

# Guide to Safeguard VIA University College



**Target group:**

**International students studying at VIA**

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The target group is international students studying at VIA.

The purpose of this contingency plan is to secure that exchange programmes between international partners and VIA will be successful for the participants.

With this plan VIA wishes to support each individual to accomplish the stay as planned.

VIA will with this contingency plan inform the participants about the different possibilities for support and help, in cases where unintended incidents may occur. The contingency plan is therefore meant to inform the target group how to prevent that each individual may end up in unforeseen situations or crisis.

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#### **Meeting the Danes**

During the coming months in Denmark, you will undoubtedly form your own opinion about the Danes, and so you should. It is, after all, one of the reasons why you are here. We do not intend to supply you with a whole set of views in advance but only give you a few hints which hopefully make your stay a bit easier from the beginning.

It may seem difficult to get into contact with the Danes. This may be so as Danes are generally afraid of bothering other people and do not want to impose themselves on strangers. However, do not hesitate to talk to them. Most Danes will be happy to help you and to practice their English. And when you get to know some of the Danes, you can be sure to have their support to practical as well as more personal questions. And in many cases you will have a friend for the rest of the life.

A Dane will usually fulfil his social need in a narrow circle consisting of family, colleagues, and close friends. The home is a central concept in the life of a Dane, and the Danes put a lot of effort and money into making their homes comfortable and "hyggelige" (cosy) – "hygge" (cosiness) is a keyword in the Danish way of life focusing on enjoying the simple things in life. Young people like to meet their friends in one of the many cafés to have a cup of coffee or a beer.

You can read more here: <http://studyindenmark.dk/student-life/living-in-denmark/denmark-and-the-danes>

## HEALTH AND SAFETY GUIDE FOR INTERNATIONAL STUDENTS

### Health Insurance

It is important for you to have sufficient health insurance when you arrive to Denmark.

Read here what to do to obtain [the right insurance](#).

**Remember:** There are differences of your coverage of the Danish Health Care depending of how long you stay in Denmark. If you are here less than 3 months, you will be covered by your travel insurance.

When you arrive to VIA you can ask the international coordinator for advice about your health insurance.

### How are patients treated in Denmark?

Patients and patient journals in Denmark are treated confidentially. This means that the only person, who has access to the information is you and your doctor/medical advisers. However, in case of serious illness or accident it might be a very good idea if you make sure where to find accurate and complete personal physical and mental health information in order to secure a safe and healthy study abroad experience.

VIA has an information sheet ([Health and Medical Information sheet](#)) which we kindly encourage/ask you to fill out and hand over to the International Coordinator. This information might be able to help you in an emergency situation and will be kept confidential.

### How to use the doctor

With your Danish health insurance (Sundhedskort/Det Gule Sygesikringsbevis) you can without charge see a doctor. When you receive your health insurance card you will have to specify your choice of a doctor, who will then be your personal doctor during your stay in Denmark. Ask the international coordinator for specific recommendations of your choice. If you need to see a doctor you should call him/her and make an appointment. The name, telephone number and address of your doctor are written on your health insurance card. Remember to bring your Danish health insurance card when you go to see the doctor.

It is always a good idea to bring with you accurate and complete physical and mental health information to secure a safe and healthy study abroad experience

### How to use the dentist

You are free to choose any dentist and to make an appointment. You will find a list of dentists in the Yellow Pages under 'Tandlæger'. The dentist will have to charge you for the treatment.

In case of emergency outside office hours (8 a.m – 4 p.m.) you should call: "Lægevagten" (The Duty Doctor). You can find information about it in the Yellow Pages.

In sereous cases of injury you can call 112 to have an ambulance and other kinds of help.

### **Emergency medical help**

If you are injured and need sudden and urgent medical care, you can go to the emergency section (Skadestuen) at the nearest hospital. The injury must not be more than a day old. If it is, you have to see your doctor instead.

In case of an emergency outside the doctor's opening hours (8am - 4pm) of an old or arising illness, please use the 'lægevagten'. You have to call in advance to talk to a doctor before going to see "lægevagten".

If you need medication outside normal opening hours, you can buy it at a number of pharmacies (Apotek) open to the public 24 hours a day.

### **Theft/Robbery**

Should you be in the unlucky situation of being exposed to theft or robbery, you should contact the police immediately. You can besides that contact the crisis coordinator at your Danish institution, "[Studenterrådgivningen](#)" or the International Coordinator which can be of assistance to you in these cases.

In case of emergency, you can call 112 (free of charge).

### **Violence or rape incidents**

Should you unluckily be put in a situation where you have been exposed to brutal violence or rape, you should contact the police immediately and the crisis coordinator at your institution or the International Office which can be of assistance to you.

It is possible to bring another person to the station to report the crime. This person will be allowed to sit in on all questioning and can therefore be of great support. Please note that if you bring another person to report the crime, this person will be bound to professional confidentiality.

In case of rape it is possible to receive counselling both medical and psychological at the local rape centre or hospital. Ask the international coordinator at VIA.

### **Prevention**

Assaults often happen when people are intoxicated or agitated. It is important to keep one's head and not lose one's temper. If possible, pull away from the situation.

The following precautions may help to get you out of a possible violent situation.

Do not show you are afraid.

Do not lose your temper

- Use a kind but assertive voice
- Apologise if you have been a part of the episode
- Avoid further discussion
- Do not answer back
- Quietly leave the spot if possible
- If there are others present let them in on what is happening
- If all fails then run to safety

Remember always to pay respect towards the customs of the country you are in. If you are exposed to a sex crime you should resist and scream but if the situation becomes too dangerous you should give in.

As soon as you are able to escape from the scene you should seek help immediately – from the nearest surroundings or the police. It is best to contact the police straight away. Furthermore, you should contact the nearest embassy in order to receive help about your rights etc. You should also contact the crisis coordinator at the host Institution so they can be of help in this difficult and unfortunate situation.

In connection with rape it is very important to go to the nearest Rape Crisis Centre (or hospital) to be examined. Do not clean yourself up/wash before going. Remember that it is not a shame and not something you need to hide. It is not your fault and it does help to talk about it. The hospital or rape centre can support you with further information.

### **Drugs**

It is illegal to smoke hash/pot or take various drugs. If any staff member in VIA discovers you with any of these drugs, you will be expelled from your studies.

If you are caught by the police with any of this in your possession, you will be arrested and charged. Consequently, you will receive a fine and it will be put into your criminal record. Be aware that you may risk deportation with no chances to return to Denmark for several years.

### **Criminal acts**

If you act against the Danish Law you can be charged for that and in cases, where VIA has any knowledge about it, you will be expelled from your studies.

### **Dealing with emotional problems/cultural changes**

Studying in another country/culture can create anxiety often due to a mild degree of homesickness or culture shock.

### **Psychological or personal problems**

To stay and study abroad can give rise to kinds of insecurity because of things like homesickness, culture shock, loneliness or former personal problems. There can be other reasons like grow accustomed to other methods of studying or maybe also less money for living and activities in the spare time.

The symptoms can be insomnia, mild depression, desires to stay alone, less or no appetite. If you during your stay have such symptoms – and maybe you also feel like being lonesome or depressive, it might be a good idea to find other people, you can talk to and discuss your situation with. These people can be friends, family at home, the international coordinator at VIA, one of your teachers, student service or the Student Counselling Service called "Studenterrådgivningen". You can read more about "[Studenterrådgivningen](#)". This independent service is free of charge. "Studenterrådgivningen" can help you outline and clarify the causes of your confusion, and the staff can help you prioritise what you

need to do - and support you in your further work on that. You can find further details of how to contact the service at the website mentioned above.

At VIA we care about your successful study – and remember that the best way of supporting you is to know your feelings and actual problems. Therefore: do not hesitate to contact us when you need somebody to talk with.

### **Culture shock**

Culture shock is the name given to a feeling of disorientation or confusion that often occurs when a person leaves a familiar place and moves to an unfamiliar place.

When you arrive in Denmark you will no doubt encounter a multitude of new things. The food is not the same as it is at home and the water tastes different. The people talk in a strange language and look different. University rules are different and the way of studying is strange and difficult. Your family and friends are very far away. As a result of all this you may feel confused, unsure of yourself and you have some doubts about the wisdom of your decision to come to Denmark.

### **Culture shock can be said to develop over 5 different stages:**

**Stage 1:** “Honeymoon” stage where everything is new and exciting

**Stage 2:** You start to experience difficulties with everyday things as they are different from home, such as language barrier, getting the right food etc.

**Stage 3:** You slowly start to understand the new culture you are in and feel more in balance. You feel an urge to belong

**Stage 4:** You start to discover that there are both good and bad sides to this new culture and can maybe even see this new culture in comparison to your own.

**Stage 5:** “Re- entry-shock”. This stage takes place when you return to your home country and suddenly find out that you have brought back something with you, namely something that suddenly makes you see your own culture with more critical eyes. This can be difficult to come to terms with.

### **Typical systems of culture shock (especially in stage 2)**

- ❖ Boredom, loneliness
- ❖ Allergies, pain
- ❖ Obsession with own health
- ❖ Sleeplessness, excessive need of sleep
- ❖ Mood changes, depression, powerlessness
- ❖ Anger, animosity against other people
- ❖ Identification and idealisation of old culture
- ❖ Trying to absorb everything within the new culture too fast
- ❖ Not capable of solving even the most simple problems

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- ❖ Loss of self confidence
- ❖ Insecurity
- ❖ Development of stereo-types in the new culture
- ❖ Strong longing for family and friends back home
- ❖ Feeling overlooked

If you should experience the above and have a sudden feeling of loneliness or sadness, talking to a friend or your contact person at VIA might help.

Another option is to contact your personal doctor and set up an appointment.

In case you're experiencing a very strong feeling of sadness and cannot see your way out of it, you should immediately contact "[Studenterrådgivningen](#)" for help.

### **Ideas that may be helpful in dealing with culture shock:**

1. Maintain your perspective – many people have been to Denmark before you and survived (even when they arrived in the middle of cold winter).
2. Evaluate your experiences – your reactions to Denmark, VIA, the people. If you find yourself feeling confused or disappointed about something, ask yourself, "What did I expect?" "Why?" "Was my expectation reasonable?" If you determine that your expectations were unreasonable you can do much to reduce the amount of dissatisfaction you feel.
3. Keep an open mind – People in Denmark might not say or do things that people at home would not do or say. But the people in Denmark act according to their own set of values, not yours. Try to avoid evaluating their behaviour using the standards you would use in your own country.
4. Learn from experience - moving to a new culture can be the most fascinating and educational experience of your life. There is no better way to become aware of your own values and attitudes or to broaden your point of view.
5. Visit the International office or Counselling office. Discussion with one of the advisors can help in achieving a perspective on culture shock and the learning possibilities it implies.

### **Liability Insurance and Insurance for Personal Belongings**

It is very important that you are properly insured while studying in Denmark. Therefore you may also want to take out additional insurance to cover liability and personal belongings during your semester in Denmark. Please consult your travel agency, insurance company or similar in your home country to make sure that you are properly insured.

Remember, that VIA does not have any insurance coverage for your liability to other persons or their belongings or for your own belongings.

### **Special advice for handicapped students**

It is a good idea to ensure that the facilities you may need are present at VIA. Please contact the International Office for specific information on this subject.

### **Foreign embassies in Denmark**

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In case you need to contact your embassy, you will be able to find a list of all foreign embassies in Denmark at: <http://www.danmark.dk>

### **Responsibilities of the student**

- Read and carefully consider the material handed out
- Please fill out and hand in the "Health and Medical Information sheet", in order to secure a safe and healthy study abroad experience
- Obtain and maintain appropriate insurance coverage
- Provide VIA with emergency contact information and keep us informed on a regular basis
- Be aware of local conditions and customs
- Accept responsibility of own actions and decisions
- Become familiar with obtaining emergency help both health and legal

### **Responsibilities of VIA:**

- **To keep you informed about your study programme**
- **To keep you informed where to find information of your possibilities for help and support concerning crisis, health and social activities in connexion with your studies and spare time**

### **VIA students travelling abroad from Denmark**

Like Danish students International students have the possibility to go from Denmark for student exchange or practical placement in another country. Follow this link to find the [Guide to Safeguard for Outgoing Students](#).

# Have a great stay !!!

### Important telephone numbers:

In case of emergency (police, ambulance, fire), always	dial 112.
Emergency medical help (lægevagten):	look up in yellow pages
Hospitals/Emergency ward (skadestuen):	see below
24-hour pharmacy (apotek):	ask the doctor, who treats you
Rape and other serious violence	dial 112
Crisis Coordinator (" <a href="#">Studenterrådgivningen</a> ):	8619 0488

### Here you can find the emergency wards

- Remember to call them before you visit them!**  
*The Eastern Part of Region Midtjylland:*  
 If you live in the Eastern Part of Region Midtjylland you must call

**8731 5050**

  - Randers
  - Norddjurs
  - Syddjurs
  - Favrskov
  - Silkeborg
  - Århus
  - Skanderborg
  - Odder
  - Horsens
  - Hedensted
  - Samsø

- Den vestlige del af Region Midtjylland:*  
 If you live in the Eastern Part of Region Midtjylland you must call your doctor. If the clinic is closed you must call the emergency medical help at

**7011 3131**

- Skive
- Struer
- Lemvig
- Holstebro
- Ringkøbing/Skjern
- Herning
- Ikast-Brande
- Viborg

#### Addresses to find the emergency wards:

**Regionshospitalet Randers** (Open 24 hours)  
Skovlyvej 1, 8900 Randers

**Regionshospitalet Grenaa** (Open 8-22 all days)  
Sygehusvej 6, 8500 Grenaa

**Regionshospitalet Silkeborg** (Open 24 hours)  
Falkevej 1-3, 8600 Silkeborg

**Århus Universitethospital, Århus Sygehus** (Open 24 hours)  
Nørrebrogade 44, 8000 Århus C

**Regionshospitalet Samsø** (Open 24 hours)  
Sygehusvej 26, 8305 Samsø

**Regionshospitalet Horsens** (Open 24 hours)  
Sundvej 30, 8700 Horsens

**Regionshospitalet Holstebro** (Open 24 hours)  
Lægårdvej 12, 7500 Holstebro

**Regionshospitalet Herning** (Open 24 hours)  
Gl. Landevej 61, 7400 Herning

**Regionshospitalet Ringkøbing** (Open 8-16 on work days)  
Nørreport 9, 6950 Ringkøbing

**Regionshospitalet Viborg** (Open 24 hours)  
Heibergs Allé 4, 8000 Viborg

**Regionshospitalet Skive** (Open 8-23, all days)  
Reservevej 25, 7800 Skive

#### Dentist Ward:

**Urgent problems like tooth ache or damaged occurred after consultation hours, you can contact the Dentist Ward here:**

##### ÅRHUS

Tandklinikken Brobjergskolen  
Frederiks Allé 20  
8000 Århus C

Open Fridays at 18.00 - 21.00 and Saturdays, Sundays and holy days at 10.00 - 13.00

##### HOLSTEBRO

Tandlægevagten, Regionstandplejen  
Regionshospitalet Holstebro

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Lægaardsvej 12  
7500 Holstebro  
Åben lørdag, søndag og helligdage kl. 12.00 - 15.00

## Pharmacy Ward

In Region Midtjylland there are 2 pharmacies, which is open 24 hours a day:

- [Randers Sønderbros Apotek](#)
- [Århus Løve Apotek](#)

Besides there are other pharmacy's you can contact if needed in emergency cases.

- [Grenå Apotek](#)
- [Herning Løve Apotek](#)
- [Herning Østergades apotek](#)
- [Holstebro Løveapotek](#)
- [Holstebro Svane Apotek](#)
- [Horsens Løve Apotek](#)
- [Horsens Svane Apotek](#)
- [Horsens Søndergades Apotek](#)
- [Lemvig Apotek](#)
- [Ringkøbing Løve Apotek](#)
- [Silkeborg Himmelbjerg Apotek](#)
- [Silkeborg Svane Apotek](#)
- [Skive Løve Apotek](#)
- [Skive Svane Apotek](#)
- [Viborg Løve Apotek](#)
- [Viborg Svane Apotek](#)

Poison Information Hotline – 8212 1212

The Poison Information Hotline is a national hotline that everybody can contact in case of poisoning. You can have information about first aid and where to get further treatment. The advices will come from doctors and nurses with special education about this topic.

## Important telephone numbers and contact addresses in VIA:

[VIA University College Contact list](#)  
[School of Technology and Business](#)  
[Faculty of Education and Social Studies](#)  
[Faculty of Health Sciences](#)  
[Faculty of Media Arts and Design](#)