


STAYING HEALTHY WHILE ABROAD  
COMMUNICATION WHILE ABROAD  
WHAT QUEEN'S CAN DO FOR YOU IN AN EMERGENCY  
QUEEN'S UNIVERSITY EMERGENCY SUPPORT PROGRAM

## STAYING HEALTHY WHILE ABROAD




### Immunizations

Make sure your routine immunizations are up-to-date and speak to your health care provider about other things to consider for travel to your destination.



## Immunizations

Begin your research as early as possible as some vaccinations will need to be administered several months before you arrive in your destination.



drug-smart pharmacy

## Immunizations

Suzanne      Andrew

Visit your local travel health clinic to learn if and what vaccinations you will need for the regions you are traveling to.

Consider not only your host country but other countries/regions you may travel while you are away.

DrugSmart Pharmacy in the Queen's ARC has a full travel health clinic.





## Immunizations

The World Health Organization (WHO) and Health Canada Travel Health provide information on disease outbreaks and recommended vaccinations for different regions of the world. Look for the link to it in the "Resources" section.



## Personal Health Needs

Consider bringing a basic medical kit with you.

Consider bringing your own contraceptives as the standards, costs and availability in some countries can be different from that in Canada.

Check out the laws regarding any medication (both prescription and over the counter) you might be taking with you.

## Personal Health Needs



While transporting prescription drugs, keep them in original packaging with labels.

Bring prescription drugs in your carry-on baggage, but check with the airline about their rules first.

Prescriptions drugs legal in Canada may not be legal in other countries. Check this before traveling.

If possible, bring enough medication for the entire period you will be away.

Bring copies of prescriptions.

## Personal Health Needs



Check the safety standards where you will be living while abroad. They could be very different than what you are used to.

Make sure there are working smoke detectors (consider bringing a portable battery-operated one with you).

Make sure doors and windows are properly locked.

Make note of fire escapes and exit routes in case of emergencies.



## Mental Health

Most people will have trouble adjusting at the beginning of their time away. Give yourself time to do this.

A change in climate can affect energy levels and overall health.

Sometimes existing (but previously under control) mental health issues can be exacerbated by the anxiety associated with living abroad and being cut off from your support network.

If you think you might be at risk, please speak to your health care professional to devise a strategy for staying healthy while abroad.

## Mental Health

Culture shock and the stress of living in unfamiliar surroundings can be particularly difficult.

There are "Culture" modules later in this process, that will give you a better understanding of what to be aware of, and when, who and how to ask for help.



## Mental Health

Deciding not to go abroad does not mean that you will never go abroad.

Should you experience mental health issues while abroad (anxiety attacks, the symptoms of "culture shock" not subsiding, etc.) seek out professional assistance in your host country/institution.



Returning home or deciding not to go is not a failure. Maybe the timing just wasn't right for you.

You can also call the Queen's University Emergency Support Program (ESP). The ESP can make arrangements for you to speak to a counsellor from Queen's Student Wellness Services via phone, Skype or email.



## Personal Health Needs

Monitor your physical and mental health after returning home.

Have a medical check-up once you return. Some illnesses are asymptomatic while others may take time to show symptoms.

Check out the Government of Canada Travel Health website for more information.





## Food

Consider your dietary needs as you plan your time away.

Plan how you will be able to maintain a healthy diet if you have food restrictions, e.g. being vegan in a region with little access to non-meat products.



## Food

Cultural attitudes to food preferences, restrictions and allergies can vary.

In some places, allergies to peanuts will not be taken seriously, as it is very uncommon in the local population.

Explain the severity of the allergy and remain respectfully adamant on foods that you are not able to eat.



## Food

Some foods which are perfectly safe for local people to eat, may react very differently in those new to a region.

Avoid eating uncooked food and food from street vendors.

Fruits and vegetables that can be peeled are safer.

Drink bottled water or boiled water.

If you have serious or life threatening allergies/ conditions, you should wear a medic alert bracelet in the event that you are unable to communicate.



eg. OHIP + AMS  
or  
OHIP + parent's  
plan

## Health Insurance

You will need BOTH primary (eg. provincial (eg. OHIP) AND supplemental (eg. AMS) health and travel insurance while abroad.

Your provincial health insurance (e.g. OHIP, UHIP) provides you VERY LIMITED OUT OF COUNTRY COVERAGE.

Your supplemental (AMS, SGPS, your parent's work "plan", etc.) normally has out-of-country emergency medical coverage.

You need both while outside Canada.

Check it out before you go!



## Health Insurance - Important NOTE

If your OHIP (provincial or primary) has expired, your supplemental travel health policy is NOT valid.

Make sure your PRIMARY HEALTH INSURANCE (PROVINCIAL/UHIP) will remain valid the entire time you are away.

If you are an international student, covered by UHIP, contact QUIC to learn more about your coverage.

Check it out before you go!



## Accessibility and Accommodation

Different cultures will interpret and approach disability differently.

Identify what services you will need while abroad.

If necessary, talk to the staff coordinating your program to determine if/what arrangements can be made for you.

Consider how you will answer questions about your disability to your host community.

Laws and regulations of countries and institutions will reflect these different approaches.





## Accessibility and Accommodation

Companions of persons with disabilities may need to provide support in new ways when in another country.

Please learn if there are laws/regulations regarding companions; especially if they are required to administer medication.



## Health Care

Access to health care may be limited or restricted.

Make sure your out-of-country emergency medical insurance covers air evacuation to your home country in the event of serious illness or injury.



## COMMUNICATION WHILE ABROAD

## Important Contact Information

Have the contact info for the Canadian embassy (or your home country's embassy) in your host country.

Carry the Queen's Emergency Contact Card with you at all times.



## Communication While Abroad

Take important contact info in your hand luggage.

Leave a copy of your itinerary with family/friends.

Know how to use local phones before finding yourself in an emergency situation.

Make a collect call home shortly after arriving in your host country.



## Communication While Abroad



Know the equivalent of 911.

Spend some time learning a bit of your host country's language.

Learn a few key words (greetings, questions, safety-related words).



## Communication While Abroad

Make sure to enter the email address you will use while you are abroad, onto this OCASP form (on the first page).

If Queen's needs to get a hold of you we will use the e-mail address you entered here.





## Communication While Abroad

If there is a serious incident in your host country we will send you an e-mail and might need you to confirm your safety.

If we don't hear back from you we might have to contact your personal emergency contacts.

We don't want to needlessly upset your friends or family, so be sure to respond promptly to these emails from QUIC.


## Communication While Abroad



In the event of an immediate emergency, contact the local authorities.

If the situation warrants support/assistance from Queen's, call the Queen's University Emergency Support Program at 1-613-533-6111.

Collect calls are accepted.



The illustration shows a woman with dark skin and curly hair, wearing an orange shirt and blue pants, sitting on a red chair at a wooden desk. She is using a laptop. The background is a teal color with a white geometric pattern of triangles.

### Communication While Abroad

Stay in touch with friends and family while you are away through email, telephone, social network sites, blogs, etc.



The illustration shows a woman with dark skin and curly hair, wearing an orange shirt and blue pants, sitting on a patterned couch. She is watching a television that displays a rainbow test pattern. A speech bubble above the television says "Now for the news...". The background is a teal color with a white geometric pattern of triangles.

### Communication While Abroad

Keep up the local news.

If something is happening where you are, those at home will be worried about you if they hear about it.

Before you leave, be clear with family and friends how often (or when) you will be in contact with them.

Keep up-to-date with news and events in Canada as well.

News from home may help with feelings of homesickness and with re-entry.



## Communication While Abroad



Look for and bookmark local and international news sources.

In the event of an emergency this will be your best source of information.

Check the "Resources" page at the end of this module for links.

## What Can Queen's Do For You In An Emergency?

The Emergency Support Program (ESP) at Queen's University is in place to support you while you are abroad on a Queen's program.

All members of the Queen's community are provided with the emergency phone number which they can call collect at any time. When the number is called, trained Queen's staff are contacted to respond to the emergency.

What constitutes an emergency?

An emergency is anything you consider to be an emergency including challenges related to cultural and personal adjustment, theft, medical emergencies/injuries, and visa-related problems.



## What Can Queen's Do For You In An Emergency?

Queen's University will attempt to support you as best as possible, BUT please note that this is a support service only.

In the past Queen's has assisted students through illness, injury, cultural adjustment, earthquakes, tsunamis, terrorist attacks and escalating violence in a region.

Please register with the Canadian (or your country's) Embassy or Consulate in your host country. Links are provided at the end of this module.

## What Can Queen's Do For You In An Emergency?

### Emergency Contact

If this student is in serious difficulty while outside **CANADA**, please call the local contact (on reverse) and/or Queen's University Campus Security (24 hrs) in Kingston, Ontario, Canada. Collect calls are accepted.



**+1-613-533-6111**

Campus Security will contact the appropriate University personnel to provide assistance.

Please carry this card with you at all times while travelling on a Queen's University study / work / travel abroad program. In case of emergency, if you are able, direct authorities to your local contact for assistance. In all other cases, use the contact number on the front of this card.

Local Contact in \_\_\_\_\_ (City / Country)

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Foreign Affairs Canada Emergency # +1-613-996-8885 (collect calls accepted)

Valid until August 31st of the academic year in which you are studying / working / traveling abroad.



Make sure to pick up an Emergency Contact Card, from your faculty/department, or from QUIC, before you depart.

You can also download and print the card. The link to it is in the "Resources" section at the end of this module.

**REMINDER:** If your safety is threatened contact the local authorities immediately!

Consider writing your local emergency number(s) on the back of your card.

Canadian Consular Services contact info is on this card too.





# Critical Checklist for OCASP Approval

## HOW TO COMPLETE YOUR RISK ASSESSMENT

### STOP!

Before you submit your record make sure that you have:

- ☐ Entered the correct ACADEMIC YEAR
- ☐ Added all the steps in Journey
- ☐ Done a comprehensive
- ☐ Noted IN YOUR "PASSPORT" (AIR TICKETS, ETC.)
- ☐ Noted that if you are in the Schengen Area
- ☐ Entered the contact information for your country of citizenship
- ☐ If you are not a Canadian citizen, you must be a PEDESTRIAN
- ☐ IF TRAFFIC DRIVER, you must have your license and insurance information immediately
- ☐ If you are placed in a situation where you are not a Canadian citizen, you must have your license and insurance information immediately
- ☐ Verified your travel history
- ☐ Verified your travel insurance
- ☐ Noted that if planning on mountaineering, you must have the Association for the Study of Snow and Avalanches in your host country
- ☐ If re-entering Canada using a non-Canadian passport you will have all of the documents needed to re-enter
- ☐ How will we contact you in the event of an emergency? is the contact information for the international student centre at your host university.
- ☐ If you are on exchange or an International Letter of Permission, The PROGRAM OVERSEEING the ACTIVITY should be your faculty + EXCHANGE OR ILOP from the drop down menu -- not your department?
- ☐ All others should choose the appropriate activity type from the drop down menu

Printable  
version in the  
"Resources"  
section!

Module # 3 brought to you by

