Global View of International SOS

A NETWORK THAT WORKS AROUND-THE-CLOCK FOR YOU

A presence in 1,000 locations in 90 countries across five continents

26 Assistance Centers

Over 11,000 employees and 92 offices

99 languages supported

1,400 doctors

56 international clinics

200 full-time security specialists

5 Regional Security Centers

Internal travel tracking team

+10,000 corporate clients, including 83% of Fortune 100 and 70% Fortune 500 companies, 50% of top 200 institutes
Welcome to the Yale University Global Assistance Program

Yale University partners with International SOS to assure Yale travelers have a 24/7 resource on call, online and on the ground to help with any medical, security and logistical questions, concerns and situations that may arise. Whether you need a medical referral, lose your medication, seek pre-travel advice or experience a medical or security crisis, International SOS serves as your single point of contact for both international and domestic travel.

As a member of the Yale community, you can request assistance from International SOS by calling the dedicated telephone number +1-210-942-3478 or any of the International SOS assistance center numbers listed in the “Contact Us” tab. Each International SOS assistance center has physicians, multilingual coordinators, operations managers, logistics support personnel and medical and security professionals on hand to speak with you.

Before you travel, be sure to register your travel plans on the Yale Travel Registry website so we can contact you to provide help in the event of a major emergency. Prepare yourself by browsing through the medical and security online tools listed in the menu to the left and signing up for International SOS alerts using the button to the right. Download your International SOS member card, also displayed to the right. For additional safety resources, visit Yale’s International Toolkit.

For more information about the features of Yale’s membership with International SOS, select any of the tabs or visit Yale’s International SOS (Global Travel Assistance) webpage. International SOS travel security services are provided by a joint venture between International SOS and Control Risks, the world’s leading security risk management firm.
Travel Itinerary Briefing

E-mail securitiesupport@intlsos-cr.com or call the Assistance Center at +1 215 942 8478.

Subject line: Travel Brief – City X, Country Y

Dear International SOS,
Please provide a travel brief for the following itinerary:

Dates of Travel:
Number of Travelers:

Traveler profile:
City: X
Country: Y

Escort: How will the students be escorted?

Places to Visit: Name and address of places to visit: hotel and other meeting locations

Safe areas for lodging or hotels to avoid: Do you want a recommendation for areas to look for hotels?

Ground Transportation Recommendation: Do you want a provider referral?

Other Considerations: Would you like medical risk information too?
Questions while on the road?

CALL OR CHAT FOR ASSISTANCE
If travelers need routine advice, they click on the ‘Call for Assistance’ button.

The call will be directed to the nearest International SOS assistance center.

Travelers can also chat for Assistance!

GLOBAL INFORMATION
Special advisories that effect multiple regions around the world
Call Intl. SOS ANYTIME for regular inquiry and emergencies

- Traveler can get in touch at any point for more support
- Whether it is a simple question or an actual incident or illness that has hit traveler...
- One number, one tap through the Assistance App:
  - Connects him to Medical and security professionals
  - For immediate advice and support
  - And should the worst happen, for support in case and evacuation.
Call us Early, Call us Often

– Routine Medical Question or Concern
  • *I’m feeling under the weather, should I see a doctor? Where should I go?*

– Medical Emergency
  • *My colleague is having a stroke!*

– Safety Concern
  • *Is it safe to venture outside my hotel for food or drinks?*

– Security Emergency
  • *There are active shooting outside my hotel! What should I do?*

– Travel Assistance
  • *I’ve been pick-pocketed! And I lost all my money and travel documents!*

When you need help, International SOS is there or you.
We contacted Anne's school and they faxed a copy of her passport. Additionally, they authorised us to wire Anne 8,000 Mexico pesos ($400 USD) in emergency funds.

Focused on highest risk/profile elements of study abroad – Mental Health and Sexual Assault

Sexual Assault generates the highest risk exposure and causes the most concern for our scholastic clients.

Psychological Support
Psychological Support – Key Features

24/7 enhanced support through our Philadelphia Assistance Center

- Support provided by both male and female staff who are well educated on service delivery objectives and specialized expertise
- Both medical and non-medical staff have robust training
- Up to 5 counseling sessions per incident
Assistance

HELPING YOU MANAGE YOUR TRAVEL RISKS

- 24/7 decision and crisis management support
- Activation of Crisis Center
- Deployment of International SOS staff on site for emergencies and emerging situations
- Help to identify all students, faculty and staff in affected locations
- End-to-end operational and logistical management of medical or security evacuation stages
- Hospitalization and medical monitoring
- Liaising with family
- Follow Through assistance
YOUR CONTACTS:

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