


# Study Abroad Pre-Departure Orientation


Health & Safety Abroad



# Have you registered your trip through the Smart Traveler Enrollment Program?



**Smart Traveler Enrollment Program**  
A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS  
U.S. Department of State



Welcome, Francisco Martin

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**Profile Information**

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**Traveler Information** [Edit Profile](#) [Change Password](#)

First Name: Francisco  
Last Name: Martin  
Email (Primary): fmartin@csusm.edu  
Phone: 7607504179  
Emergency Contact: Tiffany Gabbard

**Existing Trips/Residences Abroad**

Spain - 05/18/2015 to 07/30/2015	<a href="#">Edit</a> <a href="#">Delete</a>
Spain - 05/21/2016 to 07/22/2016	<a href="#">Edit</a> <a href="#">Delete</a>
Spain - 05/22/2017 to 07/13/2017	<a href="#">Edit</a> <a href="#">Delete</a>

[Add a Trip/Residence Abroad](#)

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PAPERWORK REDUCTION ACT  
Public reporting burden for this collection of information is estimated to average 20 minutes per response, including time required for searching existing data sources, gathering the necessary documents, providing the information or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a valid Office of Management and Budget (OMB) number. If you have comments on the accuracy of this burden estimate or recommendations for reducing it, please send them to: A/GIS/DIR, Room 2400, SA-2, U.S. Department of State, Washington, DC 20522-2202

Registering gives you up to date information on important details happening in your country. We suggest adding any additional countries you might wish to visit so you can stay informed of current events.

<https://step.state.gov/step/>

# Health Insurance

- Turn in your flight form and STEP registration so we can procure your health insurance.
- Coverage includes basic medical as well as emergency evacuation & ADD
- Students typically pay out of pocket for medical expenses incurred to be reimbursed for expenses later via a claim process.
- Keep all medical receipts (even if you don't pay for anything). You will need these when you submit your claim.
- Claim Form—submit for reimbursement after program. Claims take 6-8 weeks to be processed.
- Extension of Coverage—if you are traveling after your program, be sure to purchase additional health insurance to cover you.







# Check Your Prescriptions

- If you are taking prescription medication with you, make sure that you are checking prescription drug law with the Center for Disease Control [www.cdc.org/](http://www.cdc.org/) or disclose that to your International Office so they can check on this for you.
- For example, simple things bought over the counter in the US like Benadryl are illegal in Japan. If found with such items, they could be confiscated, you could be fined, or worse, put in holding at customs!



# Carry Your Medical Card With You!



ACE American Insurance Company  
(A Stock Company)  
Philadelphia, PA  
(Herein called We, Us, Our)

## Travel Assistance Program

### ATTENTION

In the event of a medical emergency  
call ACE's Travel Assistance  
Services immediately

### 24-Hour Access

[medassist-usa@axa-assistance.us](mailto:medassist-usa@axa-assistance.us)  
1-630-694-9764

Call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

When you call ACE's Travel Assistance Services, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to Covered Person;
2. Covered Person's name, age, sex and policy number;
3. A description of the Covered Person's condition;
4. Name, location, and telephone number of hospital;
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident.

"Covered Person" means the person insured under the applicable ACE policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

### ATTENTION Medical Personnel or Police

In the event of a medical emergency, our Assistance Provider will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours at 1-630-694-9764.

In addition to the insurance protection provided by your insurance plan, ACE USA has arranged with our Assistance Provider to provide you with access to its travel assistance services around the world. These services include:

- **Medical Assistance** including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- **Personal Assistance** including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, verifies medical benefits and assists with medical claims process.
- **Travel Assistance** including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- **Security Assistance** including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. Our Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by ACE's Assistance Provider are not employees or agents of our Assistance Provider and the choice of provider is yours alone. ACE's Assistance Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

For medical referrals, evacuation, repatriation or other services please call:

**ACE Travel Assistance (AXA)**  
1-630-694-9764  
[medassist-usa@axa-assistance.us](mailto:medassist-usa@axa-assistance.us)

Visit [www.acetravelassistance.net](http://www.acetravelassistance.net) for access to global threat assessments

### ACE TRAVEL ASSISTANCE PROGRAM



**Organization:** California State University RMA  
**Policy Number:** ADD N04950872R  
**Assistance Provider:** AXA Assistance USA, Inc.

AXA provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You are ill or injured and require medical attention

# Safety Abroad

**CRISIS!!!**  
What do you  
do....give  
some thought  
to these  
scenarios so  
you are not  
caught  
unawares.



If your important documents are stolen you should...



If you are injured during travel you should...



If riots or political unrest breaks out you should...



If you're stranded in an unfamiliar city you should...



If you run out of money you should...



If you miss your flight you should...



If you suffer racism, violence, or harassment you should....



<https://step.state.gov/step/>



# Safety Abroad

Trust your instincts & be watchful especially in large, crowded places like markets or train stations.

Don't wear jewelry, brand names, or anything blatantly American (like a UCLA sweatshirt). Really, don't pack anything you can't live without!

Know a few local phrases.

Keep your map and guidebook handy & don't be afraid to ask questions, especially about the good/bad parts of town.

Take Taxis at night & be vigilant when going out after dark.

Know your country's exchange rate to avoid rip-offs.

Always obtain the business card of the hostel/hotel in which you're staying so you can find your way back home.

The buddy system in travel always gives you someone to watch your back & share in the adventure with!

Drink responsibly and know your limits.

# ▶ Becoming Aware of Perceptions of Americans Abroad

Are “curious, friendly, but sadly ignorant” of world affairs

“Easily buy into how the media portrays other cultures”

Have NO sense of geography

Have limited understanding of ethnic diversity

Have limitless opportunities, in education, career choice, etc.

Value individualism vs. collective identity

Enjoy privacy and personal space

Are leaders of the world

Are self-absorbed— “They need to understand that there’s others who exist in this world and they have opinions too”

Are always in a hurry— don’t take time to enjoy finer things in life

Are loud, sometimes even obnoxious and rude

Are considered to fit the “Hollywood image”

So how do we  
overcome some of  
these negative  
stereotypes?



# By understanding different aspects of culture!

Only about 20 % of culture is visible....the rest remains below the surface and only by diving deeper and living in the culture, do we come to realize all of its complexities.

The value comes in recognizing these invisible cultural cues and seeking to integrate them into our own worldviews.



# CULTURE SHOCK.

HOW MOST STUDENTS EXPERIENCE THE EARLY DAYS OF LIFE IN A FOREIGN COUNTRY

- **Coming into contact with radically different culture**
  - **Disorientation**
- Not being able to make sense of the world around you



# Curbing Anti-Americanism

- Don't advertise yourself as an American
- Be aware of yourself and your surroundings
- Understand that it is not personally directed at you
- Stay current on world events—read local newspapers and magazines to immerse yourself in your country's culture
- Accept differences and seek to learn from others' viewpoints
- Engage in positive political conversations
- Make international friends and see life from their eyes
- Take the opportunity to represent America in a positive light
- Seek to be a citizen of the world
- Talk to returnees



## Final insights...

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<b>Be Kind</b>	Be kind & respectful at all times to local people and customs, however foreign to your own. Remember you're a privileged guest in their country. Act accordingly!
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<b>Ask for Help</b>	When in doubt, ask for help!
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<b>Trust Your Gut!</b>	Always trust your instincts!
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<b>Enjoy</b>	Enjoy the journey and seek to make a lasting impression.
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