



International SOS (ISOS) and International Travel Emergency – Students: 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 students should use the services of ISOS
2. to detail when ISOS should not be the first option for students in specific circumstances
3. to detail the steps to be taken by the student, ISOS, and UBC administration during an engagement

UBC Student

Principles

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

Procedures

Incident/Event

Student is injured/sick, needs medical attention

1. Student consults host and calls their travel insurance provider (e.g. Blue Cross/Medi-Assist)
2. Student can call ISOS to obtain referrals and advice on navigating health services while abroad

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

1. Student can contact International SOS (ISOS) and/or
2. Student can contact Aspira, provided by UBC to all students

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

Student consults with host and can:

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

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

Student consults with host and can:

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

Student must return home due to family emergency

Student consults with host and can:

1. Contact airline/other transportation and/or
2. Contact travel insurance provider 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”

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

1. Student can contact ISOS directly and
2. Check updates on Global Affairs site

Student loses passport

Student consults with host and contacts nearest government office (Canadian office for Canadian students and their national government office for international students). Call ISOS for guidance as needed.

Student is arrested or detained

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

ISOS

Principles

1. ISOS will place the welfare of UBC students above other considerations
2. ISOS will request UBC students to confirm if they have contacted their travel insurance provider for medical services. ISOS will always offer to provide referrals and arrange appointments for medical services; however, UBC students should only contact ISOS for medical services if their travel insurance provider 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 their travel insurance provider for medical services.
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 student
2. ISOS confirms student status and home campus (UBCV or UBCO), gathers contact information etc.
3. ISOS will request member to confirm if they have contacted their travel insurance provider 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 student should only contact ISOS for medical services if their travel insurance provider was unable to provide the required support

ISOS works with the student 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

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