Health and Safety

Berkeley International Office
Attendees will be able to...

- Understand what health and safety resources are available to international students—both here in the US and from your home country
- Feel prepared for your arrival in the US (whether that is for Fall or a later semester) to have a strong and safe start to your life abroad
- Respond quickly and efficiently to any health, mental health, or safety challenges during your journey at Cal
Today’s Topics

- UC Berkeley healthcare resources and how to access them from abroad
  - Counseling and Psychological Services (CAPS)
  - University Health Services (UHS) and the Tang Center
  - Health Insurance Q&A
- Wellness and Safety
Counseling and Psychological Service (CAPS)
This year starting at Berkeley involves many stressors:

- pandemic-related uncertainties and changes
- 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
- Travel restrictions
- 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, or you are repeating the same mistakes
• 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
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
If you are outside of US…

Currently CAPS counselors are not able to provide counseling to individuals outside of US due to licensure restriction.

International students are welcome to contact CAPS for consultation.

CAPS counselors can work with you and identify your local resources.
Contacting CAPS

During the pandemic, all appointments are conducted virtually (via Zoom or phone).

To start services, schedule a phone appointment: Call 510-642-9494 or use your eTang patient portal

CAPS Hours:
M, Tu, W, F. 8:00-5:30; Th 9 – 5:30
Urgent Drop-ins: M-F 10-5

Let’s Talk virtual drop-in consultation hours updated regularly for one-time consultation:
https://uhs.berkeley.edu/coronavirus/mental-health-resources/virtual-lets-talk-drop-consultations
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
PCR (swab) COVID-19 testing at our Durant site is available for UCB students who meet the following categories:

- close contact with a confirmed case (less than 15 minutes, less than 6 feet apart, and only if between 3-10 days since exposure)
- program requirements, per prior agreement
- symptoms concerning for COVID-19

Testing is performed Monday - Friday from 10am-4pm on the Durant Avenue side of the Tang Center either as a walk-up or drive-through. All testing and swabbing must be ordered in advance. Test results are typically known in 2-3 business, although on occasion it may take longer.
SHIP Waiver

• International students studying in their home country were eligible to apply for a waiver of SHIP insurance if they had national healthcare
• Deadline has passed (July 31)
• For questions, call (510) 642-5700, email your questions to ship@berkeley.edu, or currently enrolled students can send a secure message to the SHIP office via the eTang patient portal
Health and Safety
Which aspects of the Wellness Wheel are easiest for you to manage? Which are the hardest for you?

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

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

Join Cal’s Recreational Sports Facility (gym) or a Cal Student organization. Check in with a counselor at Counseling and Psychological Services
Health Insurance Q&A
1. 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. Most students purchase the Student Health Insurance Plan (SHIP).

SHIP uses these health insurance companies:
- Anthem/Blue Cross – physical and mental health
- VSP – eye health
- MetLife – dental health

You will receive these cards in the mail or you can print them online.
2. What happens if you get sick but don’t have health insurance?

You will have to pay full price for your doctor and hospital visits. These prices are often extremely high.

Tip: The Student Health app gives you access to all of your health insurance benefits.
3. Where should you keep your health insurance card?

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

Ask yourself two questions:

How urgent is the problem?
- Extremely urgent
- Urgent
- Not urgent

What sort of problem is it?
- Physical health
- Mental health
- Eye health
- Dental health
4. I feel sick! How can I get help?

**It's extremely urgent.**

**EMERGENCY**
For immediate help with life or death situations

**It's urgent.**

**URGENT CARE / DROP-IN CLINIC**
For same-day help with colds, flus, bones, nausea, etc.

**It's not urgent.**

**PRIMARY CARE**
For check ups, long-term issues, physical therapy, counseling, etc.
# 4. I feel sick! How can I get help?

<table>
<thead>
<tr>
<th>How urgent is the problem?</th>
<th>What sort of problem is it?</th>
<th>Get help at …</th>
<th>SHIP Insurance Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Physical, Mental, Eye or Dental Health</td>
<td>the nearest hospital Alta Bates Medical Center 2450 Ashby Ave. Berkeley, CA 94705</td>
<td>Anthem Blue Cross</td>
</tr>
<tr>
<td>Urgent Care or Primary Care</td>
<td>Physical or Mental Health*</td>
<td>Tang Center Visit the drop-in clinic or schedule an appointment.</td>
<td>Anthem Blue Cross</td>
</tr>
<tr>
<td></td>
<td>Vision Health</td>
<td>Tang Center or Minor Hall Visit the drop-in clinic or schedule an appointment.</td>
<td>VSP</td>
</tr>
<tr>
<td></td>
<td>Dental Health</td>
<td>Find a dentist on the Met Life website. Schedule an appointment.</td>
<td>Met Life</td>
</tr>
</tbody>
</table>
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. SHIP will probably not cover these visits.
Safety
Berkeley Police Department (BPD) and UC Police Department (UCPD) are here to help you.

<table>
<thead>
<tr>
<th></th>
<th>On Campus</th>
<th>Off Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Call BPD emergency number. (911)</td>
<td>Call BPD emergency number. (911)</td>
</tr>
<tr>
<td></td>
<td>Then call UCPD. (510-642-3333 or any blue light phone on campus)</td>
<td></td>
</tr>
<tr>
<td>Non-emergency</td>
<td>Call UCPD. (510-642-3333)</td>
<td>Call BPD non-emergency number. (510-981-5900)</td>
</tr>
</tbody>
</table>

Dialing 911 anywhere in the US will always connect you to the emergency response team of police department nearest you.

Immediately dial 911 in all emergencies.
Safety on Campus

Berkeley Night Safety Services

- **Bearwalk**
  - Dusk – 3:00AM
  - Walking a short distance? Book your BearWalk escort online or call (510) 642-9255, no earlier than 15 min before your pick-up time. Last call is 2:30 am.

- **Night safety shuttle**
  - 7:30pm – 3:00am
  - **Football Update**
    - See where the night shuttle is in real time.
  - To see the next pick up time just hover over your closest bus stop.

- **Door-to-door service**
  - 3:00am – 6:00am
  - View a map of our service area. Book your pick up online or call (510) 642 9255 no earlier than 15 minutes before your pick up time.

UC Berkeley night safety services are a joint initiative between Parking and Transportation and UCPD.
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!