MEDICAL & MENTAL HEALTH ISSUES

INTERNATIONAL SOS WILL:
- Assist you with accessing medical attention, counseling, or other services, if needed
- Provide emergency and routine travel health information
- Help you understand costs and services included in the ISOS out-of-country medical coverage and coordinate payment, if applicable
- Arrange translation services, if needed

IN-COUNTRY PROGRAM CONTACTS CAN:
- Accompany you to get medical attention, professional counseling, and/or medication
- Provide general support

BEFORE YOU GO ABROAD:
- Meet with your physician or counselor to create a health plan
- Contact International SOS to discuss:
  - Availability of services and medication you need abroad
  - Travelers' health information, including immunizations
  - Current security details for your destination

OTHER RESOURCES

YALE INTERNATIONAL TOOLKIT:
world-toolkit.yale.edu
Visit the International Toolkit to access more predeparture tips, checklists, and resources to learn about your destination.

STUDENT ACCESSIBILITY SERVICES:
+1-203-432-2324
Make an appointment if you need special accommodations set up before you arrive or have a change in circumstances during your time abroad.

ITS:
helpdesk@yale.edu
24-hour assistance if you need help accessing your email or experience issues with DUO.
Tip: Download Yale VPN and DUO to your phone, tablet, and laptop before you go abroad!

EMERGENCY CONTACTS

INTERNATIONAL SOS 24/7 TRAVEL ASSISTANCE
Call collect: +1-215-942-8478
Membership #: 11B824535
Download the free Assistance App:
app.internationalsos.com

IN-COUNTRY PROGRAM CONTACTS
Program Staff or Local Contact Phone:
Embassy or Consulate Phone:

YALE CONTACTS
24/7 Yale Security: +1-203-785-5555
24/7 Yale SHARE Center: +1-203-432-2000

If you are in immediate danger or need immediate medical assistance, call the local 911 Equivalent Abroad: ............
EMERGENCY CONTACTS

If you are trying to reach an adviser at CIPE due to an emergency abroad, Yale Security will route your call to the appropriate person at all hours: +1-203-785-5555

HEALTH & SAFETY ABROAD

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NATURAL DISASTER, CIVIL UNREST, OR TERRORISM

U.S. Citizens: Enroll in the Smart Traveler Enrollment Program (STEP) so the nearest U.S. Embassy or Consulate can contact you in an emergency: step.state.gov

In the event of a natural disaster, civil unrest, or terrorism:

Keep in close contact with your program or local contacts for updates on the situation and any coordinated efforts related to your safety.

SAFETY TIPS:
• Always keep your cell phone charged
• Stay away from demonstrations and high crime areas
• If out at night, make sure you know the transportation options and have a safe way home
• When traveling away from your program site, make sure that your program staff and family know your plans

SEXUAL HARASSMENT & ASSAULT

International SOS will:
• Assist you with accessing medical attention, counseling, or other services, if needed
• Help you understand costs and services included in the ISOS out-of-country medical coverage and coordinate payment, if applicable
• Arrange translation services, if needed
• Provide legal referrals, if desired

In-Country Program Contacts can:
• Accompany you to get medical attention, if desired
• Connect you with local resources who can inform you of local laws and assist you with filing a police report, if desired
• Provide general support

The Sexual Harassment and Assault Response Education (SHARE) Center offers these 24/7 services:
• Confidential counseling and support by telephone when you are away from campus
• Ongoing support upon return to campus
• Connection with different resources, including the Yale College Title IX Coordinator, who can assist your program with coordinating interim measures and accommodations

CRIME & LEGAL ISSUES

If you have been the victim of a serious crime or arrested/detained abroad, contact your nearest consulate or embassy, who may be able to:
• Provide a list of local attorneys
• Contact your family or other emergency contact
• Provide a general overview of the local criminal justice process
• Inform you of resources nearby and in your home country
• Accompany you to get medical attention, if desired
• Connect you with local resources who can inform you of local laws and assist you with filing a police report, if desired
• Assist with finding new housing, if needed
• Provide general support

BEFORE YOU GO ABROAD:
Make copies of your passport and other important travel documents. Keep one copy and leave one copy with someone at home.
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