Exposure to new environments, security incidents, medical or mental health conditions and even just being too far from home can impact you. These events can trigger anxiety or psychological issues.

**International SOS Enhanced Emotional Support Services Provides:**

**Peace of Mind**

In times of stress, you may need professional emotional support often at short notice and in your native language. Timely and easy access to support through a single point of contact can prevent situations from spiralling out of control.

**Wellbeing — Wherever, Whenever**

In partnership with WorkPlace Options, our short-term counseling services provides you with psychological support while you are away and traveling internationally.

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**Service Components**

Emotional Support delivers:

- Mental health professionals supporting you in more than 60 languages
- Support available through the International SOS Dedicated Line (+1 215.942.8478) 24/7, every day of the year
- Access to five (5) counseling sessions at no cost, per incident, per year, for the same condition. Fees will apply in excess of five (5) counseling sessions per incident.
- Counseling method tailored to your needs: phone, video-call or face-to-face*
- Seamless integration between medical, travel security and WorkPlace Options emotional support services (no additional calls to make)

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*If face to face, we will make every effort to source a counselor in your location, based on availability of counselors vs your location.
* If face to face counseling is chosen, you would go to the counselor’s practice for the sessions.
* Anything outside of the above would be considered non-standard and subject to additional costs and feasibility assessment.
**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 behaviours.

In delicate situations where the goal is to prevent a person from self-harm or to bolster emotional wellbeing, 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 education experience when abroad.

**SOLUTIONS**

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

**ANSWERING THE CALL**

The International SOS Assistance Centre (AC) in America received a call from one of its student members studying abroad in Australia who 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 was able to find the member and help ensure her safety.

**CASE STUDY: EMOTIONAL SUPPORT FOR A STUDENT STUDYING ABROAD**

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

Once the local authorities located the student, she was taken to a hospital where she was evaluated for risk of self-harm. During this time, International SOS referred the member to a partnering wellness provider for emotional support.

With the help received from both our medical team and emotional wellbeing partner, the student was able to successfully complete her study abroad program and return home as scheduled.

**Support:** Through a simple phone call to a trusted provider when in an unfamiliar place, the student was able to quickly activate a network of support. This included internal care via the medical team and emotional support providers as well as external support through the local police.

**Considerations:** Quickly understanding the client’s condition, establishing trust and communicating effectively are all key factors to ensuring a positive outcome in a stressful and potentially dangerous situation.

**Impact:** The student was able to finish her study abroad, receiving full credit, and save costs on needing to fly home early.

**BENEFITS OF EMOTIONAL SUPPORT**

Exposure to new environments, minor medical conditions or simply being too far from loved ones can impact a staff member or student’s emotional wellbeing. These events can trigger stress and anxiety, which can lead to distraction, everyday disruption or even something more serious.

In times of stress or anxiety, individuals need professional emotional support often at short notice. Timely support can make the difference between controlling a situation and an event spiralling out of control. Easy access to services through a single point of contact help individuals makes the right decisions at a critical time.

**INTERNATIONAL SOS SERVICES**

Our medical team and coordinators are trained to recognise potential red flags regarding both medical and emotional wellbeing. International SOS also has a partnership with Workplace Options (WPO) who specialise in handling emotional support cases.

Our comprehensive care ensures all of your staff and students’ needs are met in one place.