

When traveling or living abroad, you may be exposed to a variety of unexpected situations. From individual crises such as culture shock, acute trauma or assault, relationship issues, or stress, to a large-scale incident like a terrorist attack or natural disaster, a variety of circumstances can have a significant impact on emotional well-being.



Students, and coaches, faculty, staff or programs leaders traveling with students, have access to crisis intervention and counseling services when traveling outside their home country on a Skidmore College trip or program. Counselors are Master-prepared mental or behavioral health professionals and are also trained in crisis management. Counselors are available 24 hours a day for immediate evaluation and crisis intervention. Following the first call, if additional counseling is recommended, the counselor will arrange up to three telephone, in person, or video counseling sessions for you.

HERE'S HOW IT WORKS:

Contact the On Call 24/7 Global Response Center via phone and request to speak with a counselor. An assistance coordinator will collect initial information such as your name, contact information, and date of birth. It is at your discretion to remain anonymous and not share personal information. If you choose

not to share any identifying information you can still speak with a counselor just by identifying yourself as a Skidmore College traveler. You will then be warm transferred to a counselor for a confidential call. Your counselor will perform an assessment and address any immediate needs during the first call. The counselor will work directly with you to form a plan of action for additional counseling sessions as needed.

If the Counselor recommends further counseling beyond the three included sessions, the counselor will advise the On Call Global Response Center of how many additional sessions they would like authorized. Your On Call insurance plan has mental health coverage that may cover additional sessions. Ongoing care may require transition to an in-person counselor if you have been receiving services telephonically. On Call will make any needed arrangements for you. Please note that if you have chosen to remain anonymous, this may impact On Call's ability to authorize additional services.

If the Counselor recommends an assessment or care by a physician following your initial assessment, the counselor will offer to transfer you back to an On Call assistance coordinator to assist in making arrangements for an appointment in your location. Please note that Counselors will not diagnose or prescribe medication.

Contact the On Call Global Response Center to reach a counselor 24 hours a day:

Collect from anywhere:

+1 603-952-2041

Toll Free from US / Canada:

1 855-226-1622

Email:

mail@oncallinternational.com