

HOLISTIC TRAVEL RISK MANAGEMENT SOLUTIONS

BEHAVIORAL HEALTH SERVICES

When traveling or living abroad, people can be exposed to a variety of unexpected and sometimes serious situations. From individual crises such as culture shock or sexual assault, to large-scale incidents like a terrorist attack or natural disaster, a variety of circumstances can have a significant impact on one's emotional well-being. Providing travelers with access to behavioral health support and resources is not only the right thing to do, but can also mean the difference between cancelling or continuing a program or assignment.



ON CALL'S BEHAVIORAL HEALTH SUPPORT SERVICES: AT A GLANCE

Depending on a traveler's location, access to behavioral health professionals may be limited, if available at all—and even when services are available, language and cultural differences can cause barriers to receiving, and continuing with, care. This is why On Call offers flexible access to compassionate, Masters-level behavioral health professionals to support organizations and their travelers with immediate and ongoing crisis management services.



COUNSELING AND REFERRALS

Counseling sessions can be ad-hoc or scheduled, and can be delivered 24/7 via telephone, video or in-person – so travelers have access to the care they need, when they need it. On Call's behavioral health services include a vetted, global referral network of behavioral health professionals in 140 countries, as well as over 10,000 professionals throughout North America.



INTERNATIONAL CRISIS MANAGEMENT

International Crisis Management services include an event-specific call center to help organizations balance compassion and discretion when responding to an incident. Staffed by behavioral health professionals with extensive crisis response experience, the call center is operational within 60 minutes and facilitates consistent messaging from an organization while providing support to victims, affected families, and the community. The call center's processes are customized specifically to be an extension of an organization's internal crisis response protocols and can be fully integrated with On Call's coordination of assistance services. Comprehensive training exercises for administrators are also included with International Crisis Management services and are facilitated at program inception.

BEHAVIORAL HEALTH SERVICES

▶ ONSITE CRISIS AND BEREAVEMENT SUPPORT

Onsite crisis support can come in the form of group and individual debriefings as well as group-led education to help facilitate the traveler recovery process. Bereavement support can include onsite emotional support services for individual or multi-victim events, participation in the victim identification process and communication with loved ones back home.

▶ CUSTOMIZED SOLUTIONS

With On Call's flexible approach, you're one step closer to aligning your travelers' behavioral health needs with your organization's broader risk management strategy. Through high-touch, proactive engagement and customized crisis response, On Call equips your travelers with the resiliency they need to move forward. From building aptitude and emergency preparation, to communicating with stakeholders throughout a crisis, we can help you ensure your organization effectively supports those affected by behavioral health challenges.



For more information about On Call's fully customizable and holistic travel risk management solutions, contact us today:

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ABOUT ON CALL INTERNATIONAL

When traveling, every problem is unique—a medical crisis, a political threat, even a common accident such as a missed flight. But every solution starts with customized care that ensures travelers are safe and protected. That's why for over 20 years, On Call International has provided fully-customized travel risk management services protecting millions of travelers, their families, and their organizations. For more information visit: www.oncallinternational.com.

On Call's behavioral health services are offered through a partnership with Empathia.