Health & Safety
Today’s Topics

• Introduction to Counseling and Psychological Services (CAPS)

• University Health Services, the Tang Center and Health Insurance

• Wellness and Safety
Counseling and Psychological Services (CAPS)
Why Counseling?

Life at Berkeley involves many stressors:

• academic pressures
• new relationships
• financial concerns
• career decision-making

What’s happening personally and emotionally affects your health and academic performance.
Common Concerns of International Students

- Missing home
- Adjusting to differences in the educational system
- Not being understood when you express yourself in your usual way
- Difficulty making friends
- Conflicts between values at home and in the US
- Dealing with misperceptions about your culture or country
- Concerns about family reactions to choices you make while in the US
Seek Counseling When You...

- encounter problems that are not easily resolvable.
- can’t seem to handle problems in your usual way.
- need support and talking to friends and relatives about your concerns is impossible or unsatisfying
- experience distress or feeling overwhelmed and it is not going away
- find that you are repeating the same mistakes
CAPS Services

• Brief therapy
• Referrals to the community therapists for long-term counseling, evaluation and medication
• Crisis counseling
• Groups sessions
  – Structured skill building groups (health and wellness, social skills, procrastination)
  – Support groups (grief and loss, transitions, graduate students, students of color)
  – General therapy groups
• Phone consultation
• Career exploration and career library
• Let’s Talk – informal one-time, drop-in consultation for students who are not ready to start counseling
Contacting CAPS

Schedule an appointment: Call 510-642-9494 or use your eTang patient portal

Tang Center 3rd Floor
  Hours: M, Tu, W, F. 8:00- 5:30; Th 9 – 5:30
  Urgent Drop-ins: M-F 10-5

Let’s Talk drop-in consultation hours at our satellite locations

Any registered UC Berkeley is eligible for services regardless of insurance coverage

Tang Center at 2222 Bancroft Way
University Health Services (UHS), the Tang Center and Health Insurance
Tang Center Services

Primary Care
Urgent Care
Specialists
Counseling
Pharmacy
Radiology
Laboratory

Physical Therapy
Allergy/Travel
Health Educators
Social Services
Insurance Specialists
Health Records
Accessing Care at the Tang Center

Phone scheduling
Advice Nurse

In-person scheduling
Drop-in urgent care
Urgent drop-in crisis support

Online scheduling
Secure messaging
Self-help resources
Virtual video visit
Primary Care Clinic

All Students can access primary care for $15 regardless of insurance.

Students come in for

- Pains, illnesses and minor medical problems
- Prescriptions and lab tests
- Sexual health concerns
- Stress, anxiety and depression

Make an appointments online

Making a Primary Care appointment

1. Click on “Appointments”
2. Click on “Schedule an appointment”
3. Select “Same day medical appointments”

Same day: “SAME DAY” appointments become available for scheduling at 5pm the night before; new appointments are released every hour.

Future: Limited future appointments are available, scheduled by phone only (310) 642-2000 - press “4” for scheduling.
Urgent Care Clinic

All Students can access urgent care for $35 regardless of insurance.

Students come in for

- Concussions
- Fractures and joint dislocations
- Deep cuts and lacerations
- Chest and abdominal pain
- Vomiting and diarrhea
- Acute allergic reactions

Urgent Care is a drop-in clinic. Those with more urgent illnesses will be seen first.
Unsure About Your Health Concern?

- Call the advice nurse. 510-643-7197
- Send the advice nurse a secure email.
- Walk into Urgent Care. M-F 8-5; Sat-Sun 10-4
**Health Insurance Q&A**

**What is health insurance?**

Health insurance is a plan that you purchase. If you get sick, the plan will pay for all or part of your medical bills.

All Cal students **must** have health insurance. All students are automatically enrolled in the Berkeley **Student Health Insurance Plan (SHIP)**. Students can waive the plan if they already have insurance that meets UC Berkeley’s criteria.

SHIP uses these health insurance companies:

- **Wellfleet Insurance / Blue Shield**— medical, pharmacy and mental health
- **VSP**— eye health
- **MetLife**— dental health

You will receive these cards in the mail or you can print them online.
How do I get information about my SHIP benefits?

Visit [http://berkeley.wellfleetinsurance.com/ship](http://berkeley.wellfleetinsurance.com/ship)

- Access insurance ID Card
- Find a medical provider
- Connect with Member Services
Health Insurance Q&A

Where should I keep my health insurance card?

Keep it in your wallet.
I feel sick. How can I get help?

How urgent is the problem?

It’s extremely urgent.

**EMERGENCY**
For immediate help with life or death situations
Call 911 or go to the nearest hospital emergency room.

It’s urgent.

**URGENT CARE / DROP-IN CLINIC**
For same-day help with colds, flus, bones, nausea, etc.
Go to Tang Center Urgent Care for a drop-in appointment.

It’s not urgent.

**PRIMARY CARE**
For check ups, long-term issues, physical therapy, counseling, etc.
Make an appointment with a Tang Center doctor.
Don’t Lose Money!

For non-emergencies, go to the Tang Center first.

If doctors think you need further treatment from a specialist outside of the Tang Center, they will give you an authorization or referral to that specialist.

Can you just go directly to a specialist without going to the Tang Center first?

Yes, but you will probably have to pay full price. HIP will probably not cover these visits.
Wellness & Safety
The Wellness Wheel

Which aspects of the Wellness Wheel are easiest for you to manage? Which are the hardest?

What can you do to ensure you balance these needs?
The Key to General Wellness

Make time to eat, sleep, exercise, study and socialize.
Find Your Crew!

Cal Student Organizations
https://lead.berkeley.edu/about-student-orgs/

Calapalooza
Sept. 5, 2019

Cal Recreational Sports
https://recsports.berkeley.edu/
Recognize Imposter Syndrome

- I’m an imposter – a fake.
- I’m not as smart or talented as others think.
- I don’t deserve to be here; I just got lucky.
- I need to prove myself to others.
- Everyone will realize I’m weak if I ask for help.
Overcome Imposter Syndrome

- Know that you are not alone.
- Talk to a friend or counselor.
- Be compassionate with yourself.
- Ask yourself: Are my thoughts logical? Do they have any basis in fact?

You were accepted to this University for a good reason, and you deserve to be here. You do not need to prove to anyone that you are “Cal material.”
Recognize Identity Theft, Phishing & Scams

• Define terms: Identity theft, phishing, scam

• What do identity thieves look for?
  • Personal information and passwords
  • Social security numbers and bank account information

• Phishing emails and texts often...
  • claim to have noticed unusual activity in your bank account or immigration record.
  • ask you to confirm personal information, download software or make a payment.
  • offer money – discounts, refunds, and coupons.

• Scammers and identity thieves often...
  • claim to represent government agencies, banks, credit card companies, insurance agents.
  • make unexpected, urgent demands for information or payment.
  • threaten severe, immediate consequences.
Avoid Scams & Identity Theft

• Keep your computer anti-virus software up to date.

• Do NOT log into sensitive websites via a public Wi-Fi connections. (For example, do not check your bank account at a café or at the library.)

• If someone calls you, do NOT offer or confirm any information about yourself. Try to get the phone number and name of the caller.

• Do NOT send payments in any form – through a wire transfer, through cash or through gift cards.

• Notify banks, Berkeley International Office and police as necessary.

The BIO website has details on several types of scams: https://internationaloffice.berkeley.edu/living/scams-safety
Safety Off and On Campus

Berkeley Police Department (BPD) and UC Police Department (UCPD) are here to help you.

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<th>On Campus</th>
<th>Off Campus</th>
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| Emergency     | UCPD 510-642-3333 / blue light phone  
(Dialing 911 will go through dispatcher to UCPD.) | BPD 911       |
| Non-emergency | UCPD 510-642-3333          | BPD 510-981-5900 |

Dialing 911 anywhere in the US will always connect you to the police department nearest you.
Safety On Campus

Berkeley Night Safety Services

https://nightsafety.berkeley.edu/home

Berkeley Warn Me / Nixle

https://warnme.berkeley.edu
Safety in Berkeley and the Bay Area

• Lock doors and windows.

• Do not leave valuables visible in cars or on tables at restaurants or libraries.

• Stay aware at ATMs. Do not count money in public.

• Do not carry immigration documents with you. Leave passports, I-20s, DS-2019s and SSN cards at home in a secure spot.

• Hold electronics, wallet and purse tightly, especially on public transit.

• Be aware of your surroundings, especially at night and especially when using electronics. Use a UC Berkeley night service to get home safely.

• Use a high-quality U-lock and cable on your bike.
And finally, ...

I’m overwhelmed! Where do I start?
I can’t figure this out!
Everyone else seems to know what to do!

Don’t be afraid to ask for help. We are here to support you!