Health & Safety

Berkeley International Office
Today’s Topics

- University Health Services (UHS) and the Tang Center
- Counseling and Psychological Services (CAPS)
- Health Insurance Details
- Safety in the Bay Area
University Health Services (UHS) & the Tang Center
UHS/Tang Center Services

- Primary Care
- Urgent Care
- Specialists
- Counseling
- Pharmacy
- Radiology
- Laboratory
- Physical Therapy
- Allergy/Travel
- Health Educators
- Social Services
- Insurance Specialists
- Health Records

The Tang Center is at 2222 Bancroft Way.
Seeking Care at the Tang Center

Make an appointment for standard issues
Drop-in for Urgent Care issues
Call an advice nurse

List of Services
https://uhs.berkeley.edu/get-care-uhs

How to Make Appointments
https://uhs.berkeley.edu/medical/appointments
Counseling and Psychological Services (CAPS)
Counseling and Mental Health

- What is mental health?
- What is a mental health counselor?
- Mental health counselors help us deal with stress, anxiety, depression, grief, shame, guilt and emotional pain.
- At Berkeley, you are not alone!
Common Concerns of International Students

- Missing home
- Travel restrictions
- Pandemic-related uncertainties and changes
- 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
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.
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.”
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
Speak with a Counselor

- Non-urgent Appointments
  - Call 510-642-9494 or schedule via your eTang Patient Portal.

- Urgent Drop-in Counseling for Students in Crisis
  - Monday-Friday 8am-5pm, call 510-642-9494.
  - 24/7 after-hours support, call 855-817-5667.

- Path to Care Center for Victims of Sexual or Domestic Violence
  - 24/7 support, call 510-643-2005.

- https://uhs.berkeley.edu/caps
Let’s Talk

Frequently Asked Questions

What is Let’s Talk?
Let’s Talk is a drop-in program that provides easy access to informal confidential consultations with a counselor from Counseling and Psychological Services. There is no appointment or fee necessary.

What happens at a visit to Let’s Talk?
Appointments are first-come, first-served. Usually there is not much of a wait. The counselor will listen closely to your concerns and provide support, perspective, and suggestions for resources.

How is Let’s Talk different from counseling at CAPS?
Counselors at CAPS provide ongoing counseling, which usually consists of weekly or bi-weekly 45-50 minute appointments. Let’s Talk is not formal counseling; it is a drop-in service where students can have an informal consultation with a counselor from time to time.

Who should visit Let’s Talk?
- Students who are not sure about counseling and wonder what it’s like to talk with a counselor.
- Students who are apprehensive about counseling and want to discuss how it might help them.
- Students who are not interested in ongoing counseling but would like the perspective of a counselor.
- Students who have a concern about a friend and want some thoughts about what to do.

I think I have a problem that would benefit from counseling, but I don’t know anything about counseling. Would going to Let’s Talk help me figure out what to do?
Absolutely. The counselor will talk through your issue with you and help you determine the best way to get help. If you feel comfortable with the counselor, it’s sometimes possible to meet with him or her at CAPS in an ongoing way.
Let’s Talk

• Each day a few counselors will be available at various times to speak informally. You may wish to speak to a counselor who has a particular interest in your situation, but you don’t have to do that. You may speak with anyone who suits your schedule.

• This is a sample schedule. (Schedules change from time to time.)

• https://uhs.berkeley.edu/counseling/letstalk/schedule
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. Most students purchase the Student Health Insurance Plan (SHIP).

SHIP uses these health insurance companies:
- Wellfleet – physical and mental health
- VSP – eye care
- MetLife – dental care

You will receive these cards in the mail or you can print them online.
Where Should I Keep My Health Insurance Card?

Keep it in your wallet!
What If I Don’t Have Health Insurance?

If you get sick, you will have to pay full price for your doctor and hospital visits. These prices are often extremely high.

Find your health insurance benefits and find care that will be covered by SHIP at https://uhs.berkeley.edu/ship.
# I Feel Sick. How Can I Get Help?

<table>
<thead>
<tr>
<th>How urgent is the issue?</th>
<th>What sort of problem is it?</th>
<th>Get help at…</th>
<th>SHIP insurance coverage from</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>any type</td>
<td>911 or nearest hospital</td>
<td>Wellfleet – If SHIP agrees that the situation was an emergency.</td>
</tr>
<tr>
<td>Urgent Care or Primary Care</td>
<td>Physical and mental health</td>
<td>Tang Center Drop-in or make an appointment.</td>
<td>Wellfleet</td>
</tr>
<tr>
<td></td>
<td>Vision</td>
<td>Tang Center or Minor Hall Drop-in or make an appointment.</td>
<td>VSP</td>
</tr>
<tr>
<td></td>
<td>Dental</td>
<td>MetLife website Search for a dentist. Make an appointment.</td>
<td>MetLife</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.
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 15).

For questions, contact SHIP.
- Phone: 510-642-5700
- Email: ship@berkeley.edu
- Online: eTang patient portal
Safety On and Off Campus
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

Berkeley Police Department and the UC Police Department are here to protect and serve 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>

Immediately dial 911 in an emergency.
Dialing 911 anywhere in the US connects you to the emergency response team of police department nearest you.
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.
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
Don’t Be a Stranger!

We at BIO are here to support you!

https://internationaloffice.berkeley.edu/students/student-services