



University of Massachusetts Amherst  
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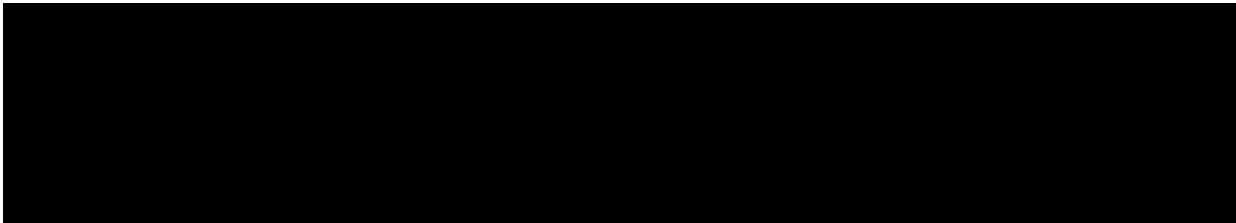
December 27, 2013

Sue Gentile, Executive Director  
Living Routes  
285 N. Pleasant St  
Amherst, MA 01002

Dear Sue,

On or about December 1, 2013, a student enrolled in a Living Routes Program in Monteverde, Costa Rica was the victim of a serious, and potentially life threatening, health/safety issue (hereafter known as the "Incident"). Living Routes became aware of the Incident on December 2, 2013, but withheld this information from University of Massachusetts Amherst's International Programs Office.

The University of Massachusetts Amherst (UMA) first became aware of the Incident on the night of December 18, 2013, when a resident of Monteverde emailed you and UMA faculty members about his concerns regarding the handling of the Incident and the treatment of the victim.



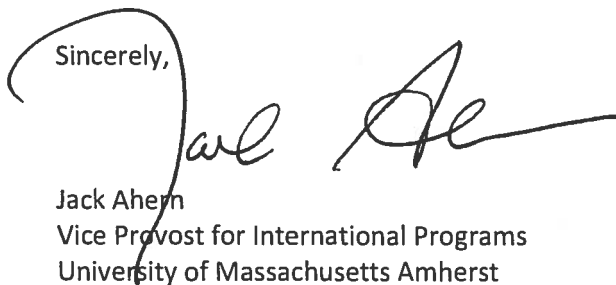
Over the next two days, December 20 and 21, despite multiple requests for the identity of the student, you did not provide the identity of the victim. Finally, on Sunday, December 22, 2013, 20 days after learning the Incident took place, Living Routes notified me by email confirming the Incident and provided the name of the victim.

Living Routes' response to the Incident is inconsistent with UMA's education mission and purpose. Further, Living Routes' deliberate withholding of critical information is unacceptable in multiple respects. UMA has grave concerns regarding Living Routes' ability to fulfill its contractual obligations to be responsible for all health, risk and safety issues that may arise during a program's term, to communicate with UMA, and to provide equal access to the Program's resources. These concerns leave UMA with no choice but to suspend its Affiliation Agreement with Living Routes. This suspension is effective immediately and will remain in effect until Living Routes can provide assurances to UMA's satisfaction that it can fulfill the terms of its Affiliation Agreement. So long as this suspension remains in

effect, no UMA student will be allowed to participate in any future Living Routes programs and no UMA academic credit will be provided for any future Living Routes programs.

UMA requests the return of all payments made by UMA to Living Routes on or about December 16, 2013 for Spring 2014 participants in the estimated amount of \$204,037.50. UMA will not collect any additional fees from UMA students or from participants from other institutions for Spring 2014 Living Routes programs. All program fees and application/transcripting fees paid by students for Spring 2014 Living Routes Programs will be refunded to the students in full.

A notification of the above said suspension will be provided to all other universities that have students enrolled in Spring 2014 Living Routes programs. Said notice will state that due to serious health and safety concerns UMA we will not be sponsoring academic credit for Living Routes programs for the Spring 2014 Living Routes programs.

Sincerely,  
  
Jack Ahern  
Vice Provost for International Programs  
University of Massachusetts Amherst

CC: via certified UPS mail  
Allison Butler, President of the Board of Directors  
Living Routes  
30 Chapman Ave  
Easthampton, MA 01027