

Dear University of Toronto students,

As part of our commitment to the safety of our travelers, the University of Toronto has partnered with International SOS to offer more support for students traveling abroad. International SOS provides medical, security, emotional and logistical expertise to help safeguard our international travelers and we encourage you take advantage of their services.

You can conveniently dial one phone number (215-942-8478) that will connect you to the International SOS network of service professionals operating 24 hours a day, 365 days a year and have access to:

- A worldwide network of 26 Assistance Centres staffed by doctors, nurses, coordinators and security professionals with local expertise who can offer immediate advice, referrals, and assistance.
- Access to a network of over 79,000+ approved and vetted medical and other security providers.

Please note: International SOS is not a travel insurance provider. It is still your responsibility to ensure that you have sufficient travel insurance coverage. Should you have an issue that requires travel insurance services such as payment for a visit to a doctor, please contact your insurance provider directly.

When to use International SOS' services:

You can contact International SOS anytime before, during and even after your travel. Some examples of what you can contact International SOS for include:

- Health or security advice and/or concerns before or during your trip from a trained professional;
- A referral for a local doctor, dentist or other medical professional;
- Emotional and mental health support while abroad (you are entitled up to 5 free sessions per incident per year);
- Any emergency or urgent situation while abroad

For example, if you lose your medication in Prague, need to see a doctor in New Delhi, get pick-pocketed in Rio or, in a more serious circumstance, are in a serious accident, you can immediately contact International SOS. International SOS will get in touch with the university as needed, depending upon the situation to ensure that you get the best comprehensive support we can provide.

Prepare yourself by logging onto the [International SOS website](#) (with U of T's membership # below) where you can sign up for health and security email alerts or review country-specific reports that will make you an informed traveler.

NOTE: The risk level for your destination used by the university to determine whether the university activity abroad can be undertaken, is set by [Global Affairs Canada](#) (GAC). Please refer to GAC when considering your eligibility to travel.

When in doubt, do not hesitate to call International SOS for support. Simply carry the International SOS Membership card with you at all times or download the free [Assistance App](#). Both contain U of T's membership number and key contact information for getting in touch with International SOS.

Univeristy of Toronto

Membership #: 27ACAS808982