



PRINCETON UNIVERSITY

WORKPLACE OPTIONS



# EMOTIONAL SUPPORT

## EMOTIONAL SUPPORT SERVICE OFFERING

- Clinical assessment and recommendation by a Mental Health Professional Counselor
- Coordination of individual psychological support telephonically, digitally, and face-to-face\*
- Provider matching based on specific member needs (i.e. gender, age, language, culture, etc.)
- Worldwide network of credentialed qualified providers (both local national and expatriate providers)
- Consent to notify the university or institution is not required for the first five sessions: services are accessible even if the member chooses to keep the incident private. Consent will be required if more than five sessions are requested.
- Group support available upon request in the form of on-site counselor deployment or hotline services following critical incident

## HOW TO ACCESS INDIVIDUAL COUNSELING

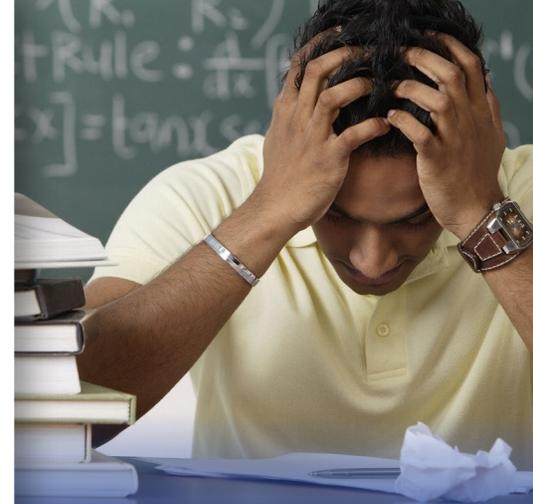
- Contact International SOS via phone, email or chat (Phone is the most expedient option).
- International SOS will open a case and will activate WPO\*\*. International SOS can activate WPO up to 7 days prior to the patient's travel date so the patient can proactively schedule counseling.
- WPO will then contact the member to conduct an intake session. This is to match the patient with a provider based on their needs.
- WPO will then provide the patient with referrals. The patient is responsible for scheduling sessions with the counselor, the WPO referral is not shared with International SOS and International SOS is not able to schedule for the patient.
- WPO will provide updates to International SOS after the 1st, 3rd, and 5th session. International SOS will not provide an update beyond the initial case notification and summary unless there is an ongoing safety concern or if requested by the university.

Note: If WPO or our medical team determines short-term counseling is not appropriate for the member, our team will source other providers for care.

\*Face-to-face counseling is subject to availability in traveler location.

\*\*Emotional Support is powered by a partnership between International SOS and Workplace Options (WPO). WPO is a global leader in Employee Assistance Programs whose mission is to offer a continuum of human-centered wellbeing solutions to address our members' emotional needs anytime, anywhere. International SOS cases are managed by a dedicated team of WPO counselors who specialize in the unique types of circumstances faced by our members.

WORLDWIDE REACH. HUMAN TOUCH.



## IMMEDIATE COUNSELING:

- Counseling services are available 24/7.
- International SOS is able to arrange immediate counseling for travelers during the first call, rather than arranging a call back from WPO to complete an intake session when more convenient for the traveler.
- Following WPO's conversation with the traveler, WPO will update International SOS with the outcome and recommendations for further treatment.

## TO GET STARTED:

- Call International SOS: (215) 942-8478
- Or email: philadelphia@internationalsos.com
- Or chat via the ISOS app

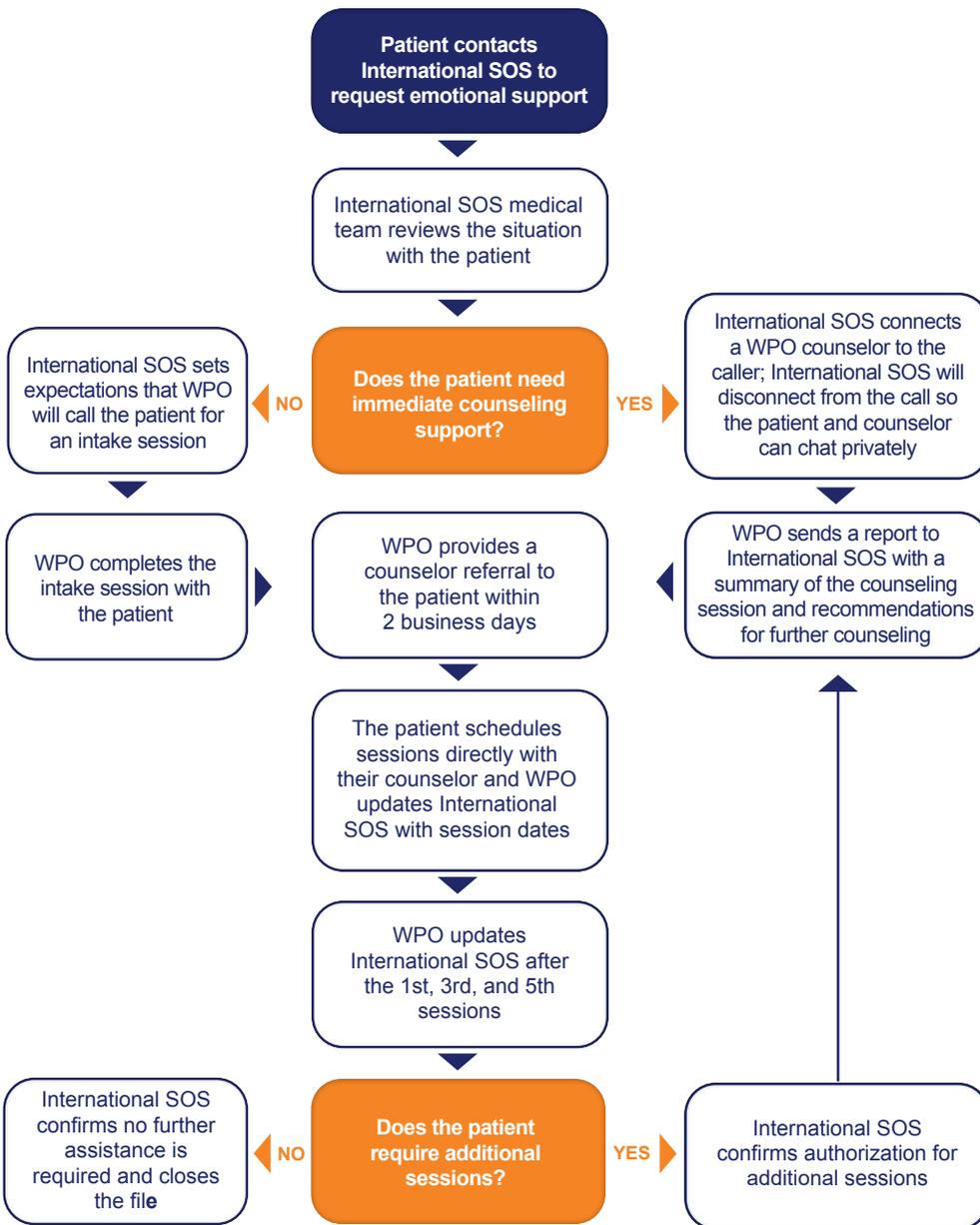
INTERNATIONALSOS.COM

Updated June 2024



# EMOTIONAL SUPPORT

## INTERNATIONAL SOS & WPO PROCESS FLOW\*



\*Individual case management flow will vary based on individual need.



## UNLIMITED COUNSELING SESSIONS:

- International SOS will follow the insurer process to verify eligibility and coverage for the additional sessions.
- Princeton travelers are covered under Starr Insurance, which provides unlimited counseling sessions.

## TO GET STARTED:

- Call International SOS: (215) 942-8478
- Or email: philadelphia@internationalsos.com
- Or chat via the ISOS app