



International SOS (ISOS) and International Travel Emergency - Faculty and Staff: Principles and Procedures

This document has three purposes concerning UBC engagements with [International SOS](#) (ISOS), a firm under contract to UBC to provide health and security assistance to UBC students, faculty and staff:

1. to detail the ways in which UBC faculty and staff should use the services of ISOS
2. to detail when ISOS should not be the first option for faculty and staff in specific circumstances
3. to detail the steps to be taken by the faculty and staff member, ISOS, and UBC administration during an engagement

Members of UBC Faculty and Staff

Principles

1. Faculty and staff travelling abroad must be familiar with emergency contact information and where to find risk related information
2. Faculty and staff travelling abroad will take responsibility for their own welfare and seek appropriate assistance when it is needed

Procedures

Incident/Event

Member is injured/sick, needs medical attention

Member calls their travel insurance provider, SunLife/Global Excel Management (GEM)

Member desires help for mental health concern, such as anxiety, depression

1. Member calls their travel insurance provider, SunLife/Global Excel Management (GEM)
2. Member can contact International SOS (ISOS)

Member seeks information and possibly help due to ongoing civil unrest, criminal threat or other

Member can:

1. Contact ISOS directly and
2. Check updates on Global Affairs site

Member seeks information and possibly help due to major natural disaster, pandemic or similar occurrence

Member can:

1. Call ISOS directly and
2. Check updates on Global Affairs site

Member must return home due to family emergency

Member can:

1. Contact airline/other transportation and/or
2. Contact Sunlife/Global Excel Management (GEM) to inquire about possible assistance and/or
3. If member cannot obtain assistance using the above options, call ISOS and “request ISOS to contact UBC Authorized Person for possible assistance”

Member seeks information on country-specific hazards and requirements – either before or during their travel

Member can:

1. Contact ISOS directly and
2. Check updates on Global Affairs site

Member loses passport

Member contacts nearest government office (Canadian office for Canadian members; and their national government office for international members). Call ISOS for guidance as needed.

Member is arrested or detained

Member asks authorities to notify nearest government office (Canadian office for Canadians and their national government office for international members). Call ISOS for guidance as needed.

ISOS

Principles

1. ISOS will place the welfare of UBC faculty and staff members above other considerations
2. ISOS will request the UBC faculty and staff members to confirm if they have contacted SunLife/Global Excel Management (GEM) for medical services. ISOS will always offer to provide referrals and arrange appointments for medical services; however, UBC faculty and staff members should only contact ISOS for medical services if SunLife/Global Excel Management (GEM) was unable to provide the required support
3. ISOS is permitted to spend up to \$10K to assist an individual without prior approval from UBC for emergency medical care (related to a serious medical condition that requires immediate medical attention, usually requiring an ER) – provided that the member has confirmed that they have already contacted SunLife/Global Excel Management (GEM) for medical services.
ISOS will request UBC faculty and staff members to self-pay for any non-emergency medical care under \$500
4. Outside of business hours, ISOS will contact UBC Authorized Persons (APs) in any emergencies with the potential to exceed the \$10K limit and/or for any situation that requires a decision prior to business hours

Procedures

1. ISOS receives call from UBC faculty or staff member
2. ISOS confirms member status and home campus (UBCV or UBCO), gathers contact information etc.
3. ISOS will request member to confirm if they have contacted Sunlife/Global Excel Management (GEM) if this is a medical event that needs the care of a medical professional. ISOS will always offer to provide referrals and arrange appointments for medical services; however, UBC faculty and staff member should only contact ISOS for medical services if SunLife/Global Excel Management (GEM) was unable to provide the required support

ISOS works with the member to resolve the situation without escalation when appropriate by:

- Providing advice
- Providing counselling services
- Providing services up to \$10K if the situation is considered urgent and the expenditure necessary, based on procedure 3 above
- Updating UBC by email with relevant details of the case

UBC Administration

This section is for internal UBC use only