

What we will learn about today

- Common safety concerns
- Tools for preparation, prevention, and management
- Less-common (but important) safety concerns
- Incident Management
- Access to health care



Common incidents

Common incidents

- Pickpocketing / Theft
- Incidents at night
- Harassment
- Lock outs/forgetting your keys



Risk & mitigation

- Contributing factors
 - Context
 - Behavior
 - Identity

- Mitigating risk
 - Observation
 - (Self)-awareness
 - Behavior

Préfecture Video Pickpocketing

Risk & mitigation – pickpocketing & theft

- What (else) might increase risk?
 - Outward signs of wealth
 - Speaking English
 - Crowds
 - Assumptions about what vigilance means
- How (else) might you mitigate risk?
 - Volume of speech
 - Non-verbal behaviors
 - Avoid altered states
 - Avoid looking lost

Next steps: do not increase risk, secure belongings, block phone/cards, file police report, file insurance claim, request new cards



Two rules to avoid pickpocketing:

1. **Never let go of your stuff.**
2. **Never leave it out of your sight.**

Risk & mitigation – traffic & pedestrian

- What might increase risk?
 - Not knowing the traffic rules
 - Auditory distraction
 - Visual distraction
- How might you mitigate risk?
 - Learn the traffic rules
 - Reduce distractions
 - Be alert

Two rules for pedestrian safety

- ✓ **Keep your head up**
- ✓ **Stay cautious – look first, move second**



Risk & mitigation – lockout

- What might increase risk?
 - Losing track of your keys
 - Mishandling your keys
 - Forgetting how your door locks
 - Not addressing technical issue with electronic keys
- How might you mitigate risk?
 - Address technical issues during opening hours
 - **Never** leave your room without your keys

Next steps: contact CEA CAPA during opening hours, call your roommate, find a neighbor or friend, call CEA CAPA emergency phone if your safety is compromised

Two rules to avoid lock-outs

- ✓ Always have your keys and phone with you, even if you just pop out across the hall
- ✓ Take your time: Stop, Focus, then close your door



Risk & mitigation – harassment

- What might increase risk?
 - Drawing attention to yourself
 - Eye contact
 - Being alone
 - Being out late
- How might you mitigate risk?
 - Awareness of surroundings
 - Blending in with the crowd
 - Staying with a group
 - Remaining discreet

Next steps: do not increase risk, move to a new location, move to a location with people, if perceived threat persists call the police

Two rules to avoid harrassment

- ✓ **Blend into the crowd**
- ✓ **Avoid engaging with strangers**



How should you react if you are being bothered?



- ✓ Put on your city face
- ✓ Avoid engaging
- ✓ Avoid eye contact
- ✓ Move to a different space
- ✓ Go into a public place (café, shop, etc.)

And then...

<p>THE NUMBERS TO KNOW IN AN EMERGENCY</p> <p> USE THESE EMERGENCY NUMBERS TO GET THROUGH TO THE EMERGENCY SERVICES FREE OF CHARGE, 24/7</p>	<p> 112 EUROPEAN EMERGENCY NUMBER</p> <p>If you are a victim or witness of an accident in a country in the European Union</p>	<p> 15 SAMU THE FRENCH EMERGENCY MEDICAL</p> <p>To call out a medical team to a medical emergency as well as to be referred to a round-the-clock health facility</p>
<p> 17 EMERGENCY POLICE NO.</p> <p>To report a crime requiring an immediate police response</p>	<p> 18 FIRE BRIGADE</p> <p>To report a dangerous situation or accident concerning people or property and receive a swift response</p>	<p> 114 EMERGENCY NUMBER FOR DEAF AND HARD-OF-HEARING PEOPLE</p> <p>If you are a victim or witness of an emergency situation and require emergency assistance. Number can be accessed by fax and SMS</p>

CEA CAPA Emergency Phone

To be used only in case of emergency...
(and not for questions which can wait until office hours 😊)

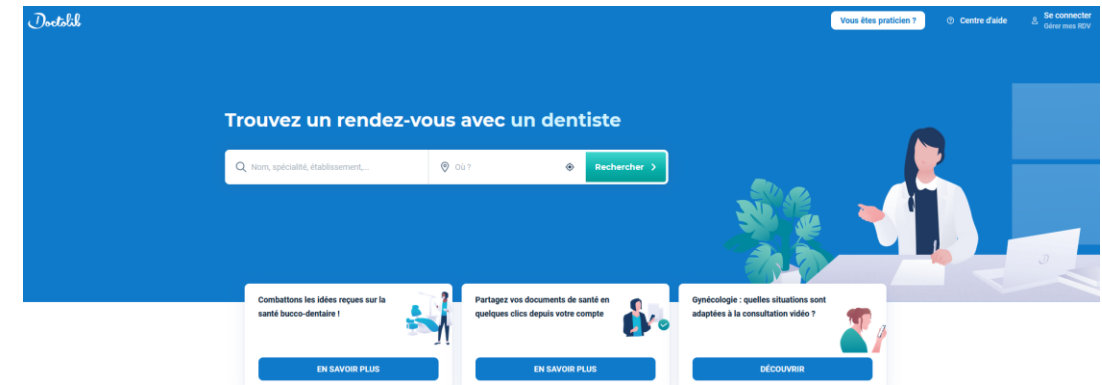
- After emergency authorities have been contacted
- Be patient, leave a message with name, location, number, description of incident
- CEA CAPA staff are here to assist you in your emergency
- +33 6 63 25 09 20



Health

Resources

- Prevention & well-being
- Management
 - Understanding your insurance coverage
 - Going to the pharmacy
 - Making a doctor's appointment: in person/online
 - Mental health services
 - STI testing
 - *La canicule*
- Follow-up
 - Filing an insurance claim



CISI Health Coverage & Benefits

- \$500K Medical Expense Limit
- \$50 one-time deductible during your program
 - How this works: you pay for care, then you are reimbursed all but \$50.
- Generous mental health coverage
- Emergency medical reunion

Important to note: No coverage for routine maintenance care for pre-existing physical health conditions



The background of the slide is a scenic view of a harbor. In the foreground, a white boat with an orange stripe is moving across the blue water, leaving a white wake. In the middle ground, there's a large building with a white, shell-like roof, likely the Sydney Opera House. In the background, a city skyline with various buildings is visible under a clear blue sky with a few wispy clouds.

Travel Benefits & Additional Coverage

- Travel Delay
- Trip Cancellation
- Trip Interruption
- Baggage Delay
- Personal Property
- Personal Liability

CISI Insurance Claims

- Onsite staff can help 😊
- Form can be found on Canvas
- Filed via email: claimhelp@mycisi.com
- Must include scans of bills/receipts/prescriptions
- Processing Time: around 1 month
- Reimbursements are sent via check to your home address in the U.S.



Cultural Insurance Services International – Claim Form

▶ Program Name:

▶ Policy Number:

▶ Participant ID Number (from the front of your insurance card):

Mailing Address: 1 High Ridge Park, Stamford, CT 06905 | E-mail: claimhelp@mycisi.com | Fax: (203) 399-5596
For claim submission questions, call (203) 399-5130, or e-mail claimhelp@mycisi.com

Instructions:

1. Fully complete and sign the medical claim form for each occurrence, indicating whether the Doctor/Hospital has been paid.
2. Attach **itemized bills** for all amounts being claimed. *We recommend you provide us with a copy and keep the originals for yourself.
3. Approved reimbursements will be paid to the provider of the service unless otherwise indicated.
4. Submit claim form and attachments via mail, e-mail, or by fax (provided above).

See next page for state specific disclaimers, claimant cooperation provision and additional claim submission instructions.

▶ NAME AND CONTACT INFORMATION OF THE INSURED

Name of the Insured: _____ Date of Birth: ____/____/____
(month/day/year)

*Please indicate which is your home address: U.S. Address Address Abroad

U.S. Address: _____
street address apt/unit # city state zip code

Address Abroad: _____

E-mail Address: _____ Phone Number: _____

▶ IF IN AN ACCIDENT

Date of Accident: ____/____/____ Place of Accident: _____ Date of Doctor/Hospital Visit: ____/____/____

Description/Details of Injury (attach additional notes if necessary): _____

▶ IF SICKNESS/ILLNESS

Description of Sickness/Illness (attach additional notes if necessary): _____

*Onset Date of Symptoms: ____/____/____ *Date of Doctor/Hospital Visit: ____/____/____

Have you had this Sickness/Illness before? YES NO If yes, when was the last occurrence and/or doctor/hospital visit? _____

▶ REIMBURSEMENT

Have these doctor/hospital bills been paid by you? YES NO

If no, do you authorize payment to the provider of service for medical services claimed? YES NO

If yes, you **must include the payment receipts**. Any eligible reimbursements will be made in U.S. currency (USD) via check. If you would like your eligible reimbursement in another currency via wire transfer, please contact CISI at 203-399-5130 or claimhelp@mycisi.com for instructions.

Please note if you are submitting a claim for prescription medication, you must submit the prescription receipt. This will include your name, the name of the prescribing physician, name of the medication, dosage, date and amount billed. Cash register receipts will not be considered for reimbursement.

▶ FOR CLAIMS UNRELATED TO A MEDICAL INCIDENT PLEASE CHECK THE APPROPRIATE BOX BELOW:

In order to claim monies back related to one of the below benefits, the benefit must be included in your plan, and you **MUST** submit the requested documentation found on the following page (Page 2).

TRIP CANCELLATION/PROGRAM FEE REFUND TRIP INTERRUPTION PERSONAL EFFECTS/BAGGAGE TRIP DELAY

Please provide us with the relevant details of your incident below or the details and value of your loss. You may attach an additional page if necessary:

STOP! Please see next page for claim submission instructions specific to each of these benefits.

▶ CONSENT TO RELEASE MEDICAL INFORMATION

I hereby authorize any insurance company, Hospital or Physician or other person who has attended or examined me, including those in my home country to furnish to Cultural Insurance Services International or any of their duly appointed representatives, any and all information with respect to any sickness/illness or injury, medical history, consultation, prescriptions or treatment, and copies of all hospital or medical reports. A photo static copy of this authorization shall be considered as effective and valid as the original.

I certify that the information furnished by me in support of this claim is true and correct.

Name (please print): _____

Signature: _____ Date: _____

CEA CAPA Emergency Phone:

+33 6 63 25 09 20
06 63 25 09 20

À la pharmacie...

- Often speak English
- Good advisors
- Can give some medications without prescription.

Useful Vocab:

Mal de tête = headache

Fièvre = fever

Rhume = cold

Grippe = flu

Gastro = stomach flu

Mal de gorge = sore throat

Doliprane = Tylenol

Aspirine = Asprin

Ibuprofen = Advil



Doctor Please!

- **Free Global 24/7/365 virtual medical care on your phone**
- **Trained, licensed, and experienced doctors anytime, anywhere**
- **When to use:**
 - Cold, flu, headaches, skin conditions, digestive issues, insect bites/stings, UTI, nausea, fever, general pain, and more
- **When not to use:**
 - Mental health concerns, victim of a crime, severe allergic reactions, health emergencies
- **How to access:**
 - Download the Doctor Please! App before you need it
 - Register and enter the access code **US0223**
 - Enter your personal details
 - Schedule a virtual consultation or a call back



GOOGLE PLAY
STORE



APPLE APP
STORE



Less common (but important) concerns



Demonstrations

Preparing for & managing demonstrations

- Stay informed
 - CEA CAPA e-mails
 - *Stay informed* tile
 - STEP program
- Avoid the area, heed instructions from public authorities

Enroll in STEP

<https://travel.state.gov/content/travel/en/international-travel/before-you-go/step.html/>



Assault

Management

- Health & safety is first priority (police, medical support)
- Then call the CEA CAPA emergency phone





Large scale events

Examples

- Terrorism
- Natural disaster
- International incident



Emergency Protocol

- Student check-in required (OnSolve)
- Student process
 - Safe place
 - Contact family
 - Contact (or respond to) CEA CAPA staff.paris@ceacapa.com
 - Follow instructions
- CEA CAPA Process
 - Acquire information
 - Track student check-in
 - Follow-up with non-responsive students
 - Confirm check-in with our US-based colleagues
 - Follow recommendations & actions of (inter)national authorities



OnSolve alerts for emergency situations

- Civil unrest, natural disasters, terrorist attack, active shooter
- Not for: transportation disruptions, strikes, bad weather, class/event cancellation, demonstrations
- App allows you to share location & check-in
- CEA CAPA will never track or share your location except in emergency situations
- OnSolve does not store student location





There has been an **explosion** on **the Champs Elysées**. Please confirm whether you are safe or need assistance.

I am safe and in **Paris**

I am safe and currently travelling outside of **Paris**

I am not safe and need assistance.




How to log in to the




OnSolve Mobile App

- 1 Download the “OnSolve” app from the App Store (iOS) or Google Play(Android).
- 2 Enter “[ceastudyabroad](#)” as your OnSolve workspace and tap **Next**.
- 3 Enter your **email address** (the one you use to login to MyCEA) to receive a verification code via email.
- 4 Once you receive the verification code, enter it on the next screen and tap Validate.
- 5 The app opens to your Dashboard – this is where you will receive alerts and be able to “Check-in” with your travel.


←

 **ONSOLVE**

Enter your phone number or email address to locate your account.

Phone Number
(US) ▾ +1 Enter phone number 

OR

Email Address
Enter email 

HAVE A USERNAME AND PASSWORD?

NEXT

Version 10.7.0

[Privacy Statement](#) | [Copyright Notice](#)

CEA CAPA Policies

- Your safety and well-being
- Read, know, understand Code of Conduct
- Excursions & class activities are for CEA CAPA students only
- You are required to have a functional phone



Travel

- If local travel restrictions and your university allow you to travel
 - Do your research
 - Inform CEA CAPA (activate OnSolve)
 - Manage challenges
 - Travel disruption, border controls, health services
 - CEA cannot repatriate
 - US Emergency Passports are not valid for travel to France



Mindset tips

- Measure the risks you take – if you wouldn't do it at home, don't do it here
- Develop a way to decide is this a cultural difference or is this not ok
- Look after each other
- Build resilience – there will be uncomfortable moments
- Focus and plan – what do I need with me? Where are my keys & phone? Who do I call?



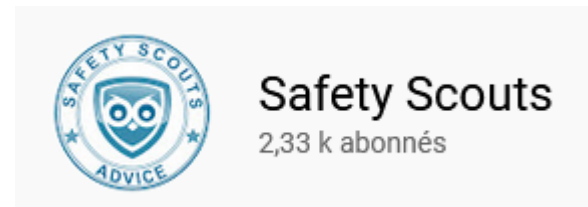
CEA CAPA's role

- Helping you cope
- Facilitating adjustment
- Assisting with medical appointments
- Accompanying you through incidents
- Keeping you informed
- Helping you maximize your learning



Additional resources

- [US Embassy STEP Program](#)
- [Safety Scouts Advice](#)
- [Pathways to Safety: Sexual Assault Support & Help for Americans Abroad](#)
- [Paris Safety Brochure \(official\)](#)



Empowering victims of interpersonal & gender based violence abroad

