Global Support Services

Jaime Molyneux
Director of International Risk Management
International Health & Safety

• Accident/ Serious Illness
• Psychiatric Emergency
• Street crime
• Car accidents
• Fire/Facility Disaster
• Sexual Assault
• Public Health Emergency
• Weather System

• Tropical/Infectious Disease
• Political Unrest/Riots
• Kidnapping
• Missing Person
• Earthquake/Tsunami
• Terrorism
1. Travel Tracking
2. Risk Assessment & Training
3. Emergency Preparedness & Response
International Health & Safety

• Where are they?
• Who are they?
• What are they doing?
• How do we reach them?
• Are they well informed?
GAR
Global Activities Registry

Travel Smart.
Register!

- Centralized location for all Penn’s global activities
- Penn’s expedited response to crisis/natural disaster
- Web-enabled, Penn-key protected & easy to use!
- Automatic sync with International SOS

Mandatory for all students going abroad on a Penn program!

global.upenn.edu/gar
Global Activities Registry (GAR)

global.upenn.edu/gar
International Travel at Penn (FY12)

- International trips
  - 2,573

- Number of Countries Visited
  - 103

- Primary Purpose of Travel
  - Education Abroad

- Top 5 Countries Visited
  - China, United Kingdom, France, Spain, South Africa
**Medical & Security Assistance**

- 24-hour Emergency Assistance
- Medical Advice and Referrals
- Legal Referrals
- Dispatch of Medication and Medical Supplies*
- Evacuation and Repatriation
- Lost document advice and assistance
- Guarantee of Medical Expenses*
- Emergency Cash Advance*

*Services that may incur additional charges

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**Online Resources**

- Security and Safety Information
- Health Alerts
- Country Guides and Pre-departure Information
- Email alerts
- Emergency Record
- Personal Document Storage

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[www.internationalsos.com](http://www.internationalsos.com)
Welcome to the University of Pennsylvania Global Assistance Program

Rest assured that whenever you travel internationally or live abroad, University of Pennsylvania has a 24/7 resource on call, online and even on the ground to help with any medical, security and logistical questions, concerns and situations that may arise. So if you need a medical referral, lose your medication, seek pre-travel advice or experience a medical or security crisis, University of Pennsylvania has a fully integrated program in place so you receive the care and expertise that you need, whenever and wherever you need it.

University of Pennsylvania partners with International SOS, the leading medical assistance, international healthcare and security assistance company. Travel security services are provided by a joint venture of International SOS and Control Risks, the world's leading security risk management firm.

Take advantage of this powerful resource by calling an International SOS alarm center, which has physicians, multilingual coordinators, operations managers, logistics support personnel and medical and security professionals on hand to speak with you.

Also, prepare yourself by browsing through our various medical and security online tools and signing up for our alerts.

When you register your travel with Penn's Global Activities Registry, www.upenn.edu/global activities, your travel information will be automatically registered with International SOS. You will in turn, receive an email from International SOS which includes important medical and security information about the country to which you will be travelling. Whenever you travel away from your country of residence, make sure you have your International SOS card handy. We encourage you to learn more about the Program Benefits and to find answers to Frequently Asked Questions.

Should you have any questions about Penn's Global Assistance Program and its partnership with International SOS please contact Penn's Office of Risk Management and Insurance at (215) 898-4327 or (215) 898-2720.

Multi-Lingual Membership Information
Please Select
International Traveler Support

• Global Activities Registry
• International SOS
• International Travel Insurance(s)
• Country/Regional Risk Assessment
• Health & Safety Presentations
• High-Risk Travel Briefings & Consultation
• 24-hour Emergency Assistance
Coming in 2013…

- Global Incident Management Team
- International Travel Guidelines
- International Emergency Procedures
Global Incident Management Team

Core members

• Executive Director, Global Support Services
• Executive Director, Office of Risk Mgmt & Insurance
• Deputy Chief of Police, Tactical & Emergency Readiness,
• Director, Penn Abroad
• Director, Student Intervention Services
• Director for International Risk Management

Advisory Council

• Office of General Counsel
• Student Health Services
• Counseling & Psychological Services
• Vice Provost for Education
• Office of Student Affairs
• Office of Global Initiatives
• Communications & External Affairs
• International Student & Scholar Serv
• Privacy & Compliance
• Public Affairs, Penn Health System
• Provost Administrative Affairs
• University Chaplain
• Invited experts from faculty and admin
• School representative(s)
Thank you

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