



CEA Prague

Health, Safety, & Wellness

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ceaTM
Learn your potential

We Put Students First!

- The **health & safety** of our students is our top priority
- Our programs are designed to provide a **solid support structure** for students
- Our staff is **well-trained** and has **experience** that has prepared them in the event of an incident



Support & Resources

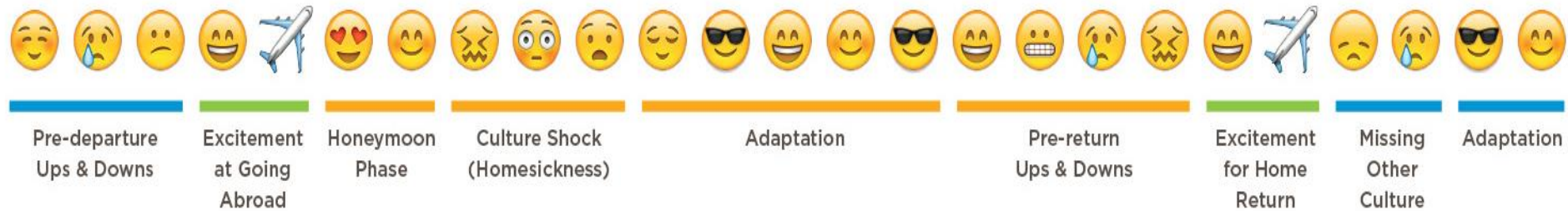
US Student Affairs Team

- Director of Health, Safety, & Student Affairs
- International Director of Risk Management
- Health & Safety Advisor

Onsite

- Health and Safety Coordinator
- 24/7 Emergency Phone
- Onsite Staff Training
- Knowledge of the City and Czech Culture

Culture Shock & Adaptation



HOME
TRAVELING
ABROAD



Cultural Views



What do you think of Czechs?

First Impressions

What do Czechs think of you?

Stereotypes about Americans



FAQs & Cultural Tips



- Restaurant Etiquette
- Special Dietary Needs
- Food Allergies
- Shopping
- Customer Service
- Behavior in Public
- Czech Culture



Staying Healthy

FRUIT MONDAYS

Students are
welcome to come by
the CEA Center
every Monday to
grab some fresh
fruit!

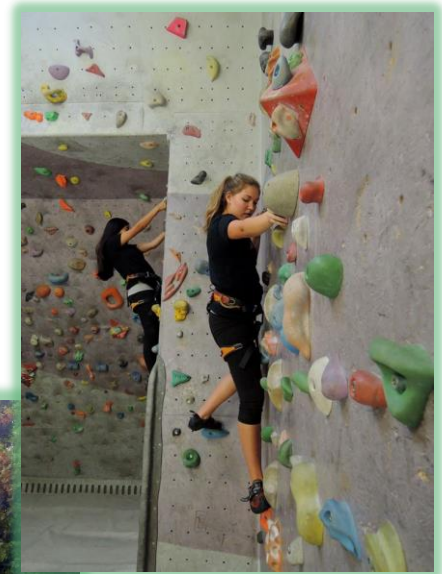


Staying Healthy

iMOVE WITH CEA

- **Yoga** every **Monday**
- **Cross Training** every **Tuesday**
- **Indoor Rock Climbing** every **Wednesday**

*These activities are **Free** of charge



Health Care & Insurance

CHP – CONSOLIDATED HEALTH PLAN

Student insurance provider

- Plan includes up to \$250,000 in medical and evacuation coverage
- Students pay upfront for routine medical expenses and are then reimbursed
- No deductible
- Staff is available to assist them in this process



GENERALI GLOBAL ASSISTANCE

Provides Emergency Assistance services in any country in the world including:

- Emergency guarantees of payment
- Emergency transportation services, including repatriation
- 24-hour assistance
- Student portal with doctor search feature, drug translator, travel alerts, and more



Health Care

English-speaking Medical Centers

Students make appointments on their own; CEA staff will accompany them in cases of serious injuries and illnesses.

Doctor Health Centre Prague: www.doctor-prague.cz

Canadian Medical Care: www.cmcpraha.cz

Recommended Emergency Room:

Emergency Room Central Military Hospital: www.uvn.cz



Staying Safe

Prague is a very safe city!
But...

- Lock your doors
- Beware of pickpocketing
- Call a taxi rather than flag one down
- Keep a low profile
- Use common sense



Staying Safe

Weekend Travel Survey

- Sent out weekly
- Helps us to track students in case of emergency
- It is **mandatory!**



Staying Safe



CEA Alert and Emergency Instructions

- In case of an emergency or natural disaster, CEA will contact students via e-mail, phone, or Facebook
- These messages will contain the heading **CEA ALERT**; it is imperative that students respond to confirm their safety
- Students are urged to always contact their families in these cases


CEA Emergency Phone Support

IMMEDIATE RESPONSE

- 24/7 emergency phone rotates between trained staff
- Students may use this number for serious incidents
- Incidents are escalated to senior staff when necessary
- We follow CEA Emergency Protocols
- Onsite staff act quickly and work with the Phoenix office when necessary
- For medical emergencies, students are transported to the nearest and best medical facility available accompanied by CEA staff
- CEA staff will keep universities and parents informed

Key Contacts

All students receive a handy Emergency Card with vital information:

 <p>ceaTM Learn your potential</p>	<p>In case of EMERGENCY Police – Ambulance – Fire Station – Gas – Flood</p> <p>112</p> <p>CEA Prague Emergency Number +420 605 367 148</p>
<p>CEA Prague Study Center Prokopská 296/8 – 2nd Floor 118 00 Prague 1 +420 257 530 241</p> <p>Office hours: Monday to Thursday 9am-5pm & Friday 9am-3pm</p> <p>US Embassy Prague Tržské 15 118 01 Prague 1 +420 257 022 000</p>	<p>24/7</p> <p>All phones have English speaking operators.</p> <p>Please call these numbers if your emergency is in Prague, Czech Republic or if you are travelling in Europe.</p>

<p>MEDICAL TRAVEL INSURANCE INFORMATION</p>	<p>To book a MEDICAL APPOINTMENT</p> <p>Unicare medical clinic www.unicare.cz Na Dlouhém Lánu 11 Tel. +420 235 356 553 Open: M-Fr 8am-8pm, Sat 9am-2pm</p> <p>Canadian Medical Center www.cmcpraha.cz Velešlavinská 1 Tel. +420 235 360 133 Open: 24hr emergency service (after schedule hours) +420 724 300 301 general practitioner</p>
<p>MEDICAL EMERGENCIES – ERs</p> <p>Military University Hospital / Ústřední vojenská nemocnice ve Střešovicích U Vojenské nemocnice 1200, 169 02 Praha 6 Building CH2 Emergency Room / "Lékařská služba první pomoci" Tel. +420 973 208 333 /OR/ +420 973 203 023</p>	<p>EUROP ASSISTANCE US 24/7 Emergency Medical & Travel Assistance From outside US, collect calls accepted +1 240 330 1414, +1 888 331 8310</p> <p>CHP CUSTOMER SERVICE For Enquiries on Insurance Benefits consolidatedhealthplan.com From outside US +1 413 733 4540</p>



Thank you for joining us.