November 2014

Dear Parents,

We are delighted to welcome your son or daughter to New York University’s Global Network. Your student is about to embark on an incredibly exciting chapter in their academic lives. NYU Global Programs provide a unique opportunity for students to continue their education in one of the world’s cultural capitals, to immerse themselves linguistically and culturally in their new home, and to grow intellectually through an academically rigorous curriculum.

This letter and the enclosed documents provide critical information that will help support your student’s adjustment as they begin their study away experience.

While the issues described here are unlikely to surface, if they do, NYU stands ready to assist you. We ask you to discuss these issues with your son or daughter, and consult with the University’s Wellness Exchange at 001 (212) 443-9999 or at wellness.exchange@nyu.edu for any assistance. It is important to note that the information provided below is general in nature, so please do not hesitate to contact us with program-specific questions - the capacity of local health facilities varies considerably between sites.

In the Relevant Health and Mental Health Resources section at the conclusion of this letter, phone numbers and email addresses are provided for offices that can respond to any questions you may have about the issues raised in this letter. Please retain a copy of this letter for your records.

----------------------------------------

Making the Transition Successful - A Parent’s Role

As you know, good physical and mental health are important factors in a student’s ability to succeed in college. While spending time overseas, students will immerse themselves in a country filled with new academic, social, and cultural opportunities. This will be a wonderful time of new discoveries that will provide knowledge and experiences that will last a lifetime. As with all new experiences, however, there are potential stressors as well.

There may be times when students need the support of medical and mental health counseling professionals. In particular, students who are currently experiencing emotional or physical difficulties—or who have experienced such issues in the past—benefit from ongoing professional assistance while away from home.

Students should take responsibility for their own health and welfare by planning for and following through on their individual needs, while understanding that the range of services available at home (or at NYU in New York City) are not identical to those at our global campuses. It is important that students continue any ongoing mental health counseling or medical care and currently prescribed medications during their time away to ensure that they are able to learn and grow to their full potential.

If you need help connecting your student to health services at an NYU global sites, please contact the NYU Wellness Exchange at 001 (212) 443-9999 or wellness.exchange@nyu.edu. This service is staffed by licensed mental health professionals at NYU and is available 24 hours a day, 365 days a year, to assist with consultation, support, and emergencies after hours.

As a parent, you can assist us in planning for a successful experience for your student. We encourage you to
think about your son’s or daughter's circumstances prior to departure, consult with a health professional, and determine if study overseas is appropriate at this time particularly if, he or she has:

- A chronic medical condition such as asthma or diabetes, etc.
- Been in psychotherapy or taken psychiatric medications
- An eating disorder
- Difficulties with alcohol and/or drug related substance abuse

________________________

**Medical and Mental Health Services at the Global Sites**

*NYU Global* sites all provide limited access to medical and mental health services – either on site or with participating local doctors. However, it may become necessary for your student to access community health and mental health providers in the locale where they will be studying. It is best to start this process as early as possible in order to avoid delays in securing appointments.

Please be aware that prescription medications mailed internationally may not be received due to customs restrictions and some medications available in your home country may not be available in your student's site of study. In addition, prescriptions written in your home country WILL NOT be honored abroad, so your son or daughter should discuss with their health professional whether they should secure enough medication for a smooth transition and plan to see local mental health or medical professionals who have prescriptive authority or can facilitate the transition to an alternative medication.

Only you and the health professional can make the proper judgment on how chronic medications should be safely managed while away from home. Even if your son or daughter plans to travel with enough medication for the duration of their program (a challenge for full academic year study), local customs agents may confiscate medications if it appears that the amounts are greater than for personal use.

Please plan accordingly. In our view, it is important to have routine care by a health professional at the international site, particularly if your student is taking medications. Please discuss these issues with a health professional or with the *NYU Wellness Exchange* as soon as you can. NYU is ready to assist you!

________________________

**Importance of Obtaining Adequate Health Insurance**

As part of academic-year NYU overseas programs, students are enrolled in a global health insurance plan called *HTH Worldwide* at no additional cost. This program provides them with improved access to medical and mental health services in the event they become ill or injured or require ongoing health or mental health care while studying away with New York University.

Please note: The *HTH Worldwide* plan has coverage limits and may not provide coverage when the student returns home on travel, breaks, or on a permanent basis. Students should inquire with health.insurance@nyu.edu if they have questions about the plan, and consult with the designated Student Life staff member at their site of study once they have arrived.

Before your student departs, he/she will receive an email from enrollment@hthworldwide.com with the subject line *NYU-Global Important Insurance Information*. Please ensure that your student reads this email carefully and activates their access to the tools and information provided on the web site, including the *Well-Prepared* profile.

Your student must also print his/her health insurance ID card from the web site before they depart. This is very important, as this card is proof of their coverage. Should you have any questions, please contact *HTH* customer service at 1-866-281-1668 (toll free inside the U.S.) or +1 610-254-8741 (collect outside the U.S.), where you can get information about your *HTH* plan benefits and access health care while you are studying away.

For other insurance-related concerns, please contact *NYU Student Health Insurance Services* at health.insurance@nyu.edu or (212) 443-1020.

While enrollment in the *HTH Worldwide* plan is free to your student, he/she must still be covered by
a primary health insurance plan in their home country that complies with NYU criteria. This ensures that there are no critical gaps in coverage for medically necessary care at home or away.

Please review the 2014-2015 HTH Worldwide Brochure. 
http://www.nyu.edu/content/dam/nyu/studentHealthServices/documents/PDFs/student-health-insurance/Study-Abroad-Insurance-Plan.pdf

For additional information, please visit www.nyu.edu/health/insurance or contact Student Health Insurance Services (212) 443-1020 or health.insurance@nyu.edu.

____________

**Tuition Insurance**

Tuition insurance is also available and is recommended to protect against unanticipated financial consequences if a student must request a leave of absence because of physical and/or psychological illness. For more information, please visit http://www.nyu.edu/bursar/refunds/insurance.refund.html for detailed information.

____________

**Health Requirements**

Finally, ensuring timely completion of the health requirements allows us to serve your child in the best possible manner.

NYU mandates that all undergraduates complete the following health requirements:

- NYU required Immunization Documentation – Required of visiting students only
- NYU Health History Questionnaire – Required of both current NYU and visiting students

____________

**Immunization Documentation**

Visiting students will be sent information about the New York State/NYU Health Requirements and Instruction Sheet including information regarding completion of immunization requirements separately.

All current NYU upperclassmen have this information on file with the University.

If you have any questions regarding the immunization form please contact Immunization Record Services at (212) 443-1199 or health.requirements@nyu.edu.

____________

**NYU Health History Questionnaire (Required of current NYU and visiting students)**

All students studying with NYU Global Programs will be asked to complete a health history questionnaire. This questionnaire is critical in helping us understand the health care needs of your son or daughter so that we can proactively offer treatment and/or referral planning to ease the adjustment process.

Additionally, if there are specific health, mental health, or other concerns about the transition to life at NYU, please encourage your student to indicate those concerns to us on the form. Please be as forthcoming as possible—the more information we have, the better positioned we are to help if a problem develops during the transition. The NYU Wellness Exchange is available to consult with you on these issues at any time before the student leaves for their Global study site.

Please visit our website at www.nyu.edu/health/requirements for detailed information and instructions on completing the health requirements.

____________

**Alcohol and Other Drug Education**

NYU is committed to creating and maintaining a campus environment that is free of alcohol and substance
abuse and one that complies with applicable New York State and/or local laws in effect at an NYU Study Away site.

While laws and culture may vary at different sites, the University policies on Substance Abuse and Alcoholic Beverages apply to all University students and to all events or activities which are sponsored by the University or by a University organization, whether they occur at the University or not.

If you need help talking to your student about these important issues, please do not hesitate to contact the Wellness Exchange at 001 (212) 443-9999 where health care professionals are available to consult on these issues. We can put you in touch with both staff in the U.S. and at our global sites who can answer any questions you or your son or daughter may have.

Students in Need

NYU will make every effort to assist students if they experience health or mental health challenges while overseas. On rare occasions, it may be necessary for you, the parent, to travel to the global study site to assist your son or daughter and/or accompany him or her back home. The decision to allow your son or daughter to remain in or withdraw from their program rests solely with the University. In the instance where your travel may be necessary, it will be important that you have a prepared game plan, e.g., a valid passport, making sure you can be reached in case of an emergency, etc. Of course, if a student has made the decision on their own to end their global study experience early, we will assist them in navigating any academic and travel issues they may encounter.

Health Concerns Specific to the Country Where Your Son or Daughter Will Be Studying

While your son or daughter is outside of the United States, it is important to have accurate and reliable health information about the part of the world where he or she is studying. In our student materials, we provide links to the following official entities and recommend that you look at these resources with regard to all health issues:

- The Centers for Disease Control and Prevention - www.cdc.gov
- The U.S. Department of State - www.state.gov
- The World Health Organization - www.who.int
- Local governmental health agencies
- Local media sources

Naturally, you will also hear news reports from other sources, especially trusted sources close to home. While the news can be helpful, we strongly encourage you to confirm any international health reports by checking official sources like those listed above or calling the Wellness Exchange at 001 (212) 443-9999.

The University maintains plans to respond to significant community-wide problems that may arise in the areas where our global sites are located. However, in the event of a pandemic incident where contagion is an issue and government actions (such as quarantine and the closure of borders) can affect our ability to respond, we are likely to be hampered in assisting as we might otherwise do. We share with you these realities because we are aware that the decision to study overseas is a personal one, and should be made with as much information as possible.

The University’s medical professionals recommend that all students:

- Secure a seasonal flu vaccine if available. Since flu vaccinations may not be available prior to departure, students should speak with their health care providers to confirm if a vaccine is available.
- Discuss maintenance medication and vaccinations with a health professional. Our student preparation materials, available to students via their site's specific blog, include recommendations and links to various official sources of information on this topic, depending on where your student will study. Often, medical professionals recommend that all people who travel to certain international destinations receive the appropriate pre-departure vaccinations or bring particular medicines with them such as Cipro (ciprofloxacin), which is an antibiotic for traveler's diarrhea, or anti-malarial prophylaxis medications, so that they are prepared in the event of a medical issue. Please be sure that the advice of a medical professional—wherever the student is traveling—is closely followed.
Family Support is Irreplaceable

The support and guidance that students receive from their families is irreplaceable. If your son or daughter demonstrates the need for your continued close involvement, we encourage you to provide it, taking into account the challenges that different time zones, telephone costs, and physical distance can create, especially in the event of an emergency. Costs may be higher for many services, and internet connectivity is often not as reliable as it is in the United States.

If, as you communicate with your son or daughter, you become aware that he or she may be in need of help, please contact us - we want to hear from you. The staff at each site can help address your immediate concerns. Always know that you can contact the NYU Office of Public Safety 24 hours a day at 001 (212) 998-2222.

Resources

If you need help determining whether your son or daughter should travel, please contact the NYU Wellness Exchange at 001 (212) 443-9999. You can find other NYU health and mental health resources on the attached sheet. As mentioned above, if you need assistance finding health or mental health practitioners in the city where your son or daughter will be studying, or have other inquiries—either before departure or once your son or daughter is studying away—please email the Senior Director of Counseling and Wellness Services, Zoe Ragouzemos, Ph.D. at zoe.ragouzemos@nyu.edu, who can help you directly, or put you in contact with the on-site staff. Visit the Global Programs website for more information (www.nyu.edu/studyaway).

Should there be an emergency involving the immediate physical well-being of your son or daughter while he or she is studying at one of our global campuses, you can always call the NYU Office of Public Safety at 001 212-998-2222, 24 hours a day. Note that when your student arrives at their study away site, he or she will also receive a local number that can be accessed 24/7, if he or she is in need of help. NYU places the highest priority on the academic success and overall well-being of its students.

Finally, we invite you to view our Global Health Parent Webinar recording that focuses specifically on preparing for your student’s health and wellness while studying away on our website at www.nyu.edu/shc/parents.

We look forward to welcoming your student to campus and partnering with them in their health care throughout their NYU career.

Best wishes,

Carlo Ciotoli, M.D.
Assistant Vice President for Student Health/
Executive Director of the Student Health Center
Relevant Health and Mental Health Resources

A number of offices at NYU offer health-related services to help students make the most of their academic experience. Students studying at one of our global campuses may contact these offices with additional questions even if they have not yet been to New York.

Department of Public Safety
001 (212) 998-2222
www.nyu.edu/public.safety/

The officers in the Department of Public Safety are committed to maintaining the highest level of safety and security for the members of the NYU community anywhere in the world. In an emergency situation concerning your son or daughter, you may call 001 (212) 998-2222 to get the immediate assistance, 24 hours per day, 7 days per week.

Wellness Exchange
001 (212) 443-9999
www.nyu.edu/999
wellness.exchange@nyu.edu

The Wellness Exchange is the key to accessing NYU’s extensive health and mental health resources. A central feature common to all these services is a private, 24/7 hotline that puts students in touch with mental health professionals who can help them address day-to-day challenges as well as other health-related concerns including medical issues, academic stress, depression, sexual assault, anxiety, alcohol and other drug dependence, sexually transmitted infections and eating disorders. The Wellness Exchange is also available for students who just need to talk—for whatever reason. The hotline is available to anyone who needs to use it—students, parents, friends, or anyone concerned about your son or daughter. We also have a Crisis Response Counselor on call 24-hours-a-day should your son or daughter need this kind of assistance. You can access the Wellness Exchange anytime at 001 (212) 443-9999, wellness.exchange@nyu.edu or at www.nyu.edu/999.

the S.P.A.C.E.
001 (212) 443-9999
www.nyu.edu/sexual-respect
wellness.exchange@nyu.edu

NYU provides prevention, awareness and confidential assistance to complainant students at the S.P.A.C.E. (Sexual misconduct Prevention, Assistance, Counseling and Education). Assistance includes accompanying a complainant to medical appointments at their request, connecting them with mental health care, providing information about resources and options, and/or attending campus meetings or proceedings with them. Staff at The S.P.A.C.E. – which includes Crisis Response Counselors at the Wellness Exchange – are licensed health professionals who can act as a student’s personal liaison throughout the process of accessing care and services following an incident of sexual misconduct.
Relevant Health and Mental Health Resources, continued

The Henry and Lucy Moses Center for Students with Disabilities
001 (212) 998-4980
www.nyu.edu/csd
mosescsd@nyu.edu

The Moses Center for Students with Disabilities (CSD) provides comprehensive services and programs for qualified students with disabilities. Students who wish to receive accommodations or other assistance from CSD must register with CSD by submitting a completed Application for Services, a signed Release of Information form and documentation of the disability. Ideally, all forms will be submitted 4-6 weeks before departure to allow time for the coordination of services. Please refer to our website for more detailed instructions on how to register with CSD and comprehensive documentation guidelines. All communication with CSD is confidential.

Students with qualifying disabilities who study away are eligible to participate in the Global Reach Academic Success Program (GRASP). GRASP is an online academic skills forum facilitated by CSD’s learning specialist in conjunction with SCPS Distance Learning. Topics include Tackling Time Management While Abroad; Fighting the Urge to Procrastinate; Making the Most Out of the Classroom Lecture; Taking the Frustration Out of Paper Writing; Increasing Reading Efficiency and Effectiveness.

Please contact mosescsd@nyu.edu or (001) 212-998-4980 for information about registering for GRASP. Students do not need to register with CSD to participate in GRASP, however, documentation of disability is still required.

Additional Information on the NYU website

NYU also has extensive information about these services on the web. You may wish to view the NYU Wellness Exchange website at www.nyu.edu/999 or the Student Health Center website at www.nyu.edu/shc.