PROTECTING YOUR PEOPLE WHEREVER THEY ARE

Global events are catalysts for change. For example, September 11 fundamentally changed the way institutions considered the security of students, faculty and staff.

It’s evident COVID-19 is bringing about similar changes regarding considerations for health and well-being on and off campus.

We have found through supporting our clients that a comprehensive campus resilience program should focus on protection and support, providing an equality of access for all, from employees to students and faculty, campus staff and international students to assignees. More than ever, institutions should be mindful of both local and overseas regulations and legal requirements.

Our actionable insights and unparalleled services uniquely enable us to more fully support your organization as you prepare to return to campus, resume and scale up operations and academic programs, and return to domestic travel as well as international travel in the future.

With offices in 80 countries and 26 Assistance Centers around the world, we help over 11 million people every year with their health, security and well-being needs - including 12,000 life-saving evacuations.

It’s like having 10,000 multilingual health & security experts following your students wherever they are.
YOUR INSTITUTION’S UNIQUE RISK PROFILE & COVID-19 CHALLENGES

YOU HAVE:

A new standard for all types of travel and programs
Updating travel policies to accommodate for differing health risks, new security concerns, traveler tracking, varied flight routes based on boarder closures, and being prepared for quick re-escalations.

International students navigating a challenging educational experience
Supporting the mental and physical well-being of international students and providing a common standard of care on campus and off.

Workforce capable of working remotely
Finding the balance between working from home and coming into the office as well as accommodating for individual preferences and health risks, all while ensuring productivity and business continuity.

A workforce varying sentiment around returning to campus
Ensuring peace-of-mind by sharing educational material, identifying vulnerable populations, supporting mental well-being, updating office and travel policies to comply with local health regulations.

TOP CHALLENGES:

1. Meeting Duty of Care obligations.
2. Protecting your most important asset: your people.
3. Challenges and uncertainty of operating across borders, managing programs or expanding into new locations.
4. Proactive well-being risk mitigation, complimenting reactive insurance.
5. Reducing the impact and cost of health and security incidents affecting your students, faculty and staff.

WORLDWIDE REACH. HUMAN TOUCH.
INFORMATION & ADVICE
FOR YOU & YOUR MANAGERS

OFFICE OF THE PRESIDENT | RISK | SECURITY | ACADeMic AFFAIRS | GLOBAL EDUCATION | STUDENT AFFAIRS | MEDICAL |

Your personalized campus resilience program will help you to prepare your team around the world for any eventuality, prevent the frequent occurrence of incidents, and will support you through every crisis, so you emerge stronger than before.

AT YOUR FINGERTIPS

Senior health and/or security experts acting as advisors to your organization to ensure comprehensive programs and best practice risk mitigation:

- Dedicated to your organization: reviewing your threats, and global plans & procedures.
- Supporting your teams so you are prepared for every eventuality: including major incidents and evacuation planning.

Advice via our 24/7 Assistance Centers for granular insight into overseas programs and locations to always understand the situation and environment:

- Speak directly to our health and security experts all over the world.
- Advice for you and your managers responsible for the health, security and wellbeing of your domestic and international cohorts, via a dedicated manager hotline.
- Notification when one of your students, faculty or staff contacts us for incident support, via our global case management platform. Providing you with regular updates until the situation is fully resolved.

Independent expert health and security information sent to you or accessed via your self-service portal to minimize reporting, data collection, and provide peace-of-mind:

- Accurate & timely information on changing security and health threats in each location.
- Alerts you to changes affecting your locations.
- Forecasts, trends analysis, and actionable advice in weekly and monthly reports.
- Access a large collection of security-assessed hotels & airlines and weigh hotel and airline security measures against their dynamic threat environment.
- Specialist daily information briefings for major events and crises.

WORLDWIDE REACH. HUMAN TOUCH.
SUPPORT FOR YOUR ENTIRE WORKFORCE AND STUDENT TRAVELERS

DOMESTIC EMPLOYEES | FACULTY | PEOPLE MANAGERS | INTERNATIONAL STUDENTS | INTERNATIONAL ASSIGNEES | TRAVELERS

Your campus resilience program will help you to protect your students, faculty and staff wherever they are, comply with local regulations abroad, support working from home, encourage mental well-being, prepare your people before any program or assignment, help them to prevent incidents, and support them in the event of a crisis. Leaving them feeling safe and cared for.

AT THEIR FINGERTIPS

- Advice for your international students, international assignees, and student and employee travelers via our 24/7 Assistance Centers.
- Provision of end-to-end care through digital channels. Including TeleConsultations with licensed doctors who can prescribe medication, if needed.
- Confidential emotional support services.
- Evacuation and repatriation services.
- Medical, security and well-being support and advice for employees through the dedicated manager hotline.
- Access to our global quality credentialed network of over 90,000 medical providers.

Training to meet compliance requirements and provide educational resources

- Access to an evolving repository of digital training courses available online for your entire workforce, international students, and travelers.
- Subjects include: student health and well-being, cyber crime, LGBTQ+ security, road safety, violent attacks, coronavirus, stress management, women safety, natural disasters.
- We have courses tailored to varying needs: students, managers, international assignees, office/home workers, and business travelers.

Intelligence & monitoring to make quick, accurate decisions

- Provision of alerts, location advice and country guides for your people - accurate & timely information on changing security and health threats in the country they are in or going to – via App, email and online portal.
- Real-time monitoring of your entire workforce and student travelers: automatic emergency check-in, multi-module communications (in crisis), active monitoring, and integration with your travel management company data.
- Compliance monitoring – completion of pre-travel/assignment/program assessments, and fit-for-work.
- Critical event management – your global infrastructure mapped to a single incident preparedness, monitoring and response tool.
CASE STUDY: EMOTIONAL SUPPORT FOR A STUDENT STUDYING ABROAD

When a student having self-harming thoughts called an International SOS Assistance Center, the local teams jumped into action to help.

CHALLENGES:
Schools and universities have a Duty of Care obligation to protect students from foreseeable risk when studying or traveling abroad through the institution. This includes supporting students’ mental health, which can be exacerbated when away from home, their support systems and familiar customs or behaviors.

Have staff and students’ medical, safety and emotional needs addressed in a holistic way via a single assistance number. Short-term counseling support services specifically for travelers assists with emotional wellness, regardless of location.

SOLUTIONS:
In delicate situations where the goal is to prevent a person from self-harm or to bolster emotional well-being, supporting the individual requires care and precision every step of the way. Unfortunately, we have found that many schools are unprepared to address mental health issues that may affect a student’s educational experience when abroad.

IMPACT:
The International SOS Assistance Center (AC) in America received a call from one of its students studying abroad in Australia. She was standing on a bridge with suicidal thoughts and intentions.

The conversation was immediately triaged by the first call desk coordinator and escalated to a nurse who had previously built a rapport with the student from an unrelated medical concern earlier in the trip. The nurse quickly re-established and nurtured trust with the individual in order to determine critical details, such as her location, and discourage her from taking any drastic steps.

While doing this, calls were simultaneously placed from the medical team in Philadelphia to the Sydney AC in Australia for support activating local emergency responders to the individual’s location. During the search, the Philadelphia AC nurse kept the student on the call, talking and safe. Shortly thereafter the local police were able to find the member and help ensure her safety.

WORLDWIDE REACH. HUMAN TOUCH.
CASE STUDY: TELEHEALTH FOR A STUDENT STUDying ABROAD

CHALLENGE:
An American college student studying at Keele University was studying for a test when he felt he may have a sinus infection.

SOLUTIONS:
He contacted the International SOS Assistance Center and was immediately put in contact with a nurse. Our Medical Team researched the provider network and found no providers in his immediate location, and the closest hospital provider was fifteen minutes away. The London Assistance Center arranged a teleconsultation evaluation with an Internationals SOS provider. The London AC followed up with one of our doctors to confirm the teleconsultation had been performed.

IMPACT:
We facilitated a seamless digital experience for a timely appointment on a Sunday evening allowing the student to focus on his exam with minimal stress and disruption.

“International SOS is the world’s first company to achieve ISO/TS13131 certification for TeleHealth”

SIMPLIFIED MEMBER EXPERIENCE

1. TeleConsultation booked with a doctor
2. TeleConsultation takes place with member iPhone
3. Doctor prescribes medication
4. Medication is sent directly to local pharmacy
5. Member confirms pickup
6. Intl. SOS bills client insurance directly for TeleConsultation & Medication
MATCHING THE RIGHT SOLUTION TO YOUR NEEDS & BUDGET

INTERNATIONAL SOS IS THE WORLD’S LEADING HEALTH AND SECURITY SERVICES COMPANY.

Our services are designed to tackle your organization’s challenges no matter where you operate.

We can help you protect the well-being of your students, workforce and your organization’s reputation. Our service is developed to support organizations of all sizes and budgets.

WWWINTERNATIONALSOSCOM/WFR