MEMORANDUM

TO: Leslie Dan Faculty of Pharmacy

DATE: October 2013

RE: Protocol and Guidelines for Hosting International Delegations*
    (*Based on Faculty of Medicine, University of Toronto Protocol and Guidelines for
     Hosting International Delegations dated August 1, 2013, from Sarita Verma, Deputy Dean)

Protocol and Guidelines for Hosting International Delegations at the Leslie Dan Faculty of Pharmacy

International relationships and global partnerships are essential components of our mandate. Welcoming international visitors helps sustain and expand the Leslie Dan Faculty of Pharmacy’s (LDFP) international profile and to build up our global collaborations. In order to maximize the impact of international visits on building strategic and positive international collaborations, this memorandum aims to provide support to divisions and research teams in assessing the request and providing instruction and guidelines on hosting international delegations.

The following guidelines outline steps in building our international relationships and hosting international delegations.

1. Visit Requests
   a. Assessing the Request

2. Planning the Visit
   a. Prior to the Arrival of the Delegation
   b. Hosting the Delegation
   c. Follow-up

3. Appendixes:
   University Rankings | Initial Information Request from Visiting Delegation | Request for Visit

1. Visit Requests

Visiting delegations access the LDFP through many channels including: divisions, centers, individual faculty members and Office of the Dean. Visit requests can also come from external routes via the Consulate or the Embassy of the visiting country, an agency, tour group, or from the Provincial or Federal Government of Canada. The Faculty receives many requests and often, the requests are not of strategic priority to the Faculty/University. Given the numerous requests, it is important to assess the ones that are of strategic importance and relevant to LDFP.

   a. Assessing the Visit Request

When a visit request is received, the following criteria may be used to determine whether or not the Faculty would host the visit:
   • Quality of the Institution
     - Use University Rankings to assist in assessing the quality (see Appendix 1);
   • Level of a delegation
- Involvement of the President/Vice President or Deans from the visiting institution
  - Current agreements in place with this institution
    - Student exchange
    - Research collaboration
    - A Memorandum of Understanding
  - Delegation is coming from a priority country to the Faculty as identified in the Global Health Strategic Plan
  - There may also be political/historical context and considerations that need to be taken into account when deciding on hosting a particular delegation

The above assessment will be conducted in consultation with the Dean. If it is determined that the visit request is not of strategic interest to the Faculty, please inform the group and possibly suggest alternate institutions that may be a better match/fit with the institution.

2. Planning the Visit

Procedure guidelines for hosting international delegations
   a. Prior to the arrival of the Delegation
   b. Hosting the Delegation
   c. Follow-up after departure of the Delegation

a. PRIOR TO THE ARRIVAL OF THE DELEGATION

1. Request further information from the Visiting Delegation to assess the visit request

If the visit is of interest to the Faculty, inform the potential visiting delegation and request the information listed in the Initial Information Request from Visiting Delegation form (see Appendix 2). With some visit requests, it is easy to determine whether they are of interest. In such cases, it would be appropriate to get back to the potential visiting delegation to inform them that you would be pleased to host the visit and ask them to complete the Request for Visit Form (see Appendix 3). Where the assessment may take a few days, you may wish to communicate the following:

The Leslie Dan Faculty of Pharmacy receives many requests for visits and unfortunately not all can be accommodated. Upon receiving the information submitted, we will review your request and subsequently inform you once a decision has been made with regard to your proposed visit.

2. Confirm time frame, list of delegation members, and their main interests with the Visiting Delegation’s institution

Liaise with the visiting delegation’s institution to confirm the dates for their visit, the list of members who will be joining, and their main interests in visiting the University of Toronto.

Note: visits are possible during the summer, but because many faculty and senior administrators are away from campus, not all requests can be accommodated. The semester break that occurs in December-January, and Spring Break in March are also difficult times to schedule visits. Visits cannot be scheduled during University holidays when the campus is closed. Please refer requests of this type to the Academic Calendar for the year and the University of Toronto’s Holiday Schedule. Visits should be planned at least 8 weeks prior to the arrival of a planned delegation.
3. **Identify an appropriate lead, the participants, objectives and anticipated outcomes from the visit**

Once it has been determined that the Faculty will participate in the visit, the next step is to develop the program/itinerary for the visit.

- Identify an appropriate lead for the Faculty
- Prepare invitation letter(s) to support visa applications (see Appendix 4 for Invitation Letter template)
  - Scan and email the signed letter to the visiting party
  - Courier the original letter to the visiting party

4. **Prepare agenda for meetings, biographies, and meeting material**

Provide information to participants: prepare biographies, briefing, meeting notes, presentations, and reports.

- Produce a Briefing Package, which can include the following:
  - Itinerary
  - Biographies of Delegation Members
  - Agenda for the meeting
  - Briefing notes

b. **HOSTING THE DELEGATION**

- Welcome/greet delegation/provide introductions/accompany delegation (if necessary)
- Manage unanticipated requests as necessary
- Facilitate meetings/tours related to the delegation’s objectives
- Provide translators (if needed)

c. **FOLLOW-UP**

- Follow up on further requests/issues that have arisen during the visit but were not addressed at the time
- Note committed deliverables for future follow-up
- If applicable, follow-up with preparation of Inter-Institutional Agreements
- Conduct follow-up assessments internally to identify outcomes and benefits to the Leslie Dan Faculty of Pharmacy

Contact Information:

**Jillian Clare Kohler**  
Associate Professor, Director of Global Health  
Leslie Dan Faculty of Pharmacy, Munk School of Global Affairs  
University of Toronto  
Tel: 416-946-8708/ E-mail: jillian.kohler@utoronto.ca

**Heather Boon**  
Interim Dean  
Leslie Dan Faculty of Pharmacy, University of Toronto  
Tel: 416-946-5859/ E-mail: heather.boon@utoronto.ca
Appendix 1

University Rankings

The (Times High Education) World University Rankings
http://www.timeshighereducation.co.uk/world-university-rankings/

National Taiwan University Ranking, (formerly known as the Higher Education Evaluation and Accreditation Council of Taiwan)

QS World University Rankings

Academic Ranking of World Universities (ARWU)/Shanghai Jiao Tong University
http://www.arwu.org/
Appendix 2

Initial Information Request from Visiting Delegation

We would like to thank you for your interest in visiting the Leslie Dan Faculty of Pharmacy at the University of Toronto. The University has an ongoing interest in creating and maintaining linkages with top institutions worldwide and has much to offer by way of opportunities for collaboration.

We at the Leslie Dan Faculty of Pharmacy will be happy to coordinate your visit; however, in order to best accomplish this, we will require the following information:

1. Name of Institution, Country
2. Name of Head of Delegation
3. Full names, titles and biography/curriculum vitae (CV) of each delegate
4. The nature and purpose of the visit
5. Have you visited the University of Toronto previously? If so, whom did you meet with?
6. Please identify other departments or faculty member(s) that the delegation is interested in visiting
7. What are the topics of discussion?
8. Date(s) and time of the visit
9. Would you like a tour of the University of Toronto campus?
10. Will a translator be required (if applicable), and will it be provided?
11. What is your familiarity with the University of Toronto?
12. Do you have any previous relations/past experiences with the University of Toronto and the Leslie Dan Faculty of Pharmacy?

The University of Toronto would also like to learn more about your institution and as such, you may be requested to give a brief presentation about your university and the areas of specialization.

Please note that the Leslie Dan Faculty of Pharmacy receives many requests for visits and unfortunately not all can be accommodated. Upon receiving the information submitted, we will review your request and subsequently inform you once a decision has been made with regard to your proposed visit.

Academic Calendar:
Please be aware that visits are possible during the summer, but because many faculty and senior administrators are away from campus conducting research, not all requests can be accommodated. The semester break that occurs in December and January and Spring Break in March are also a difficult time to schedule visits. Visits cannot be scheduled during University holidays when the campus is closed. Please refer to the Academic Calendar for the year and the Holiday Schedule http://www.hrandedequity.utoronto.ca/about-hr-equity/news/2013memo/hs20142015.htm
Appendix 3

Request for Visit

If your institution is interested in visiting the Leslie Dan Faculty of Pharmacy at the University of Toronto, please complete the below form. If your institution is interested in a university-wide visit, please complete the online delegation request form that is available on the University of Toronto’s International Relations website at http://universityrelations.utoronto.ca/ir/delegations/.

In order to process and facilitate international visits, we ask that you complete and submit the form below, **8 weeks prior to the arrival of a planned delegation.** This enables us to complete preparations for your proposed visit in an effective manner.

The Leslie Dan Faculty of Pharmacy receives many requests for visits and unfortunately not all can be accommodated. Upon receiving the information submitted, we will review your request and subsequently inform you once a decision has been made with regard to your proposed visit.

**Expected arrival date:**

\[
\text{day / month / year}
\]

**Expected departure date:**

\[
\text{day / month / year}
\]

**Country of origin:**


**Visiting party/institution:**


**Short background on your institution (URL inclusive):**


**Purpose of visit (i.e. explore exchange opportunities, meet with faculty, etc.):**


**Main interest:**

- Pharmacy Education, Pharmacy Training
- Postgraduate Pharmacy Education (resident training, fellow training, program development, curriculum review)
- Graduate Programs (graduate education, graduate admissions)
- Research and International Relations
- Continuing Education and Professional Development (Faculty development, teacher training, educator development)
- Other (please attach a proposal)
Specific items for discussion:
1. 
2. 
3. 

Previous relations/past experiences with U of T (alumni relations, professors or administrators with earned or honorary UT degrees, joint research projects, previous or ongoing student recruitment and exchange initiatives, specific scholarships, etc.):

Contact person within the Leslie Dan Faculty of Pharmacy, U of T (if applicable):

Name: __________________________  Phone: __________________________
Fax: __________________________  E-mail: __________________________

Main contact person for visiting party/institution:

Name: __________________________  Phone: __________________________
Fax: __________________________  E-mail: __________________________

Name of person heading the international visit:

Name: __________________________  Title: __________________________

Short Biography:

Other visitors:

1. Name: __________________________  Title: __________________________
   Short Biography:

2. Name: __________________________  Title: __________________________
   Short Biography:
3. Name:  
   Title:  
   Short Biography:

4. Name:  
   Title:  
   Short Biography:

Contact us:

If you have any questions or would like to follow up on your request, please do not hesitate to contact us at the following address:

Dr. Jillian Clare Kohler, PhD  
Associate Professor, Director of Global Health  
Leslie Dan Faculty of Pharmacy, Munk School of Global Affairs  
University of Toronto  
144 College Street  
Toronto, ON M5S3M2  
Canada  

Email: jillian.kohler@utoronto.ca  
Tel: 416-946-8708