



## Member Handbook



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## MSRI Staff Directory

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Director	<a href="#">David Eisenbud</a>	
Deputy Director	<a href="#">Helene Barcelo</a>	
Operations Manager	<a href="#">Arthur Bossé</a>	643-8321
Program Manager	<a href="#">Christine Marshall</a>	642-0555
Scholar Services Coordinator	<a href="#">Jacari Scott</a>	642-0143
Assistant for Scientific Activities	<a href="#">Tracy Huang</a>	643-6467
Housing Adviser	<a href="#">Patricia Brody</a>	643-6468
Family Services Consultant	<a href="#">Sanjani Varkey</a>	
Intl. Scholar Advisor & Executive Assistant	<a href="#">Claude Ibrahimoff</a>	643-6019
Facilities and Administrative Coordinator	<a href="#">Mark Howard</a>	642-0144
Librarian	<a href="#">Linda Riewe</a>	643-1716
Controller	<a href="#">Stefanie Yurus</a>	642-9238
Staff Accountant	<a href="#">Rizalyn Mayodong</a>	642-9798
Director of Development	<a href="#">Heike Friedman</a>	643-6056
Project Lead, National Math Festival	<a href="#">Kirsten Bohl</a>	
Communications and Event Coordinator	<a href="#">Jennifer Murawski</a>	642-0771
Director's Assistant and Board Liaison	<a href="#">Lisa Jacobs</a>	642-8226
Development Assistant	<a href="#">Sandra Peterson</a>	642-0448
Grants Specialist	<a href="#">Megan Nguyen</a>	643-6021
IT Strategist and Technical Lead	<a href="#">Aaron Hale</a>	643-6069
Computing Department	<a href="#">Uptime Resources</a>	643-0906



## Arriving at the Institute

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When you arrive at MSRI, please visit the Scholar Services Coordinator in the Administrative Office on the first floor.

- Your photo will be taken for your **MSRI membership ID card**. This card identifies you as eligible to receive certain university services (library privileges, recreation facility membership) and your **bus pass**, which can be used on the Hill shuttle bus.
- You will receive the **key to your shared office**.
- You will receive a packet of information, including forms that must be filled out and returned. Once the forms are returned to the Scholar Services Coordinator, you will receive a **building access card** that allows you to enter the Institute after hours and on weekends.
- **Please bring a \$20.00 refundable key deposit.** If either your office key or access card is lost, the deposit will be forfeited. Any member losing a key or access card and requesting a replacement will be charged a \$50.00 deposit for the new key/card.



## Payments

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**Travel reimbursement checks** will be distributed to members' mailboxes approximately two weeks after all reimbursement forms are submitted to the Scholar Services Coordinator.

**Per Diem and stipend checks** will be distributed to members' mailboxes after 1:00pm on the last business day of each month. If you do not have a US bank account, checks may be cashed at any Bank of America branch for a \$5 fee. MSRI does NOT offer direct deposit.

**Final per diem and stipend checks** will be handed out when you turn in your office keys and check out of MSRI on your final day at the Institute. We are not permitted to distribute final checks until this time.

**\*We are not permitted to issue the first payment until all the required paperwork has been returned to the Scholar Services Coordinator in the administrative office.**



## Health Insurance

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**For Postdocs:** MSRI provides health insurance to all MSRI Postdoctoral Fellows (and accompanying family members) regardless of citizenship. The enrollment forms were sent to you via email before the start of the semester. Any questions regarding health insurance for Postdocs should be directed to Arthur Bossé, the Operations Manager, located in the Administrative office on the 1st floor, Room 117 or by at [abosse@msri.org](mailto:abosse@msri.org).

**For Other Members:** International Visitors coming on a J-1 visa must have insurance that satisfies the J-1 visa health insurance requirement. If you are not already appropriately covered by your home institution or employer, you may contact Stacey Wheeler at Barney and Barney LLC and ITG Worldwide to inquire about purchasing such an insurance plan. Other International Visitors not on the J-1 visa may also inquire about purchasing health insurance by contacting Ms. Wheeler. She can be reached by email at [stacyw@itgworldwide.com](mailto:stacyw@itgworldwide.com) or by phone at 415-599-2475.

Further questions can be directed to Claude Ibrahimoff, International Scholar Advisor and Executive Assistant ([cibrahimoff@msri.org](mailto:cibrahimoff@msri.org)).

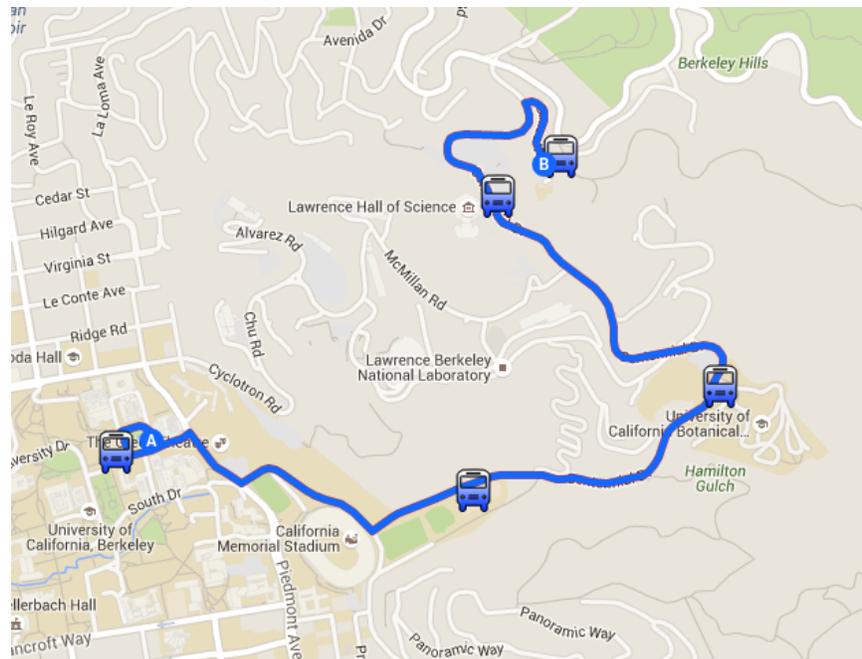
MSRI is unable to provide health insurance information to visitors who are U.S. citizens or permanent residents.

## Transportation & Scientific Travel

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**Bus Pass:** Your new Member ID Card will act as your bus pass. It can be used on the Hill shuttle bus. Schedules can be found in the lobby of the building or online:

<http://pt.berkeley.edu/around/beartransit/daytime>.



**Parking:** To park in the MSRI [parking lot](#) you must have a parking sticker or temporary pass. Please see **the Scholar Services Coordinator** at the front desk if you wish to have a parking sticker. The MSRI parking lot is located just below the building on Centennial Drive. It is the last terrace loop before you get to Gauss Way. Signs are posted at the entrance to the lot. Campus does patrol this lot and will ticket a vehicle not parked in a designated parking space and not having a sticker or temporary pass **visible**.

**Bicycles:** A bicycle rack has been provided in front of the building entrance. Bicycles are **not** permitted inside the building.

**Scientific travel during the semester:**

**Postdocs:** The Institute has a limited amount of domestic travel money available for postdoctoral fellows only. This funding is for travel to professional meetings or consultations with other mathematicians. Application forms for postdoc travel are located in the Mailroom. You **must** complete an application for funds **before** your travel begins. Postdocs who will be at the Institute for one semester may apply for one trip, full year postdocs may apply for two trips. **Limits do apply**; please read the application completely. Your application for Scientific Travel must be submitted to the Program Manager, Chris Marshall, for approval. You will receive an approval copy in your mailbox.


MATHEMATICAL SCIENCES RESEARCH INSTITUTE

**APPLICATION FOR SCIENTIFIC TRAVEL FUNDS- Postdoctoral Fellows only**

Please complete this form and return it to the Program Manager prior to your travel. Once your trip has been approved and signed off by the Deputy Director, this form will be returned to your mailbox. When you return from your travel, complete the actual expenses portion, attach receipts, sign and return to the Program Manager.

**Please attach a copy of your invitation. E-mail messages are acceptable.**

NAME: \_\_\_\_\_

DESTINATION: City(s) \_\_\_\_\_  
University(s) \_\_\_\_\_

PURPOSE OF TRIP: \_\_\_\_\_

DATES: \_\_\_\_\_

Expenses:

	Estimated	Actual
Airfare		
Ground		
Lodging		
Registration/Fees/etc.		
<b>Total</b>		

Are funds available from other sources? \_\_\_\_\_ If so, how much? \$ \_\_\_\_\_  
Amount requested from MSRI: \$ \_\_\_\_\_

Additional Comments \_\_\_\_\_

DATE \_\_\_\_\_ SIGNATURE OF APPLICANT \_\_\_\_\_

DATE \_\_\_\_\_ APPROVAL BY DEPUTY DIRECTOR \_\_\_\_\_

Each Postdoctoral Fellow at MSRI is allocated funds for scientific travel (\$1,000 for a full-year postdoc, \$600 for a half-year postdoc). Reimbursement for travel is based on economy airfares. If driving personal car, reimbursement is made at \$0.54/mile, up to the equivalent economy airfare. Rental car reimbursement is made at the rate of \$35/day plus fuel, up to the equivalent economy airfare. MSRI does NOT reimburse for meal expenses. **All receipts are required.**

**NOTE: An American carrier must be used in order for MSRI to reimburse for airfare.**

**For office use:**

General Ledger Code: 10-5521	Amount _____
Project Dept Code: _____	Date _____
Funding Code: _____	Approved by _____

O:\New O-drive\Scientific Programs\Templates\Travel Request\_Expense forms\Templates\PostdocSciTravelForm\_tmpl.doc 09/26/16

**Other Members:** It is the Institute’s policy that when an Institute Member is invited to give a seminar or colloquium at an Academic Sponsor institution, MSRI will reimburse up to \$250.00 towards airfare and ground transportation. The host institution is expected to cover the balance of expenses. (For a full list of Academic Sponsor Institutions, please see <http://www.msri.org/web/msri/support-msri/academic-sponsors>). Scientific travel funds do not cover meal or lodging expenses. You must complete an application for funds **before** your travel begins, and include a copy of your invitation letter or email from the host Academic Sponsor. Travel Reimbursement forms (located in the Mailroom) to Academic Sponsors must be submitted to the Program Manager for approval. You will receive an approved copy in your mailbox.

**Requests for Scientific Travel Funds after the visit has taken place will not be considered!**

## Offices

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- Each program member is assigned a shared office, each **desk** is equipped with a desktop computer, keyboard, mouse, speakers, and a filing cabinet.
- Each office has a **chalk board**.
- There is one shared **telephone** in each office.
  - Dial 9+telephone number for outside local calls
  - 9+1+area code+telephone number for long distance calls (within the U.S.)
  - For international calls, refer to the laminated sign in the office for instructions
  - For UC Campus or inside-MSRI calls, dial the last five digits of the phone number
  - Telephone charges should be limited strictly to calls for professional purposes
  - Please charge personal long distance calls to your home telephone number, economical phone card (available for purchase at various shops in the campus vicinity), or to a credit card.
- Please do not move the furniture within your office. If you would like a different configuration, or have an issue with your furniture, please see the Facilities Coordinator, Mark Howard, in the Administrative Office or send him an email at [mhoward@msri.org](mailto:mhoward@msri.org).
- Please **report any problems** (i.e. burned out lights, telephone problems, etc.) to the Facilities Coordinator in the Administrative Office.
- **Electrical appliances**, such as heaters, coffee makers, irons, hot plates, small refrigerators, or other such appliances are not allowed in offices. The building's electrical system was not designed to accommodate appliances in individual offices.
- Pushpins, used sparingly, are the recommended approach to hanging things on the office walls. **DO NOT** use your office door as a bulletin board. Objects taped or tacked to the door damage the surface.



## Computer Services

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At MSRI, our computing resources continue to evolve in an effort to meet the diverse and changing needs of our members. For the most current information about our computing resources visit our website link--<http://www.msri.org/web/msri/for-visitors/computing-handbook>. If you bring your own laptop you may connect to our wireless internet connection, free of charge anywhere in the building. For specific information about our systems, please see the **Computing Dept., in room 214, 2<sup>nd</sup> floor**. Our IT personnel are always happy to help!

On the UC Berkeley Campus, UC Berkeley provides complimentary wireless internet for visitors on campus. When searching for a wireless network, select CalVisitor to get online. This service is available in all rooms and buildings across campus.

## Resources

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**Bulletin Boards:** If you would like information posted, please give the item to the Facilities Coordinator in the Administrative area. It will be dated and posted on a bulletin board. DO NOT use your office door as a bulletin board. Objects taped or tacked to the door damage the surface.

**Printers:** There is a printer located on each floor of the institute, on the 3<sup>rd</sup> & 2<sup>nd</sup> floors the printer are located on the north side of the building at the end of the hall, on the 1<sup>st</sup> floor there is a printer in the library next to the computers.

**Copiers & Scanner:** A large copier is located in the Mailroom on the 1st floor with scanning capabilities. The mailroom copier can be accessed by entering the code located on the manila envelope which held your office key. **You must enter the code twice**, once as your log-in and once as your password. A smaller copier is located in the compact shelving room of the Library. Please restrict use of this copier to library materials only. There is another scanner located on the 3rd floor.

**Fax Machine:** The Institute has a fax machine located in the administrative area on the 1st floor. THIS IS A STAFF USE ONLY MACHINE. The number is (510) 642-8609. If you receive a document the staff will place it in your mailbox. Before bringing items to be faxed to the administrative office, please see if the receiver will accept a scanned copy.

**Mail:** Incoming mail will be placed in your designated slot located in the Mailroom, room 104. Outgoing mail is picked up when the mail is delivered. **Please do not have personal mail, such as bank statements or phone bills, delivered to you at MSRI.** The campus post office can refuse this mail, require you to pick up your mail on campus at 2000 Carleton Street, or charge you \$12.00 to deliver it to MSRI. Outgoing MSRI **business-related** mail should be left unstamped in the wire basket adjacent to the member mailboxes. Be sure to put your name on the envelope in the return address section or **the envelope will not be mailed. Campus WILL**

**NOT pickup or process personal mail (stamped or unstamped).** To use special services such as Overnight Mail and UPS shipping services, members should see the Scholar Services Coordinator at the front desk. As a courtesy to our members, the Scholar Services Coordinator has stamps available for purchase for sending personal mail.

**Libraries:** The MSRI library is non-circulating; please do not remove any items from the confines of the library area. To check out books from the UC Berkeley campus libraries, members may obtain a UCB library card by bringing their MSRI ID card and an official picture ID to the Privileges Desk in Doe Library, located in the center of the UCB campus off of University Drive.



**Nursery:** For the convenience of nursing mothers, MSRI has a private lactation room on the 2<sup>nd</sup> floor of the building.

**Video Room:** A video room is located in the library, and furnished with a large television screen to view videos, as well as a computer set-up. There is a reservation screen located outside of the room. You may use this to reserve the room.

**Skyping at MSRI:** Out of respect for your office mates and other visitors, Skyping in offices or shared areas is not permitted. You may Skype in the video room, located in the library.

**Supplies:** MSRI provides pads of paper, chalk, pens, pencils and envelopes for your use. These are located in the Mailroom. Members are responsible for all other office supplies.

## Food

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**Kitchenette:** This 2<sup>nd</sup> floor Commons kitchenette is equipped with a day-use refrigerator, microwave, flatware, cups, and silverware for members' use. **Please put all dirty dishes in the dishwasher prior to 4:00pm.** Please mark all articles with your name and date before putting them in the refrigerator.



**Coffee:** Regular coffee and tea is available in the 2<sup>nd</sup> floor Commons kitchenette. Espresso pods for the espresso machine can be purchased from the Scholar Services Coordinator in the Administrative area in quantities of 10. Please be sure to clean the equipment when you have finished with it and keep the area tidy.

**Lunch:** MSRI has an on-line lunch ordering system for members and staff. During non-workshop days, you can order and pay for lunch from a local restaurant using our website ([https://www.msri.org/lunch\\_order\\_timings/calendar](https://www.msri.org/lunch_order_timings/calendar)). It will be delivered to the Commons kitchenette on the second floor. Generally, during workshops a caterer is present, so ordering lunch on-line is not an option. Our caterers accept cash only.

Your other local options are The Bay View Café at the Lawrence Hall of Science and the Tilden Park Golf Course snack bar. For a list of restaurants in the Berkeley area, please see [www.downtownberkeley.org](http://www.downtownberkeley.org)

**Afternoon Tea:** Tea, coffee, and refreshments will be served each afternoon at 3:00 pm in the Atrium on the 1<sup>st</sup> floor. The time may vary during workshops.

## Activities During the Semester

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### Schedule

Every Friday, members will receive an email with the list of seminars, workshops, and other activities taking place at the Institute the following week. A schedule will also be posted on the lobby bulletin board, and all events can be found on the online calendar on MSRI's website (<http://www.msri.org/web/msri/calendar>).

### Workshops

MSRI hosts many workshops over the course of the academic year. If you plan to participate in a workshop (even one associated with your program), we ask that you [please register](#) using our online registration form. That way you will be able to receive any special email announcements relating to the Workshop, have a nametag prepared for you, and be included on the final participant list. Note that you are not eligible for additional workshop funding if you are being funded as a Member during the workshop in question. For information about specific workshops, please see our web site or talk to the Program Manager in room 103.

### Seminars

If you are planning a lecture or seminar that is not part of a workshop, please **email** your request to the **Program Manager** by the Wednesday of the week prior to the talk. (Include any special needs such as overhead projectors, etc.) The **Program Manager** will schedule a room and distribute announcements.



## Recreational Privileges

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Two UC recreational passes are available, one for the Strawberry Canyon facilities, and one for the Recreational Sports Facility on campus (gyms, track, pool, etc.).

1. [Strawberry Canyon Recreational Area \(SCRA\)](#) - features an outdoor swimming pool (closed in winter), a ropes course, locker rooms, barbecue/picnic area, and the Haas Clubhouse — a popular venue for special events; complete with the Clubroom and full kitchen. These facilities are available year-round for private events. Day passes, \$5 for adults, may be purchased at the front entrance booth. Fees are paid with initial application. Passes for the semester can be purchased at RSF; no discount for late applications, until near the end of the session. For more information on fees or for current swimming schedule, call 510-642-6400.
2. [Recreational Sports Facility \(RSF\)](#) - Use of Harmon and Hearst gyms, playing fields, equipment, and pools (Strawberry Canyon, Golden Bear, Hearst, and Spieker). Purchase passes by filling out an application form and paying fees at the RSF (2301 Bancroft Way between Dana Street and Ellsworth Street in Berkeley, CA 94720). (It is best to avoid initiating this during the lunch hour, when gymnasium staff may be too busy with users to process your forms). For current fee information, call the Cal Rec Club at 510-642-7796.

MSRI is surrounded by scenic hiking trails and expansive views of the Bay area, we have provided copies of trail & campus maps in the front lobby of the building for your convenience.



## General Facilities Information

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**Office Hours:** The Institute’s office hours are from 8:30 am to 5:00 pm, Monday through Friday. The administrative office will be **closed from 12:30 – 1:00 each day for lunch**. Check-in and check-out hours are from 9:00 am to 12:30 pm and 1:00 pm to 4:00 pm, Monday through Friday.

**Security:** The building will be unlocked from 8:30am to 5:00pm. Monday-Friday. At all other times you will need your access card to enter the building. Please do not leave valuables unattended. Please make sure that you do not open any doors marked “Emergency” after hours, or it will set off the building alarm. After working hours, **do not** hold the front door open for more than 20 seconds or the alarm will sound.

**Lost and Found:** Please see the Scholar Services Coordinator for any lost and found



Chronicle / Paul Chinn

## Policies

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**Children:** Although children are always welcome at MSRI for a tour of Mom or Dad's workplace, or a brief supervised visit, the building is just not set up to safely accommodate young children. Recently we have found that extended visits bring up two important issues, the most critical being child safety, with the second concern being noise disruptive to other working scholars. We ask that you keep this in mind throughout the year but especially at the beginning of your stay when it may take some time to find appropriate arrangements.

**Dress Code:** We are quite casual here but we do request that you wear a shirt and shoes at all times in the building, so that we remain in compliance with California State Public Health Codes.

**Drug-Free Work Place:** MSRI is a drug-free work place. Members or staff found to be involved in the use or sale of controlled substances on the premises will be advised to seek professional assistance, and may be asked to leave the Institute.

**Smoking:** Smoking of any kind, including e-cigarettes, is **not allowed** within the interior of the building nor anywhere on the grounds of MSRI. Please note that smoking is not allowed anywhere on the UC Berkeley campus.

## Emergencies

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**Emergency Exits:** The emergency exits are designated by wall signage throughout the building. Please familiarize yourself with the exit locations.

### **Injuries and First Aid:**

Injuries may occur from time to time and it is important to know what to do when an injury occurs. There are two types of injuries; non-medical and serious injuries.

1. A **non-medical injury** is defined as any non-life threatening injury or illness that does not require immediate emergency medical treatment. Examples of these types of injuries would include:
  - Minor injuries such as cuts, bruises, minor burns etc.; or
  - Minor illnesses;

Although these types of injuries are those that are not life-threatening, they may require some basic first-aid. If you have an injury of this type, you should report to the Scholar Services Coordinator or the Facilities Coordinator located in the administration area on the first floor. They will be able to provide access to the First Aid Kit which contains adhesive bandages, gauze and other materials that can be used to address the injury. The person who has suffered the injury can determine the next course of action for themselves such as having the injury assessed at an urgent care facility.

2. A **serious injury** is the type of injury that requires medical attention by a trained professional. Medical attention and life saving techniques should only be administered by trained personnel. Examples of these types of injuries would include:
  - Chest pain;
  - Difficulty Breathing;
  - Excessive bleeding;
  - Eye injuries;
  - Head injuries;
  - Ingestion or inhalation of a toxic substance;
  - Seizures;
  - Serious allergic reactions; or
  - Suspected bone fractures.

If you encounter someone that has suffered a serious injury, it is important to get help for them as soon as possible. Follow these steps to summon help:

- Shout "help!" to get someone to come and assist.
- If someone responds, send them to call 911 (an ambulance will be dispatched), and to get a staff person to assist.
- If no one has responded to your shout for help, you will need to go call 911 and then return to the injured person. State the problem, the building (Chern Hall of the

Mathematical Sciences Research Institute, 17 Gauss Way Berkeley, CA 94720) where the emergency exists, and the number you are calling from. If no staff is onsite, send someone to meet the arriving emergency crew.

- Return to the victim. Keep the victim as calm and comfortable as possible.
- Do NOT try to administer First Aid that you are not qualified to provide.
- Do NOT try to move the person unless further injury would result from leaving them (such as falling debris or fire).
- Remain with the victim until help arrives.

## MSRI Anti-Harassment Policy

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MSRI is committed to providing a welcoming environment free from discrimination or harassment on the basis of race, color, creed, religion, sex, national origin, age, physical or mental disability, family care status, veteran status, marital status, sexual orientation, gender identification or expression, or any other basis protected by law. The purpose of this policy is to assist members of the MSRI community to recognize and prevent harassment and explain how they can report suspected harassment so it will be promptly investigated and addressed.

### **Understanding Harassment:**

Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile environment or that interferes with performance. Such conduct constitutes harassment when (1) the harassment interferes with a member's performance or creates an intimidating, hostile, or offensive work environment; (2) submission to the conduct is made either an explicit or implicit condition of program participation; or (3) submission to or rejection of the conduct is used as the basis for an academic decision. In cases of sexual harassment, it is important to be aware that an individual may experience sexual harassment from a person of the same or opposite sex.

Prohibited harassment can include, but is not limited to, the following behaviors:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented postings, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work;
- Threats and demands to submit to sexual requests as a condition of continued program standing, or to avoid some other adverse action, and offers of other benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment;
- Communication via electronic or social media of any type that features any of the examples of harassment above, or any other actions that violate state or federal anti-harassment laws, e.g. offensive email jokes, graphics, messages, etc.

**Harassment - Complaint Procedure:**

MSRI has adopted a firm policy against harassment and will take every step to prevent harassment from occurring. If a member believes that he or she has been harassed, they should report the incident immediately so that their complaint can be resolved quickly and fairly. MSRI has established the following procedures for lodging a complaint of harassment. MSRI will treat all aspects of the procedure confidentially to the extent reasonably possible.

1. If the member is comfortable doing so, the first step would be to inform the person committing the offensive behavior that the behavior is unwelcomed.
2. If speaking to the offender does not remedy the situation, and/or if the member does not want to confront the offender, then he/she should provide an oral or written complaint to the Operations Manager or the Directorate (Deputy Director or Director) of MSRI as soon as possible after the incident. The complaint can be informal, but should include as many details of the incident(s) as possible, as well as the names of any individuals involved and/or witnesses.
3. MSRI will immediately undertake an effective, thorough, and objective investigation of all harassment allegations.
4. During the investigation, the Operations Manager, together with legal counsel, or other management employees, will interview the complainant, the person(s) accused of the offensive behavior, and any witnesses to determine whether the alleged conduct occurred. The investigation will be kept confidential as much as possible, but all potential witnesses (including the person accused of the alleged behavior) will have to be notified and/or interviewed as part of the investigation.
5. The Operations Manager or other person(s) conducting the investigation will conclude the investigation and submit a written report of his or her findings to the Directorate as soon as possible.
6. If it is determined that harassment or discrimination in violation of this policy has occurred, the Operations Manager will recommend appropriate action. The appropriate action will depend on relevant factors, including the following: a) the severity, frequency and pervasiveness of the conduct; b) prior complaints made by the complainant; c) prior complaints made against the respondent; and d) the quality of the evidence (e.g., first-hand knowledge, credible corroboration).
7. MSRI will not tolerate or permit retaliation of any kind against anyone filing a complaint of harassment.

## Leaving the Institute

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- Ten days before your last scheduled day at the Institute, you will receive an e-mail with a link to an **on-line survey** which must be completed by all members prior to departure.
- On your final day, once the survey has been completed, see the Scholar Services Coordinator to return your keys and access card, as well as receive your **final payment**.
- If you have **multiple visits** scheduled, you must check in and out with the Scholar Services Coordinator each time.
- Check-in and check-out hours are from 9:00 am to 12:30 pm and 1:00 pm to 4:00 pm, Monday through Friday.

