people who feel the same way as you do, and your mutual support can help during peaks of homesickness.
 - Make friends with your fellow peers. Don't be afraid to branch out and ask others to grab a cup of coffee or lunch. Think of group activities to do or join in the activities provided through the campus. It is a great way to meet new people and stay engaged.

Stress management

Stress is a normal psychological and physical reaction to the ever-changing and increasing demands of life. During stressful times, stress management is important. Do not wait until stress has a negative impact on your health, relationships, or experience to take care of the situation.

Steps to combat your stress include:

- Identifying your stress triggers.
- Once you've identified your triggers, it is easier to start thinking about strategies for coping with them. Try to avoid the stressful situation and if that isn't possible, find distractions, limit your time in the stressful environment, or seek help and support. It can be very helpful to talk through your situation, so you do not feel as if you need to figure things out all on your own.
- Examine how you currently cope with stress: Is it appropriate for your situation? Is it a healthy and helpful activity?
- Avoid unnecessary stress. Limiting your

level of stress by not worrying about trivial things can be a first step in reducing your overwhelming feelings.

- Change the situation you are in.

Some things to help you relax can include stepping back from your situation and going for a walk or taking part in physical activity, deep breathing exercises, or seeking other healthy distractions. Writing down what is bothering you can also give you some insight into what is on your mind and from there you can reflect on effective solutions. Be willing to compromise in certain situations to find a happy medium and make sure to look at things in terms of the bigger picture. Try not to control the uncontrollable – this will only lead to more stress. Instead try your best to look at the upside to the situation. Among the techniques to reduce stress, make time for fun and relaxation. Taking care of yourself and maintaining a healthy lifestyle both physically and mentally will help you to handle the challenges and stressors life sends your way.



Health and Safety Tips

Florence is considered a safe city, however, students should take the same precautions to protect themselves and their property that they would take in any large city. Here are a few safety tips to keep in mind:

■ **Student Contact Information:** In the event of an emergency, it is imperative that staff be able to contact you. For this reason, students must provide accurate and up-to-date contact information, including emergency contact information. A local phone number: the university requires students to have either a local phone number or an international plan which allows them to make and receive calls. Students should not count on using WiFi for communication as WiFi is not always available or reliable. Please remember to keep your phone charged and with you at all times.

■ **Important Documents:** Make a photo or digital copy of all important documents (passport and visa, driver's license/ID card, health insurance information, immigration documents, etc.) in case you lose or misplace the originals. Keep these copies in a safe place, separate from the originals. Do not take originals with you unless traveling outside of Florence. It is also a good idea to leave a copy at home with your family or emergency contacts. Email important information (such as your passport number and expiration date, etc.) to yourself so that it is always accessible.

■ **Safety in Numbers:** Make every effort to avoid traveling alone when possible. Always let someone know of your travel plans, even just for day trips. When traveling outside of Florence overnight, the university requires all students to fill out the Travel Log on the Student Portal and to follow their specific provider's instructions for travel plans.

■ Be Aware of Your Surroundings:

Always be aware of your surroundings, especially at night. Avoid bus and train stations and poorly-lit areas after dark, and make sure to always walk in groups. Keep a close eye on your belongings, especially in crowded places. NEVER leave your bags and belongings unattended. Not only is there the risk of losing or having your personal items stolen, but someone may place illegal items in your luggage for which you may be held responsible. Before going to a place for the first time, always make sure to study a map and the route you would like to take. Looking confused or lost may make you a target.

■ **Make Smart Choices:** Be aware that many countries have strict laws regarding the use and/or possession of illegal substances and you may face serious consequences for breaking these laws. Excessive drinking will impair your ability to judge situations and make decisions, making you more vulnerable and a possible target for crime.

■ Always carry your phone, apartment keys, and some cash on you.

■ Avoid carrying large amounts of cash on you. If you do need to carry a larger amount, divide it in different wallets and pockets.

■ Never keep your home address together with your keys.

■ Keep credit cards in a separate wallet from IDs and Cash.

■ Don't leave your personal belongings unattended and be aware of your belongings at all times, especially in crowded spaces.

■ Don't leave your apartment unsecured: lock your door before leaving the apartment and when you are home for the night.

■ Avoid walking alone at night.

- Never invite a stranger to your apartment or enter a stranger's apartment.
- Do not accept drinks or rides from strangers.
- Do not be lulled into a false sense of security. Be safety conscious but not fearful!

Jet Lag

Students who travel overseas to reach Florence may experience Jet lag during the initial days or weeks. It is a temporary condition that occurs when a person travels across three or more time zones in a short period of time. As your body clock adjusts to the new time zone, your daily rhythms and internal drive for sleep and wakefulness can be out of sync.

Each individual responds differently to the time change depending on age, physical fitness, and one's ability to adapt to a new environment. Duration and intensity of jet lag are dependent on the number of time zones crossed, the direction of travel, and personal ability to sleep while traveling.

Symptoms include:

- Increased fatigue
- Poor sleep, early awakening, or fretful sleep

- Poor performance in physical and mental tasks during the daytime accompanied by headaches and difficulty concentrating
- Mild depression
- Increased irritability
- Gastrointestinal disturbances and decreased
- interest in the enjoyment of meals

Remedies:

- Optimize exposure to sunlight after arrival
- Eat meals at appropriate, new local time
- Drink plenty of water
- Avoid excess caffeine or alcohol
- Take short naps (20-30 minutes) to increase energy without undermining nighttime sleep

CULTURAL DIFFERENCES & ADJUSTMENT

Cultural Immersion

If you are interested in merging with the community please join our Connecting Cultures Program (conversation partners, volunteering opportunities, Italian families). For further information please consult the "Activities" portion of our website.



Everyday Interactions & Basic Italian

Communicating with locals can seem like a daunting task. At times, it seems like no one can understand your language, and other times, it feels like the locals will not allow you to practice Italian. The best way to overcome this is to just put yourself out there and try to speak in Italian, no matter how difficult or embarrassing it may feel. Even if you just learn to correctly use a few simple words and phrases, this will help you to assimilate into Italian culture.

Here are a few suggestions and tips that will help you navigate stress free!

- **Find an Italian friend**, teach them your native language and share your culture while you learn more about your host culture – cultural integration is never one-directional! Take part in the Connecting Cultures program.

- **Learn about current Italian pop-culture!** Try to watch Italian tv shows, talent shows, and listen to current Italian music. This way not only will you improve your Italian language skills: you'll also increase your understanding of the current trends and lifestyle. This will give you great conversation topics, Italians will be flattered that you actually took the time to learn about their country and you'll be an instant best friend!

- **Try the local food.** In Italian culture rejecting a dish or ingredient that has been offered could be taken as an offense. At least try the food, or, if you can not, politely explain why rather than just saying "no".

- **Personal space can be smaller in Italy** than other countries.

- **Be aware of cultural sensitivities.** The mafia, Italian politics, World War II, or Italian stereotypes can be a sensitive spot for many Italians and a painful subject. If you do approach these subjects, try to

be tactful and not too assertive, as people may feel uncomfortable.

- **Take advantage of public fountains!**

You will be able to refill your bottle at water fountains located in the main piazzas, or at the "fontanelli". Some of them even offer carbonated water! On the other hand, since in Italian culture it is not very common to eat or drink outside of meal hours, you will not find water fountains inside buildings.

- **Try unfamiliar things. Life begins outside of our comfort zone!** Leaping out of your linguistic and cultural comfort zone can be hugely rewarding!

In Italy it's forbidden to smoke inside public spaces but it is permitted to smoke everywhere outside. This can be very inconvenient but please keep in mind that an Italian will not perceive smoking next to you in the street as something that might bother you. If you smoke, don't throw cigarette butts on the street as you may be fined for littering!

People in Italy can be fascinated by other countries, but presenting your way as the best or only way will kill the conversation and the cultural exchange. Italians are generally very critical of their home country but will proudly defend it if feeling judged.

Keep in mind that Italians, and especially Florentines, despite the stereotype, are very reserved and do not commonly talk to strangers. People might feel uncomfortable or misinterpret your intentions as in Italy it is preferable to be introduced to someone through a third party, like a common friend before starting a conversation. If a stranger approaches you on the street that person is not behaving in accordance with Italian customs and social norms. Do the Italian thing and politely ignore them!

Formality/Informality

Italians can be very informal and friendly. That said, Italian culture, despite the stereotype, respects a lot of formalities, for instance:

- Never sit on the ground or put your feet or shoes on a table or a chair/sofa anywhere, including on trains, buses or waiting areas. This is considered very rude!
- It is not really common or socially accepted to eat or drink while entering a store or building with food or open drink containers.
- Keep your shoes and shirt on at all times while in public.
- Italians do not usually wear sports gear outside of the gym or sport sessions.
- “Ciao” is a very informal greeting, not appropriate in every circumstance, especially for the elderly. If you are unsure, “salve” works every time!
- Keep cultural dress norms in mind. Wear sensible clothes and respect the dress code that Italians observe on different occasions. What could be considered casual in your culture could be regarded as inappropriate.
- Cover your shoulders and avoid short skirts/shorts when visiting churches.
- Try not to be loud in your native language, despite the cliché, Italians do not appreciate people being loud.

Eating Out

Italians, as a general rule, do not eat out for convenience. Eating out in Italian culture is a treat and is usually done to celebrate some particular event. This is why the dishes in a restaurant are generally richer or more elaborate than average home cooking. Also for this reason, customers are usually expected to order more than one course. The restaurant owner will not rush you out, as the Italian customer is not only paying for food and service, but also

for the relaxed time and environment that one finds when eating out. Dinner out is a moment to chat and be convivial, this is why in a restaurant the atmosphere and pace is so relaxed. **In general, you will have to ask for the bill in order to receive it, as a good waiter in Italy would never rush you out of the restaurant.**

In Italy, there are three basic categories for dining establishments: osteria, trattoria, and ristorante.

Please note that it is always a good idea to check the prices before entering a ristorante, trattoria or osteria; although most of them are reasonably priced, some of them are historical establishments, and their traditional food and rustic environment can be pricey. An osteria or trattoria may have humble origins, but there are also some very fashionable, trendy locations that may outdo the prices of your usual ristorante.

Pizzeria – An establishment selling pizza and sometimes other food. Pizzas are served as individual dishes, not “family style”, and everyone is expected to order their own. If you just want a slice of pizza, look for an establishment that sells pizza “a taglio.”

Bar

The Italian “bar” is actually a “café,” where people often stop by for a quick espresso with friends or colleagues. Most bars also sell pastries, sandwiches and sometimes even offer a traditional aperitivo in the late afternoon/early evening.

PLEASE NOTE: many bars require that you pay beforehand and show the receipt to receive service.

Panini-Light Lunch

Panini in Italy is not a specific type of sandwich or even necessarily a toasted sandwich, it is simply the plural form of the

word sandwich, i.e. “sandwiches”. To order a sandwich ask for a *panino*, singular, not a *panini*, which is the plural form. Avoid touristy places and go for the lesser-known establishments and bakeries that will prepare a fabulous sandwich on the spot for you!

Aperitivo

Aperitivo or *aperitif* (from the Latin word *aperire*, to open) traditionally opens a meal, and it is similar to an appetizer. In recent times *aperitivo* or *apericena* has become a way to have a quick informal dinner with friends: you can enjoy a beverage and a buffet (cold and hot meals)

Remember: **wine is part of a meal in Italian culture** and to enjoy one glass with friends is a social activity. However, excessive drinking is antisocial behavior in Italian culture.

Tipping

Although it may be a nice gesture for exceptional service, tipping is generally not required nor expected for any services in Italy. This includes restaurants, taxis, and hairdressers. Employees in these businesses earn a regular salary and do not work for tips. Furthermore, in restaurants, there is always a service charge automatically included in your bill, called *coperto*, and usually between 2 to 5 euro. If you did have an exceptional experience and you would like to show your gratitude, usually a euro or two is more than enough to say thank you to your server.

The Myth of Drinking in Public

The heart of social life is often found in piazzas located throughout the various quarters of the city. For this reason, it is not uncommon to find Italians consuming drinks in the vicinity of

the pub or restaurant in which it was purchased if there is not a table available at the establishment. However, this is a far cry from the misconception that walking around the city with open containers of alcohol is socially acceptable. In fact, it is quite the opposite. In Florence, as well as in the rest of Italy, consuming alcohol and/or being drunk in public is perceived as extremely disrespectful and it is never, under any circumstance, acceptable to wander the streets with an open bottle of wine or any other alcoholic beverage.

Italian Holidays

Following is a calendar of our Public holidays. Since Italy is a predominantly Catholic country, these holidays are principally in accordance with such customs. Most government and local businesses also acknowledge these holidays. Absence from school for other religious holidays that are not recognized by the Italian calendar will not be excused.

This decision does not represent the beliefs of the university or its staff, but rather reflects cultural customs. For current school holidays, please check the Academic Dates for your session which can be found in your orientation packet:

January 1 – New Year’s Day

January 6 – Epiphany

Easter Sunday – Easter Monday (date varies according to lunar calendar)

April 25 – Liberation Day

May 1 – Labor Day

June 2 – Day of the Republic

June 24 – Saint John the Baptist Day (Patron Saint of Florence)

August 15 – Assumption Day

November 1 – All Saints’ Day

December 8 – Immaculate Conception Day

December 25 – Christmas Day

ACADEMIC SUPPORT

Course selection and registration procedures have been established for each student's status and additional details pertaining to the course selection are communicated as part of the applicable acceptance process.

Class offerings, dates, times and deadlines and other important registration details specific to each session are published in that semester's class schedule which is available online.

Not every course listed in the catalog is offered each session, please consult the University website to view the updated list of courses offered for all academic sessions. All courses are taught in English unless otherwise indicated.

For further information please consult the full Academic policy in the Academic Catalog.

CLASSROOM REGULATIONS

Please note that some courses and departments have specific regulations regarding uniforms, equipment usage, and materials. Examples include courses related to culinary arts, photography, and

fine arts. Regulations are provided by each department through course syllabi.

Apicius *Kitchen Rules*

Students must remember that cooking classes will include various tasks which all students must carry out. Students are also required to participate in a polite and responsible way, abiding by the following:

- Cooking classes will include all different types of recipes and students are expected to actively participate in all lessons regardless of personal likes or dislikes.
- Depending on seasonal availability, some ingredients and/or recipes might be subject to change.
- Apicius is not a restaurant: by law, meals cannot be served, though small tastings are allowed. Therefore, students should not expect to eat a meal at the end of each class. The portions prepared in class are designed to teach various techniques and recipes, and to be tasted under the supervision of the chef in order to critique the student's work and maximize the comprehension of the day's lesson.



- Food is not to be taken out of the kitchen/lab under any circumstance. In accordance with Italian health codes, it is strictly forbidden to take any leftover food out of the school, including any fully cooked food products and baked goods. Therefore, DO NOT take any food out of the kitchen at the end of class.

- Students are not allowed to bring friends into kitchens for tasting after class nor enter in other classrooms to taste leftovers.

- Refrigerators are not to be used by students to store personal food during class time. Any personal use of the kitchens by students is strictly forbidden.

- All kitchens are off limits while class is not in session. Students are not allowed to enter the kitchens more than 15 minutes before their scheduled class begins, in order for the Apicius staff to properly clean and prepare for the lesson.

- It is strictly forbidden to sit on kitchen stations.

- Keep the station neat and orderly.

- Wash all kitchen utensils and working stations. Students are

responsible for kitchen utensils. The cost of any missing utensil will be shared by all students.

- DO NOT leave the kitchen/lab when waiting for food to be ready.

- Cell phones are not allowed in kitchens/labs and computers or tablets are off limits during class time.

- Bags, backpacks, and jackets are to be left outside of the kitchens, in lockers or on the coat racks. Please, do not leave bags or jackets anywhere else.

Food & Culture Courses

- Students will be provided an apron that must be worn during every cooking lab. The apron must always be clean and pressed. Students will not be allowed to attend class without the apron or with a dirty, unsanitary apron. The school will not provide a substitute apron.

- Students are requested to wear long pants (no skirts or shorts) and closed shoes.

- Students cannot enter the labs with sandals or flip flops.



Professional Cooking Courses

Each student enrolled in a **Professional Culinary Arts Career Program** will be provided at the beginning of the program with:

- two chefs jackets
- a chef's hat
- two aprons
- a dishrag
- a culinary kit

Each student enrolled in a **Baking & Pastry Career Program** will be provided with:

- two chefs jackets
- a chef's hat
- two aprons,
- a pastry kit

Each student is required to acquire **chef pants** and **safety kitchen shoes** (according to European safety laws EN ISO 20345) and come to class dressed in an appropriate manner.

Students can purchase additional Chef Jackets only at the authorized dealer (contact Student Life Department for authorized dealer list). These jackets must be the exact same ones as those provided by the school (model, color, and presence of logos). **No student will be allowed in class without the authorized outfit.**

In accordance with most countries' health codes, all students must:

- **Wear a white chef's jacket.** The jacket must always be clean and pressed. Students will not be allowed to attend class with only an apron or a dirty, unsanitary jacket. The school will not provide a substitute jacket.
- **Wear a white chef's hat.** The school will not provide a substitute hat and students will not be allowed to attend class with inappropriate head-wear.

- Have **all hair tied back** in an appropriate manner.

- **Wear appropriate black pants to class.**

- Students will not be allowed to attend class in **shorts or skirts.**

- **Wear appropriate footwear to class.**

Students will not be allowed in class wearing sandals or inappropriate shoes. It is recommended that students purchase a pair of safety kitchen shoes.

- **Wash hands before class**

- Keep fingernails short.

- Is forbidden to wear nail polish.

Remember:

- **Bring their own clean dishrags** to class in order to keep their station neat and orderly.

- **Bring their set of knives** to each cooking class, unless otherwise specified by the chef. The school will not provide knives to students who neglect to bring their knife kit to class. It is recommended that students purchase a case to transport knives to and from school.

- Apicius promotes a responsible use kitchen paper towels

Studio Arts Classes

Students enrolled in Studio Arts courses are required to abide by the following rules. Students are required to come to class dressed in an appropriate manner. Studio classes can dirty clothes, students are encouraged to dress accordingly.

General rules for all Studio Arts classes

- Students must be aware that some tools (saws, hammers, cutters, drills) and materials (glues, glazes, sprays, etc.) may be hazardous. Students must obtain the instructor's approval before utilizing these materials. Once instructed on proper use of such materials, students must always be careful and responsible for their use.

- Equipment cannot be used or operated by students who have not been trained to do so.
- Clay, plaster, and cement must always be kept outside of the sinks. Plumbing in the facilities must be well-monitored. If the sinks back up for example, students must notify the instructor/lab assistant immediately.
- Solvents and oil must not be thrown into the sink. These materials pollute the environment and need to be properly disposed of.
- Heavy items must be taken to appropriate garbage bins outside of the school facilities. Paper, glass, plastic, and metals must be disposed of in appropriate bins.
- All studio utensils and work stations are to be properly cleaned after each use. Brushes must be cleaned after each use and placed in their proper storage areas.
- The loss of any personal items is the students' responsibility.
- Students must respect the work of other classes and individuals at all times.
- Students are responsible for any damage occurring to produced works, as well as for studio tools and the cost of any missing items. Students may be asked to pay a deposit to borrow equipment and materials.
- Cell phones are not allowed in class. Computers are off limits during class time unless necessary for a lecture or project.
- Hands-on coursework requires clean, washed hands, and short fingernails are recommended.
- Students are invited to use the studios when other classes are in session only when authorized by the instructor.
- Students are allowed to paint and draw in the gallery space, but they will be responsible for any possible damage to the space and works of art.
- Students are not allowed to move, take, or damage any part of an ongoing exhibition. Any damages must be reported immediately to the instructor and/or lab assistant.



Ceramics / Sculpture:

- Students must wear an apron or a loose fitting shirt and appropriate footwear to attend classes; closed-toe shoes are required at all times in the ceramic studio.
- The school will not provide aprons. It is recommended that students purchase their own aprons or bring an old loose fitting shirt.
- Stations must be kept neat, orderly, and clean during studio and lab hours.
- Clay cannot be kept unwrapped or left in pieces on the floor. Water and clay bits are a slippery combination, any spilt water must be dried immediately. Precautions, such as sweeping carefully, should be kept during clay use as it creates unnecessary dust that can be hazardous. It is highly recommended and suggested to clean areas with a damp sponge or cloth, which is a safe and convenient way to clean.
- Plaster and cement are to be kept away from the clay supply. Such substances cause the clay to explode during the firing process. Glaze area and use requires a clean space management.
- Brushes must be kept clean after each use.

- Work cannot be left unattended when not in production.
- Unknown clays or glazes cannot be mixed together and most importantly, any materials added to clay projects must be approved by the instructor. Students intending to use enamels or experimental glaze techniques must be trained under the supervision of an instructor. Masks must be worked when working with techniques such as spray painting or sanding materials.
- Students are required to have a general awareness of kilns and ceramic production. Kilns represent important machinery and all students working with them must use the necessary caution before and after firing.

Media Labs

Media Lab computers are only for coursework. Personal email and social media may be viewed at the Internet point.

Students are not permitted to download programs onto the computers.

No food or drinks are allowed inside the classrooms.



Photo Studio

Only authorized and instructor-approved students may use the photo studio.

No food or drinks are allowed inside the classroom.

Students must checkout and return all equipment at the front desk.

Darkroom

Only authorized and instructor-approved students may use the photo studio.

No food or drinks are allowed inside the classroom.

Students must check-out and return all equipment at the front desk.

Printing Lab

Only students who are taking DIVA classes and have printing assignments may use the printers. Students may start to use the printers once they have been approved by their class instructor or TA.

Students may utilize beginning, intermediate, and advanced printers according to their approved levels.

Cartridges will be changed only by DIVA staff.

Only class assignments are allowed to be printed.

PLEASE NOTE: additional requirements by DIVA for Studio equipment can be found in course syllabi.



EMERGENCY

In case of NON-EMERGENCY health and Safety or housing issues, please contact the Student Life Office during Office hours: at **+39 055 2633 127/128** or send an email. **www.studentlifeflorence.it/emergency**

EMERGENCY NUMBERS

Ambulance / Fire Department / Police (Carabinieri) – **112**

In Florence

Police Station (Questura) Via Zara 2:
+39 055 49771

Carabinieri: Borgo Ognissanti 48:
+39 055 27661

Santa Maria Nuova Hospital Emergency Room: **+39 055 693111**

SLD Emergency Contact 24/7:

In case of any health, safety, or housing emergency, please contact the advisor on call: **+39 3473769632** (outside office hours).

EMERGENCY PROCEDURES

The wellbeing of our students is our first priority.

In the event of an emergency, experienced staff is prepared to assist students in any way possible in order to ensure their safety. For this reason, the university has put in place a detailed plan which contains the response protocols for various emergency situations, ranging from health and safety matters to natural disasters.

When planning for emergency response procedures, staff take into consideration information from multiple sources, including our partner providers, local law enforcement agencies, consulates and embassies, and international travel advisories, as well as from their own experience and expertise. The Student

Life and Development Department and university governance will be in charge of implementing the Emergency Plan.

For their own safety, **students should carefully read and familiarize themselves with the information** contained here. In the event of an emergency, it is important to be aware of all safety procedures and protocols so as to be able to act in a prompt and safe manner.

All changes or updates to the Emergency Response plan will be communicated to students via email.

The university monitors and receives updated notifications regarding official travel advisories. If a Travel Warning is issued by local or home authorities, **we will alert students via email within 48 hours.**

Procedures and Evacuation Plans

In the unlikely event of a major emergency which affects the health and/or safety of our students, the university has put into place the following Emergency Response general procedures:

The Emergency Response team will reach out to all students via email and/or phone to ensure they are safe and to share important information and instructions regarding the situation.

The Emergency Response team will contact all relevant Embassies and Consulates and local authorities. Information regarding the event, including range of influence, level of emergency, and the practicality of continuing classes will be gathered from various appropriate sources and communicated as necessary with students and staff. If deemed necessary, the Emergency Response team may decide to convene students

and/or relocate them to another location. A written log of all emergency events and the actions taken by the Emergency Response team will be maintained and updated as necessary.

Below you will find specific Evacuation and Emergency Procedures for various types of emergency situations.

Please read the following information carefully and familiarize yourself with the steps you will need to take to ensure your safety.

Facility/School Evacuation Plans

Meeting Points: are indicated in the emergency evacuation plans visible in all classrooms and campus buildings.

Procedure in Case of Earthquake

- Remain calm
- Do not rush/go outside
- Remain in a classroom and sheltered under a desk, under a door frame or close to the main walls, away from windows, glass doors and cabinets as these could fall and cause injuries.
- If you are in the hallway or in the stairwell go back to your/the nearest classroom
- After the earthquake, upon order of evacuation, leave the building without using the elevator and go to the assigned meeting point.

If you are outside:

- Move away from buildings, trees, streetlights or electric lines as they could fall and cause injuries.
- Find a place where there is nothing above you, if possible, otherwise seek shelter under something safe like a bench.
- Do not approach scared animals.

Procedure in Case of Fire

- Keep calm and try to avoid any actions that may cause panic.

- Call for outside help only on request of a university staff member.
- Do not put yourself at risk in any way.
- Do not hesitate to leave the area if the fire threatens to block the passage toward the exit.
- Promptly inform staff of the fire, including the size and location.
- If the fire is not large enough to set off the alarm, do not manually set off the alarm unless requested by a staff member to do so.
- If possible, remove any flammable materials that may fuel the fire.
- If it is not possible for the staff to extinguish the flames, leave the area without blocking the passage of others.
- If evacuation is required, follow all instructions given by staff.
- Do not collect any personal belongings that may create obstacles for yourself or others and calmly proceed toward the exit without running or pushing.
- Help anyone who is in need of assistance to leave the building.
- Follow the green exit signs to the door.
- Do not change direction so as to not block the exit of others.
- Before opening any doors, first touch the upper part of the door to check that it is cool. If necessary, open with caution to avoid finding a wall of flames in front of you.
- To open sliding doors or doors that open toward you, crouch down on the floor, move as far away along the wall as possible and slowly open the door.
- To open doors that open away from you, crouch down on the floor and slowly open, using the door as a shield.
- If you are immersed in smoke, cover your nose and mouth with a rag, wet if possible, and crawl on the floor, where the air is not as hot or smoky, and head towards the exit.

- If your clothes catch fire, try to smother the flames with non-synthetic cloth and keep the flames away from your head.
- Leave the premises and proceed to the meeting point indicated by a university staff member.
- Once at the designated meeting point, wait calmly for staff to call roll and provide you with further instructions.

Procedure in Case of Contamination

- Seal off doors and windows to the outside as much as possible.
- Leave any equipment or belongings (do not worry about books or other items).
- Take a piece of clothing to protect yourself from the cold and rain.
- Line up with your classmates, holding hands with the persons in front of and behind you.
- Remember to NOT push, yell or run.
- Move to the more internal classrooms or locations.
- Do not open, for any reason, doors, windows or external ventilation systems.
- Turn off ventilation (if applicable).
- The teacher with the class list will call roll.

Procedure in Case of Flood

- Stay calm.
- Cease all activity.
- Leave any equipment or belongings (do not worry about books or other items).
- Take a piece of clothing to protect yourself from the cold and rain.
- Remember to NOT push, yell or run.
- Calmly head to upper floors of the building that are indicated as safe.
- Wait for instructions from the emergency personnel in charge.
- Upon arrival at a secure area, the teacher with the class list will call roll.

Procedure In Case Of Electrical Emergency

- In case of power failure, the administrator gives a pre-alarm. This entails:
 - Checking the status of the EE generators, and if they are overloaded, shut them down
 - Operating subsidiary generator, if present
 - Calling the electric company
 - Notifying the person responsible for relations with the teachers present in the classes
- Turning off all machines that may have been running before the power outage.
- Checking if there are people trapped inside the elevators (if present) and if necessary call the Fire Dept.

Procedure In Case A Suspected Bomb

- Anyone who notices a suspicious object or receives a call reporting one:
 - Must not approach the object but attempt to identify it without risking the safety of themselves or others, and absolutely must NOT attempt to touch or remove it under any circumstances;
 - Alert staff who will activate the state of alarm. This consists of:
 - Evacuating the students and the surrounding suspected area
 - Immediately calling the police
 - Calling fire dept.
 - Freeing the phone lines
 - Informing teachers in charge of the plan so that they are ready to organize the evacuation
 - Calling emergency medical services (ambulance)
 - Activating the alarm for the evacuation
 - Coordinating all related operations.
- In the event of armed threat and/or the presence of deranged individuals

■ In these and in other similar cases where the event directly affects areas outside the facilities, the emergency plan provides for a “non-evacuation.” Follow the following behavior guidelines:

- Do not leave the classroom or area you are in.
- Do not look out the windows to observe.
- Remain in place and with your head down if the threat is direct.
- Do not expose yourself to actions of physical injury.
- Do not contradict or oppose the behavior and actions of the aggressor(s)/deranged individual(s).
- Stay calm and in control of your actions in response to any offense received and do not insult or ridicule the irrational behavior of the individual(s).
- Any action and/or movement must be executed calmly and with ease. Do not act in a way that may seem furtive, or make any movement that may seem like an escape attempt or a defensive reaction.
- If the threat is not direct and you are certain that law enforcement has taken

action, sit or lay on the ground and wait for further instructions

In The Event Of A Terrorist Acts (Non-Evacuation)

■ In these cases and in others where the event directly affects areas outside the facilities, the emergency plan provides for a “non-evacuation”. Follow the following behavior guidelines:

- Do not leave the classroom or area you are in.
- Do not look out the windows to observe.
- Move from the areas of the building with exterior windows with doors or hanging objects (chandeliers, paintings, speakers, etc.) and go to safer areas (for example walls between windows or on the walls of the room opposite the external ones).
- Stay calm and do not influence the behavior of others with hysteria and screaming.
- Soothe and assist individuals in a state of greater agitation.
- Wait for further instructions which will be provided by staff.



Emergency Procedures & Academic Actions In Case Of Terrorism Alert

The following information summarizes the terrorism alert levels from secure sources and the procedural measures to be taken by the school as a consequence of each level. In particular, the international levels also used in Italy are established by the Ministry of the Interior and issued on a local level by the Prefecture and communicated to the mass media. University staff levels and consequential actions will be determined semesterly by the Academic Senate.

Level	Description	Corresponding level
Alpha	Describes a situation where there is a small and general terrorist threat that is not predictable. However, agencies will inform personnel that there is a possible threat and standard security procedure review is conducted and revised where needed.	LOW
Emergency Response	The Emergency Response Team meets to assess the ALPHA level of emergency and instruct students accordingly.	
Security measures	The Academic Senate meets to assess the ALPHA level of emergency, and confirms that academic activities are held regularly. No special procedures are in place, exceptions are not allowed.	
Bravo	describes a situation with a somewhat predictable terrorist threat. Security measures may affect the activities of local law enforcement and the general public.	GUARDED
Emergency Response	The Emergency Response Team meets to assess the BRAVO level of emergency and instruct students accordingly.	
Security measures	The Academic Senate meets to assess the BRAVO level of emergency, and confirms that academic activities are held regularly. Students' requests for special academic arrangements will be collected by the Academic Senate but no exceptions will be made. It is the students' individual choice to withdraw from their program. The university will not allow any special procedures to complete courses and students incur the regular cancellation policy. Students are granted an incomplete grade (I). The Academic Senate meets after the end of the semester and reviews special requests.	

Level	Description	Corresponding level
Charlie	Describes a situation where a global terrorist attack has occurred or when intelligence reports that there is local terrorist activity imminent.	ELEVATED: HIGH, according to whether Florence is involved.
Emergency Response	The Emergency Response Team meets to assess the CHARLIE level of emergency and instructs students accordingly.	
Security measures	The Academic Senate meets to assess the CHARLIE level of emergency and follows the Ministry of the Interior and Prefecture instructions for daily activities. Regular activities are held if not otherwise instructed by local authorities. In case of Charlie high level the Academic Senate may allow special academic arrangements including proctoring exams in consideration of the academic calendar. Students incur the regular cancellation policy	
Delta	Describes a situation where a terrorist attack is taking place or has just occurred in the immediate area.	SEVERE
Emergency Response	The Emergency Response Team meets to assess the DELTA level of emergency and instructs students accordingly.	
Security measures	The Academic Senate meets to assess the DELTA level of emergency and follows the Ministry of the Interior and Prefecture instructions for daily activities. In compliance with local authorities' prescriptions, the Academic Senate may decide to interrupt academic activities. The Academic Senate will allow special academic arrangements including proctoring exams in consideration of the academic calendar. Students incur the regular cancellation policy.	

City Evacuation Plan

In case of level **DELTA = SEVERE** emergency, if deemed necessary and only if authorized by the local authorities, the decision to terminate a program or evacuate the students will be made by the university governance and ER staff in accordance with local authorities.

The emergency evacuation in place held by the university will provide for the support of all covered students, regardless of citizenship. Students enrolled in the university through a provider will be handled by the provider.

The emergency evacuation plan includes alternative sites that will accommodate housing for the group.

Students are made aware of a meeting point during on-site orientation, so that they know immediately where to go during an emergency. The Emergency Response Team decides the best course of action and makes a decision about evacuation. The university cannot be responsible for the safety of any student or staff member who does not sign the plan of action or who refuses to comply with institution evacuation procedures. The university cannot be held responsible for the safety of any student whose whereabouts cannot be ascertained.

Students housed through the university or independently are informed of the respective Emergency meeting point during housing check-in. The meeting point is indicated on the apartment information sheet.

The three meeting points are:

Piazza Della Libertà

Piazza Beccaria

Porta Romana

At each meeting point, one or multiple staff members will be present and will

hold a university sign and students' list to call roll.

Students will be instructed step by step by the university staff who will coordinate their transfer to the selected alternative locations outside Florence.

In order to protect the safety of our students, the university does not disclose the address of the above mentioned locations outside Florence. Partner Universities and Families will be informed by university staff at that time. The specific address and other information regarding the off-site emergency evacuation location is found in the Emergency Response team manual only.

First Aid

Keep calm and try to avoid any actions that may cause panic. Inform university staff of the situation.

Unless the injured person is in immediate danger do not move the victim or offer water.

Try to keep the victim calm, supporting him/her while s/he tries to get into a comfortable position.

Call for outside help only if requested to do so by a staff member.

If necessary, first aid will be administered by a staff member, using the first aid kit.

Steps to help you stay calm and follow university instructions more effectively in an emergency

Remain calm. Take a deep breath. You will need a clear head in order to focus on your next move.

Check for information from the university (e-mails, Facebook, phone)

Take action. Follow institution instructions to help remove you from the emergency and get you to a safer location where you can get help. Remember the alternate transportation options you have available.

Get in touch. Make sure to check in with staff at designated locations.

Take care of yourself. While you are waiting for your contacts to assist you, or in case you cannot reach anyone to assist you, use your emergency kit, if necessary. Keep Trying. If you cannot get a hold of anyone to help you (because phone lines are down, you are trapped, etc.) don't give up. Try alternate methods of communication until you are able to reach someone. If you need to move to another location, let others know and

leave a written description of where you are going.

Move to a more permanent location. After you have removed yourself and your group from any immediate threat, regroup at a safer location, and communicate with your emergency contacts. Consider your transportation options and get yourself to the appropriate location (hospital, police station, embassy/consulate, contact's home, counseling center, etc.)

Stay in touch. Maintain contact and update the university.

HOUSING

The Housing Office assists students with the housing arrangement process. We do not own or lease apartments but work as a facilitator to assist students in finding accommodation during their stay in Florence.

The Housing Office's objective is to ensure that students live comfortably and have an enriching study abroad experience. Students will select their housing preference during application process. The

Housing Office will complete assignments only for students who request housing within the designated deadline.

HOUSING OPTIONS

Apartment Locations

Students who select housing services are immersed in the city of Florence, in unique locations within walking distance (maximum 40 minutes) or a short bus/tram ride to the campus locations.



Exact walking times will depend on the individual and personal pace compared to a navigation system's ETA.

Unlike cities and towns with mostly residential areas, Florentines commonly get around within and between neighborhoods by foot, and walking is an ongoing feature of the local lifestyle.

Public transportation options such as the aforementioned buses and trams service the entirety of the Florentine municipality and beyond, and are used by local residents of all age and background categories on a regular basis.

Apartments have the same standards and have similar facilities, although no two apartments are alike because of the historical nature of Florence. The city's urban planning spans several centuries, and neighborhoods will have varying degrees of proportions representing buildings dating to the Renaissance or more modern examples from the 19th century onwards.

The more outward rings of the city radius will have a higher concentration of modern buildings with standardized layouts while those closer to the ancient Roman nucleus will vary in terms of building age and apartment layout. This is typical of most cities in Italy and Europe. The following section on expectations provides further detail on living factors in Italian cities.

Layouts And Standards

The standard layout of the apartments consists of multiple bedrooms, multiple bathrooms (the number may vary), and a kitchen/living/dining room space.

The bedrooms range from single bedrooms for one occupant (limited availability)

to multiple occupancy (double, triple, multiple). There is sufficient storage space to accommodate a reasonable amount of clothing and luggage.

Apartments may accommodate different numbers of students depending on the size and number of rooms in the floor layout. Students in any housing option will be sharing the accommodation with other students who are currently enrolled in our programs.

Service

While apartment living fosters independence and is associated with related responsibilities in terms of lifestyle, routine, and co-habitation with peers, institutional housing always includes a network of support services monitored by qualified campus personnel.

Such services include a housing maintenance ticket system for troubleshooting and a 24/7 emergency line for urgent scenarios.

Managing Expectations:

Living in Italy comes with unique considerations, including:

- Apartment layouts vary, especially in historic buildings where no two units are the same.
- Thick walls in historic palaces may affect internet speed/connection.*
- Elevators are not guaranteed due to historical landmark restrictions.
- Clothes dryers are uncommon; drying racks are always provided.
- Heating is only available during winter months due to legal and environmental regulations.*

For more details on gas and energy usage, refer to the Utilities section.

Conduct and etiquette

Managing Expectations:

Living in Italy comes with unique considerations, including:

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- Thick walls in historic palaces may affect internet speed/connection.*
- Elevators are not guaranteed due to historical landmark restrictions.
- Clothes dryers are uncommon; drying racks are always provided.
- Heating is only available during winter months due to legal and environmental regulations.*

For more details on gas and energy usage, refer to the Utilities section.

Housing Selection Process:

Students will choose two preferences:

- Apartment Capacity – Total number of occupants in the unit.
- Room Type – Number of occupants per room within the unit.

Important Notes:

- Availability is first-come, first-served.
- If a preferred option is unavailable, students must select another.

Apartment Types:

- Private Apartment – 1 student per unit
- Shared Apartment – 3-7 or 8-16 students per unit
- Dorm-Style Apartment – 17+ students per unit

Room Type Options:

- Single Room – Private or shared bathroom

- Double Room – Private or shared bathroom

- Triple Room – Private or shared bathroom

- Multiple Room – Shared bathroom
Room availability depends on request and apartment layout.

See Housing Brochure for details or write us an email.

HOUSING POLICY

- https://www.studentlifeflorence.it/wp-content/uploads/2024/06/FUA_Italy_Housing_Policy.pdf
- <https://file.academicitaly.com/Housing/Policy.pdf>

HOUSING SERVICES

Housing Assignments and Availability

Apartments will be assigned on a first come, first served basis according to availability, and assignments are communicated at least 14 days prior to arrival in Florence. Depending on their request, students will be assigned to a single or shared bedroom based on availability. Common spaces will be shared with other roommates. If a student request cannot be met due to space limitations, the student will be assigned according to availability and notified before arrival. Students will not be able to choose their apartment or change roommates. All roommate requests must be specified in the housing section of the admissions application.

Pick-up Services

Pick-up Services for students arriving in Florence individually and not with pre-arranged group pick-up service, may make a separate request for pick up when submitting their arrival information. Separate requests require an extra charge.

Please consult the arrival and check in page for more information.

Health Information Disclosure

Please let us know either via email or on the housing application form if the student has a medical condition or disability that needs to be disclosed to the Housing Office and which requires specific attention.

Maintenance and Housing Assistance

The Housing Office assists students with housing concerns, emergencies, or issues throughout their stay in Florence. The Housing Office can be contacted in person, by email, or by phone. After office hours, an emergency number is available 24/7. The housing rules provided to all students upon check-in indicate what does or does not constitute as an emergency. Non-urgent and general maintenance requests are communicated by the student following the protocol which will be explained in orientation. Detailed information regarding housing policies can be found at the top of the page under "Housing Policy."

HOUSING MANUAL

Please carefully read through the following information. What is listed here is intended to help in your adjustment while living abroad in a new city and what to expect as a tenant of campus housing.

Accommodations provided through the school may differ than the housing you are used therefore, please be mindful of the possible differences and take the time to understand what can be done to enhance your living within the community. We want nothing more than for you to enjoy your time here in Florence and hope the following information will enable you to do so.

Accommodations

Just like any city, Florence consists of residential neighborhoods throughout. You will notice, most buildings in the city are built in a way that are close to one another. Unlike typical university style dormitories, students may be placed above or below non-students. Many of our accommodations are located in buildings housing local citizens and even families.



Therefore, it is important to be mindful of activities within your apartment and general practices of the Florentine community. The city of Florence was built hundreds of years ago, with many of the foundations in their original condition. Though restorations have taken place to update and modernize many buildings, they may differ than what you are used to back home due to their age. Florence places importance on architectural sustainability by reusing buildings as opposed to demolishing and rebuilding them. This makes living in the city extremely unique, just be aware of the difference in standards. Many of the apartments are spread out among the historic center within popular neighborhoods. Generally speaking, Florence is considered small. Keep this in mind depending where your apartment is located. Though it may not seem close to the campus your classes are held at, in reality, the entire city is walkable by foot. Students with housing through are provided furnished apartments. Depending on your assignment, you will share the apartment with multiple students. Your bedroom will include multiple beds and the common areas are intended to be shared among roommates. Check your housing packet distributed during your arrival check-in for information specific to your assigned apartment.

Expectations

The following is a list of what you might encounter within your university accommodations. Please note, all of these are typical of the Italian lifestyle.

- No dryer
- No dishwasher
- No microwave
- No elevator
- Limited heat in the winter

- Quiet hours
- No oven (housing standards require either an oven or a microwave but not both)
- Mosquitoes (high season in the summer)
- Frequent power outages (caused by too many appliances being used simultaneously)

Keys

IMPORTANT: Keys are the responsibility of the student. Lost or stolen keys

Contact a roommate to let you in, or stay in a hotel until you replace the keys. Students are responsible for replacing lost or stolen keys. Since some keys are specialized, they may incur a hefty cost to replace. Remember to always know where you keep your keys and to never write your apartment address on them in the event of loss or theft.

Be very careful when unlocking your doors, since some keys may take certain maneuvering, in order to prevent breaking them within the door of the building of your apartment. In the event that this may happen, it is important to contact Housing Department immediately, since this may prevent other residents from accessing the building.

PLEASE NOTE: Locksmith services will incur charges which students are responsible for paying, so take caution.

Quiet Hours

Noise passes easily between walls and floors in Italian buildings, so always observe Italian laws as for the set "quiet hours". Remember to also be conscientious when in the stairwells late at night and be careful to take shoes off when inside the

apartment, as is a common practice for Italians.

Be a good neighbor and your new neighbors will be good to you. Italian law prohibits noisy behavior from 2pm to 4pm and from 11pm to 8am. It is not uncommon for building tenants to call the police if excessive noise is made during these times.

Examples of loud activities:

- Appliances (washing machines, hair dryers, etc.)
- Washing dishes
- Loud Skype calls
- Walking around the apartment with hardsole shoes
- Showering late at night (can be heard through thin walls)

Appliances

Carefully read the instructions provided to you in your housing packet regarding your apartment's appliances. When using adapters, do not force anything (plugs, etc.).

Check that the appliances and adapters you brought from home will work on Italian voltage before using (and damaging) them. This is important since you can permanently damage your electronic devices if too much power is put into them. In Italy, adapters power between 220-240 volts.

Washing Machines

A typical load takes up to 2 hours to complete, sometimes even longer. Discussing possibly combining loads with your roommates may be a good option to save time and conserve detergent.

Instructions for machines are located on top and under no circumstances should students force open the door of the washing machine. Once a load is

complete, a few minutes are needed to pass before the door will unlock. Forcing the door before this time can greatly damage the machine and students will be responsible for replacing parts or the entire unit. Dryers are not used in a typical Italian household.

- Colors Colori
- Whites Bianchi
- Washing Machine Lavatrice
- Detergent Detersivo
- Bleach (for whites) Candeggina
- Detergent for Delicates Detersivo delicato
- Handwash Bucato a mano
- Fabric Softener Ammorbidente

Utilities

Understanding the differences in lifestyle standards of where you are from can help you assimilate as best as possible to your new home in Florence. Below is information regarding utilities and what to expect.

Conservation & Environmental Laws

Energy rates in Italy are expensive, therefore, Italians are very practical when it comes to saving their resources. Conservation affects electricity, water, heating, etc. This can be a challenging experience for you but try to regard it as a learning experience!

As a general rule, please remember to:

- Turn off the lights when you leave the apartment or leave a room for a long time.
- Always close and lock all the windows when you leave the apartment.
- Close shutters/ drapes during the hottest part of the day to keep rooms cool in summer and to keep in heat during the winter.
- Make sure to take short showers as a common courtesy to your roommates,

otherwise, you may consume all the hot water. 10 minutes is considered a long shower in Italy. The Italian method: Get wet – turn water off – soap/shampoo – rinse off.

Electricity

In Italy, a large share of electricity is imported, therefore, utilities can be very expensive and the amount of energy available is limited.

Most apartments have a maximum amount of kilowatts that can be used at one time, and too many electric appliances working simultaneously can result in a power surge and inevitable circuit failure: In that case, you can restore the power by unplugging one of the devices and by flipping the circuit breaker in the main electricity box. Remember to TURN OFF the electrical appliances being used and switch the apartment fuse on. This box could be located either at the entrance of

your building or inside your apartment. Refer to your housing assignment information on the Student Portal.

PLEASE NOTE: If your usage is excessive, you may also be charged a supplement for the excess usage

Electricity Boxes

Electricity output in Italy is 3000 watts. If you use more, the electricity will go out!

Example: Washing Machine uses 2000w + Oven uses 2000w = 4000w (BLACK OUT)

If this happens, TURN OFF the electrical appliances being used and switch the apartment fuse on, found in the building's electric box. This box could be located either in the entrance of your building or inside of your apartment. Refer to your housing brochure in the student portal.

Apartment Electric Box



Building Electric Box



Heating

In Italy the official heating season and temperatures are regulated by environmental laws; in Florence, no heating is permitted from April 15th to November 1st, and the maximum allowed temperature for the thermostat is 20C°= 68F°, for a maximum of 8hrs per day.

IMPORTANT: Never touch the thermostat, if you feel the heater is not working properly, go directly to the Student Life office and put in a maintenance request.

Air Conditioning

Keep your apartment cool, and close all windows, curtains, and shutters during the day to prevent the sunlight from heating your flat. After sunset, you can open the windows and let the summer breeze freshen the rooms.

PLEASE NOTE: Regardless of the season, always open all windows for at least 10 minutes every day to let some fresh air in. It is important to remember to let air steam out of the bathroom or kitchen, in particular, in order to prevent mold from accumulating.

Make sure that you never do this at a time when you are not at home.

Tap Water

The tap water in Florence is perfectly safe to drink and is subject to strict quality controls, as mandated by legislative decree n. 31 (2001) under the categories of microbiology, chemical, indicators and accessories; the quality of the water distributed by Publiacqua continuously and fully satisfies the requirements set forth by this law. The city offers free high quality purified water fountains where you can fill up your own clean bottles with

water, and in some cases, even sparkling water (frizzante). For a list of fountains please visit <http://www.publiacqua.it/fontanelli/dove-sono/comune-di-firenze>.

Plumbing System

Do not flush anything down the toilet except toilet paper. Any other materials, such as feminine hygiene products, razor blades, or paper towels, will clog the septic tank. This also applies to all school and public buildings. The same applies to the kitchen sink: remember to remove any food bits before you wash your dishes; otherwise, you will clog the pipes. You will be held responsible for any cost of damages.

Rooftops

Florence is famous for its beautiful red-tile rooftops. However, they cannot be stepped on. Under no circumstances may you go onto the roofs – ever!

Garbage & Recycling

It is your responsibility to dispose of your garbage daily. A great way to get to know your neighborhood is to take a walk around to locate the garbage bins closest to your building. Never leave any garbage in the apartment stairwell or on the sidewalks, as this is in strict violation of the cohabitation rules in your host city and can result in a fine. The city of Florence recycles paper, plastic, aluminum, glass, and organic matter for compost.

PLEASE NOTE: Soiled paper and paper with plastic layers cannot be recycled. Within the historical center, domestic paper recycling is collected door to door on a given day of the week. To find out on which day of the week paper collection is being carried out in your area, please visit <http://www.quadrifoglio.org>.

For further information on recycling in Florence, please see http://en.comune.firenze.it/city/environment/waste_and_recycle.html

Neighbors & Community

Since you will be living in close proximity with local citizens and families, it is extremely important to respect their standards of living, such as obeying quiet hours as previously listed.

If your neighbors were to ever contact the police to complain on your behalf, be sure to have your passport and visa on you, be respectful, and be aware that under Italian law, no search warrant is required to enter and search your apartment.

A few tips on friendly cohabitation with locals: don't be afraid to greet your local neighbors.

Visitors

It is important to be aware of the intentions of people you meet to ensure the safety of yourself and your roommates. Letting unauthorized people into the apartment, due to anti-terrorism Italian law, is not allowed.

Due to the same law, overnight guests are not permitted. Tenants violating this agreement may be asked to vacate the property and may be responsible for paying any police fine.

IMPORTANT: If you ever suspect strange behavior outside of your apartment, immediately call 112 to report it to the police.

In the event that you accidentally spill something within the building's common area, immediately clean it up. Be mindful of residents coming up or down the stairs at the same time, as some stairwells are smaller than others.

Cleanliness & Damages

All apartments are cleaned and checked by the housing department prior to check-in. Please abide by the following regulations during your session:

Do not leave any kind of garbage outside the apartment.

Close all the windows when you are not in and when it is raining, or predicted to rain. Do not move the furniture in the apartment without first checking with the landlord or housing department. The Housing Coordinator will do random house checks for cleaning (24 hours notice is given to residents).

Interventions due to a lack of daily maintenance by students will be subject to a fee.

If students find bed bugs after arrival, they are responsible for any fumigation/extermination fees (aprox. 300/400€).

*Tips to prevent bed bug infestation: do not travel with your own pillow, never put your suitcase on your bed after returning, it is wise to insert your suitcase into a large trash bag and tie it closed for 24 hours to kill the potential bedbugs in your belongings, after this, it is suggested to wash your clothes from the suitcase in warm water and air dry before putting them away in your closet or dressers.

IMPORTANT: Students are responsible for paying all housing damages incurred. Unpaid fees will result in account holds and official transcripts will not be released.

Maintenance Services

In the event that you need something fixed or replaced, please fill out the Housing Troubleshooting form found on the student portal. You will be requested to describe your matter in detail. It is wise to inform the housing department of any requested maintenance services as soon as issues arise. Waiting until the last

minute or close to the weekend may delay issues from being resolved.

PLEASE NOTE: Some maintenance services may incur charges. This depends on the issue and if any damages to university property have taken place. For more information on what maintenance services may incur charges, please email the Office.

Common Non-Emergency Situations, And Solutions

Please refrain from calling the emergency line in case of common situations that can only be addressed during office hours. The School has no control over possible temporary interruptions of the supply of water, gas or electricity. We will use our best efforts to solve these or other technical problems that may arise during your stay.

Lack Of Hot Water

Please consider that in Italy, particularly in old buildings, the standard pressure of water is not very strong, nor is its availability in terms of quantity. Also, before water comes out hot, you might have to let it flow for a few minutes before it heats up. Lack of water supply altogether, is not something we can assist with.

Lack Of Gas

If you do not have gas, it might be that the main gas valve has been left in the security position (closed), especially when you first move into the apartment. The gas valve is usually a stainless-steel lever or valve located on the wall near the kitchen gas range. Try to rotate it.

Unfortunately, as we have no control of gas supply to buildings, therefore, this is not something calling the off-hours emergency line can solve.

Emergency Situations

Please call our 24/h emergency line if: an emergency is something that is endangering the health and safety of you and your roommates and cannot be postponed to the following day.

Fire

First reaction: exit the apartment immediately and call the fire department emergency number 115.

Gas Leak

First reaction: do not turn the lights on; exit the apartment immediately and call the fire department emergency number 115. Please note that in the case of a serious gas leak, it may be dangerous to open the windows, even if this seems like the logical first step

Water Leak

First reaction: close the main water valve. If you are unable to find it, try to use a bowl or any other large container to collect as much water as possible and call the fire department emergency number 115.

In case of NON-EMERGENCY health and Safety or housing issues, please contact the Student Life Office during Office hours: at +39 055 2633 127/128 or send an email.

SLD Emergency Contact 24/7: In case of any health, safety, or housing emergency, please contact the advisor or call the emergency number.

After office hours calls should be only for emergency purposes, any abuse will incur monetary charges.

Housing Checkout Procedures

Students will receive housing check-out instructions via email directly from our Housing Office a week before the check-out date.

F.A.Q.

Frequently asked questions for accommodation

Where are the apartments/residences located?

Florence is a walking city. Once students get acclimated to the city's layout, the initial novelty of walking quickly becomes a habit. That said, students should expect to be in an apartment/residence that requires walking. It is recommended to pack light, elevators are not common in the student apartments.

What if I'm dissatisfied with my housing placement?

We only house students in apartments which meet our standards and do our best to help students feel comfortable and at home.

Most roommate and location issues are typically resolved with mediation through the Housing Office in a timely manner. In the event of a roommate dispute, we ask that the students involved make every attempt to resolve the situation constructively.

Part of the housing application process involves the opportunity to make specific roommate requests. As long as the requests are mutual and made in a timely fashion prior to arrival in Florence, we can typically meet the requests. Housing assignments remain subject to change, but we do our best to alert students of all changes in a timely manner. Any changes are made at the discretion of the Housing Office.

Is there a deadline to apply for housing?

Yes – your housing application is due with the rest of your application.

Can I request co-ed or single-sex housing?

Housing is assigned on single-sex placements per location.

Can I request changes to my housing after I arrive?

While we try to meet requests, it is usually not possible to modify confirmed housing after check-in. If requests can be satisfied without creating additional issues for other students, we're happy to make adjustments. However, this remains at the discretion of the housing department.

Can I check-in before or after the set program dates?

Early departure/arrival is not permitted. Please check with the Housing Office if you have a special circumstance that you would like to address. The apartments are occupied prior to or immediately following your arrival/departure.

Where do I pick up my keys?

Your keys, will be given to you upon your check-in, either at the school or directly at the airport if you have selected the Airport pick up option within the deadline and communicated prior to your arrival.

When do I receive my housing assignment and information?

Approximately two weeks before the program start date in the form of an email.

What kind of visitation policies are in place?

Students may have guests regardless of gender from 9:00am until 11:00pm. However, based on respect for others, each resident is expected to abide by the following guidelines:

- Overnight guests are not allowed. Guests after 11:00pm will be considered overnight guests.

- The right to sleep, study and have privacy supersede all other rights, including visitation.
- All guests entering the apartment or homestay must be escorted by their host/hostess at all times when they are in the building. Residents are directly responsible for the actions of their guests and are responsible for informing them of rules and facilities and home. Residents may face disciplinary action and be held financially responsible for any behavior of a guest that results in property damage. The institution reserves the rights to deny access to any guest if it has been determined that the guest has disturbed, endangered, or disrupted residents or institution activities.

Can students stay in their rooms during vacations or breaks?

Rooms must be vacated according to the program calendar regardless of the breaks.

What kinds of appliances are allowed in the room?

Radios, stereo equipment, personal computers, typewriters, hair dryers, razors and clocks are permitted, providing they are plugged in within the room and do not exceed the amperage limits of the circuits within the room. Use of irons is permitted only in designated common areas.

Cooking is prohibited in any area within the apartment or home stay except the kitchen area, which is specifically

designed for such use. Students may request additional cooking tools, however additional appliances must be approved of in advance by the administration and in any case may only be used in the common kitchen area. Students residing in a home stay are encouraged to communicate with the families to properly understand the rules regarding kitchen use.

How does a resident get a room change?

Residents may not change rooms without the prior approval of the Office of SLD and Housing. Residents requesting room changes may contact the SLD department. The SLD and Housing office will evaluate the request/s and might request more information on the reason for the request/s.

Any student changing rooms without the written approval of the SLD and Housing office may be subject to disciplinary action and disapproval of any subsequent requests to change rooms.

Can I decorate my room?

Residents may not damage any surfaces of furniture when decorating their room. The room and furnishings may not be painted or permanently altered in any way. Nails and hooks are prohibited in the Residence Halls. If the room or furnishings are damaged in any way, the resident will be billed and may be subject to student conduct action. The rooms abide to the general housing policy in terms of decorating the walls.