



# TAU International

## Safety, Security, Health and Wellness Guidelines

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The safety of our TAU International students is our highest priority. Information regarding safety and security is given to all international students at a mandatory student orientation session upon arrival to campus. In addition, this information is shared with students pre-arrival as a section of our Pre-Departure Handbook in order to prepare students for life in Israel and Tel Aviv. Students are encouraged to read this information very carefully and have it accessible during their stay in Tel Aviv. In addition, every student is provided with a Welcome Kit upon arrival listing the telephone numbers of all relevant personnel and campus offices (such as the TAU International Office staff), TAU Security Department contacts, instructions on medical care and emergencies, and the mobile numbers of the TAU International Student Life Team who can be contacted in case of emergency 24 hours a day, 7 days a week including holidays.

### Security

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Like all public institutions in Israel, Tel Aviv University employs a sophisticated network of security personnel covering all campus entrances and patrolling throughout the campus and dormitory complexes 24 hours a day. All students, faculty, staff and campus visitors are required to show student ID cards or another picture ID and submit bags for search. In dormitory complexes, no one is admitted without a dormitory clearance chip (FOB); dormitory areas are exclusively for residents. Temporary guest passes can be obtained but guests must be identified by a dorm resident and follow guest procedures with the main security desk in order to be granted entry permission.

The University's Security Department maintains very frequent contact with government security agencies. The TAU International student population is updated as needed (by phone and/or email) regarding security matters and receives copies of all relevant official campus safety and security communications. TAU International requires all students to carry a working mobile telephone with an Israeli number (see details under "Telephone Services"). This allows our staff to contact all program participants at any time via WhatsApp, SMS text messages, or other forms of group messaging. TAU International also encourages students to join the private Facebook page of our Student Life Team so that this can also be used as an additional method of updating and reaching students.

Additionally, US citizens are advised to register for the U.S. Embassy's STEP program. This can be done either in person, or online at: <https://travelregistration.state.gov>. A member of the U.S. Embassy's American Citizens Services unit based in Tel Aviv also comes to campus each semester to speak to students regarding STEP and other Embassy safety and security resources available to students.

Tel Aviv University has well-marked signage in Hebrew and English directing people on campus and in the dormitories to the closest shelters ("miklat or mamad") should there be a



need to take shelter. All shelter locations for campus and the dormitories are posted on the TAU web site; please click [here](#) to read more information about how to react in case of a siren. Additionally, Tel Aviv University has outstanding evacuation arrangements with other institutions throughout Israel. Specific information on such arrangements can be obtained from the TAU International Office.

### Important Contact Information

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#### External Telephone Numbers:

Police	100
Ambulance (Magen David Adom, Emergency First Aid)	101
Fire Department	102
Electric Company	103
City Municipality (Tel Aviv)	106
Phone Information Center	144
Health Insurance Helpline	1-800-260-660
Ichilov Hospital/Sourasky Medical Center (Weizman St. between Arlozorov and David Hamelech)	03-697-4444
Association of Rape Crisis Center	Women: 1202 Men: 1203

#### TAU International 24/7 Emergency Contact Information

If you need to contact a TAU International staff member in Tel Aviv in case of emergency, you can call us on the following emergency phone numbers. Please use office phone numbers during work hours.

#### In Case of Emergency in Israel During Office Hours -

TAU International Office, Carter Building 108

Open each day Sunday through Thursday\*, 9:00am-3:00pm

Office Number: +972-(0)3-640-8118 (Ask for the Student Life Counselor on duty)

\*Students will be notified of office closure for holidays in advance. In case of office closure, students should use the 24/7 Student Life contact information below in case of emergency.

#### In Case of Emergency in Israel Outside Office Hours -

Head of TAU International Student Life Team

24/7 Mobile: + 972-(52)-525-5137

#### TAU International New York Office Emergency Contact Information -

Students, Partners and Parents of U.S. University Students can use this information as needed. Please be aware that due to educational privacy laws, if you are calling on behalf of a student currently enrolled with TAU International we are restricted in what information can be shared regarding our students' individual circumstances when it comes to health and safety.



Director of Admissions, TAU International New York

Monday-Friday, 9am-5pm EST

Tel: (212) 742-9030, (800) 665-9828

After Hours Emergency Number: +1-973-919-5988

**Other Campus Emergency Numbers:**

University Security (for suspicious objects, fire on campus, accidents, etc.)	03-640-5555
First Aid Nurse	03-640-8666
Psychologist on Campus	052-671-0409
Evening Crisis Hotline (for any matter of wellness)	03-640-5352
TAU Security Office	03-640-8484 or 03-640-9595

## Mobile Phone Services and Requirements

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In Israel, there are several service providers for mobile phones, such as: Cellcom, Orange, Pelephone, Hot Mobile, Golan Telecom, etc. This is a very competitive market and students are encouraged to check several companies for service plans. Please note that Israeli law forbids temporary international students from signing long-term commitments with communication service providers.

Tel Aviv University has arranged for all international students to receive a rent-free cell phone through IsraelPhones upon arrival to Israel. Instructions on how to order these phones in advance of arrival is given to students during their pre-departure phase. For students who do not choose this option, guidance on how to purchase a cell phone and SIM is available from our Student Life Team is available.

Upon arrival, students are sent a Google form on which they are required to give their Israeli mobile phone number to the TAU International Student Life Team so that they will be included in the program's emergency contact services. In this form, students are also asked to provide updated Emergency Contact Information in case of emergency. Should any contact information change during the course of the program, it is the student responsibility to inform TAU International Student Life Team of this.

## Psychological and Wellness Services

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Psychological services in English are available for all international students. To make an appointment, students can either ask a member of our Student Life Team for help making the appointment or students can directly contact the University's Psychological Services at 03-6408505 or [clinic@post.tau.ac.il](mailto:clinic@post.tau.ac.il). These offices are located in the Mitchell Building, Room 216. Psychological services are strictly confidential by law. Office hours are Sundays-Thursdays from 8:30 a.m. to 2:30 p.m. After hours, a student services hotline has been established to handle psychological counseling and crises. This hotline runs from 6:00 p.m. until 10:00 p.m. nightly and the number is 03-640-5352.

The fees for psychological consultation and counseling are estimated as follows:

Initial consultation session	150 shekels
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Second and further therapy sessions	150 shekels
First psychiatric consultation	205 shekels
Further psychiatric consultations	150 shekels

Confidentiality and privacy: The content of psychological and psychiatric appointments is absolutely confidential. No information whatsoever regarding students is divulged to any University officials, nor to any other institution. Only if the student signs a waiver authorizing release of information can any information be divulged.

### **Mandatory Health Insurance**

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Regardless of other existing coverage, all international students are required to have a mandatory health insurance plan provided by the University; this plan is included in the cost of tuition. If students are dual Israeli citizens with an active Israeli health insurance account, occasionally they can be exempt from the mandatory plan but must first speak with the TAU International Office about these circumstances. No other exceptions are granted.

The mandatory insurance is with Harel Health Insurance Company, the leading health insurance company in Israel. The policy covers treatment by a large selection of private English-speaking doctors in Clalit Clinics. It also covers hospitalization in public hospitals. Coverage includes all program and vacation days. This insurance provides coverage for students only within Israel (does not include coverage anywhere abroad including in the West Bank). Optional health insurance coverage is offered for travel outside Israel for an additional fee. You may purchase the additional coverage directly from an insurance agent in Israel and the TAU International Office Housing and Insurance Coordinator can guide students in this process.

All students enrolled with TAU International are automatically enrolled in this insurance plan and are covered from day one in Israel throughout the entire duration of their program. Prior to arrival, all students are required to submit a Health Declaration Form (Self Evaluation) and also a Medical Form (Signed by a physician) to give the TAU Student Life Team a more complete profile of an individual situation so that accommodations can be made as necessary.

Students receive their insurance card during mandatory orientation and are told to always carry their card/number with them at all times while in Israel as well as to take a photo of it. Students are also given detailed information for how to make an appointment, receive health services, fill prescriptions, and receive emergency treatment in Israel during the mandatory orientation.

This information is also listed below:

#### **IMPORTANT HEALTH-RELATED PHONE NUMBERS**

- Call \*2700 for the 24/7 Clalit Call Center (Clalit = Health Insurance Approved Medical Services)
- For a doctor's home visit, call 1-800-262-660 and a doctor will arrive to your apartment within 3 hours. The TAU International Student Life Team can also assist you in arranging this service.



- For the full list of Clalit clinics, please go to: [www.clalit-global.co.il/en](http://www.clalit-global.co.il/en).
- TAU's Clalit Clinic (by the central library) open Sun-Thurs 8:00am-4:00pm. Phone #: 03-6415818
- Also close to TAU: Brodetzky Clinic. 19 Brodetzky St. Phone: 03-7456500
- For general information about the Insurance students can call the information number at 1-800-414-422. TAU International also has on staff a Housing and Insurance Coordinator who can be of assistance.

**Please note that we recommend students ask for assistance from the TAU International Student Life Team in making health related appointments. In addition, a member of the team can accompany students to any medical visit or hospitalization to provide support and translation if needed.**

#### **COVERAGE IN ISRAEL**

The Insurance company will provide students with professional and efficient health services which include:

- 1) Comprehensive Medical Providers Network covering all of Israel. This includes physicians, practitioners and specialists, pharmacies, laboratories, and x-ray facilities.
- 2) 24-hour assistance center for immediate treatment and referral.
- 3) Services provided within close proximity to the university (Ramat Aviv and North Tel Aviv).
- 4) House calls when the student is unable to visit a physician.
- 5) Hospitalization in any hospital within the State of Israel.
- 6) Refund for ambulance transportation in cases of emergency.
- 7) Administration of injections, excluding daily injections (such as insulin). Medicine to be provided by the student.
- 8) Every student receives a personal medical service ID card and an index of participating network physicians and pharmacies. Upon presenting the card, the student is eligible to receive all services at no charge. Medicines, laboratory tests, or x-rays prescribed by the physician are provided or administered by Network providers at no charge.
- 9) Students may visit any participating general practitioner or specialist listed in the index without referral.
- 10) Coverage includes emergency dental treatment.
- 11) The 24-Hour Assistance Center can be contacted regarding any medical problem that arises outside of business hours, or that does not have a solution within the framework of the Network.
- 12) Referral for hospitalization may be made by any participating physician or the 24-Hour Assistance Center. This referral is required prior to going to the hospital in order to receive coverage for the visit. In life threatening emergencies, the student may go to the nearest hospital without prior notice to the Insurance provider. The Insurance provider should be advised as soon as possible after admittance.
- 13) Students may use the Network anywhere within the State of Israel. The 24-hour Assistance Center will provide referrals to the nearest physician.
- 14) Exclusions and limitations:
  - Pre-existing conditions to the commencement date of the insurance.
  - Any medicine or treatment not prescribed by The Insurance Company's physicians.



- Psychiatric treatment.
- Treatments related to HIV/AIDS.
- Aesthetic treatments and/or surgeries.
- Pregnancy and delivery.
- Work - related accidents.
- Dental treatment which is not considered an emergency designed to relieve immediate pain.
- Injuries incurred while intoxicated or under the influence of illegal substances.
- Injuries incurred while participating in extreme sport activities (e.g. bungee jumping, mountain climbing, etc.).
- Traffic accidents are not covered by medical insurance provider. In such cases, coverage is through the responsible party's insurance or through a government fund, Karnit - <http://www.karnit.co.il/category/knroffice>

### **PERSONAL HEALTH INSURANCE**

TAU suggests that students consider carrying private comprehensive health insurance. In the event that a medical need arises that is excluded by the policy - such as a pre-existing condition or prescriptions - your insurance may enable you to recover those costs. Please make sure that you have insurance coverage that is effective throughout Israel if you plan on being in the country before the program begins. If you plan on traveling abroad either during or after the program, please ensure that you have insurance coverage that is effective anywhere you intend to travel.

For an additional fee, students may be able to extend their insurance coverage outside of their program dates if they plan to remain in Israel for a short time after the program ends or before it begins. Students can discuss this option with the TAU International Housing and Insurance Coordinator and will be given instructions for how to enroll in this option if suitable.

### **TAU International Excursions and Activities**

In the planning and execution of all excursions and activities, TAU international strictly obeys the security policies established by Israel's Ministry of Education, the Israeli National Security Center (Moked Teva,) and TAU'S Security Department. Transportation to all programmed activities, such as seminars, excursions, visits and conferences, is handled by University chartered buses and only TAU International authorized passengers are permitted.

All TAU International excursions are cleared far in advance by the Israeli National Security Center ("Moked Teva") and the Ministry of Education. This clearance is coordinated with all appropriate authorities (including Israeli police and army). The Moked Teva is then updated with the groups' whereabouts and plans daily leading up to and during the excursions; should an adjustment to the itinerary need to be made at the last minute for security reasons, the TAU International Student Life Team is prepared with a back-up activity or visit. In rare cases, an excursion or activity will be canceled. In accordance to the recommendation of the Moked Teva, armed guards and trained first-aid personnel carrying first aid kits escort the students throughout each excursion.



TAU International does not travel into the West Bank over the green line, except in very specific areas determined safe by Israel's security services (for example, parts of the Old City of Jerusalem).

## **Independent Student Travel**

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TAU International students often enjoy traveling throughout Israel during their time at TAU, and in addition many take advantage of the close proximity to Europe and other nearby destinations such as Cyprus. Students are not excused from class for purposes of traveling, but each semester there are designated holiday breaks in which students can travel independently as well as, of course, weekends.

Students traveling independently are asked to do three things:

- 1) Check with the Student Life Team regarding travel plans while students are in the planning phases. The Student Life Team is happy to give advice and share insight into what past students have enjoyed, recommended, etc. In addition, the Student Life Team can discuss known safety or security concerns regarding a potential destination.
- 2) Complete an Independent Student Travel Form. This form allows the Student Life Team to know student whereabouts and how to contact the student in Israel or abroad in case their usual mobile number will not be available. This Google form is shared with students at the beginning of each semester and students should complete it each time they travel outside the program, even for day trips.
- 3) Ensure that proper health insurance coverage is secured prior to travel, if traveling outside Israel.

Because of safety concerns, TAU International strictly prohibits travel to the Sinai Peninsula, Gaza, Lebanon and Syria during a student's program at TAU. TAU International strongly discourages travel in the West Bank with the exception of parts of Jerusalem. Students are encouraged to check with the Student Life Team to understand the most up-to-date current safety and security updates for parts of Jerusalem if this is part of their travel plan.

While abroad, students are encouraged to keep a low profile regarding both their U.S. identification (for students from or studying in the U.S.) and also all students are encouraged to keep a low profile regarding their current study in Israel.

## **Additional Safety Concerns (Crime, Fire Safety, Natural Disaster, etc.)**

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### **Political Demonstrations**

Students are advised to avoid attending any political gatherings or political demonstrations of any nature or cause.

### **Petty Crime**

Compared to most large cities, Tel Aviv has a relatively low rate of petty crime (theft). That said, careful precautions should always be taken just as in any city: keep doors locked, lock bicycles securely, keep personal items in sight at all times (particularly on beaches and other public areas), do not bring valuables on the program, etc.





### Sexual Assault or Harassment

While Tel Aviv has a vibrant and exciting scene that is for the most part very safe, students are encouraged to adhere to the “buddy system” while out in Tel Aviv, remaining with at least one friend at all times. We encourage students to not engage in any displays of public intoxication, as unfortunately this is often the state in which unwanted advances may be made.

Students should ALWAYS keep a close eye on their drinks, never leaving a drink unattended and making sure to watch carefully how a drink is made. If you have any reason to suspect your drink has been compromised, do not test it out – just get a new one. Do not accept any gum or candy from strangers.

Students are encouraged to use Gett or an authorized taxi service; do not get in an unmarked or unrecognizable taxi at any time.

Again, Tel Aviv is quite safe as far as large cities go. That said, we don’t recommend students walk alone late at night especially in remote areas, areas that are not well-lit, or in areas which students aren’t familiar with.

Should a student experience sexual assault or harassment, there are several resources available:

- Contact the Student Life Team 24/7; the team can help walk you through the resources available to you and discuss various steps you can take depending on your circumstances and wishes
- You can contact Police – call 100
- For any sexual harassment or assault, you can contact the Association of Rape Crisis Centers (English speaking) – Women call 1202; Men call 1203
- Between the hours of 6-10pm, students can call the Campus Crisis Hotline at 03-640-5352
- Should you need medical assistance as a result of harassment or assault, please contact the Student Life Team for assistance making an appointment. If you don’t feel comfortable doing that, please consult the information in your Welcome Kit on making a doctor’s appointment or seeking urgent healthcare in Israel

### Discrimination

TAU International strives to create a safe, equal and fair environment for all students and does not discriminate on the basis of race, ethnicity, nationality, citizenship, religion, disability, veteran status, marital status, sex, sexual orientation, or gender identity. If students wish to report any perceived cases of discrimination which occur within or outside of the university, they should contact the Head of the TAU International Student Life Team at 052-525-5137.

### Suspicious Objects and/or People

The majority of Israelis are very used to having a heightened sense of awareness regarding their surroundings. It stems more from common sense as opposed to paranoia – it’s just a good idea in general to know what’s happening around you, wherever you may be in the world. Students are encouraged to keep an eye on their surroundings at all times and be aware of people, objects, etc. in





their vicinity. Report any suspicious or abandoned objects or suspicious people immediately to the nearest security personnel.

### Fire Safety

All TAU facilities, including dormitories, are regularly inspected for Fire Safety and Compliance in accordance with Israeli law. Students should make note of the location of the fire extinguishers in the dormitories or in the place of residence (for those living off-campus) and make note of how to use them in case of fire emergency. Students are also encouraged to make note of all sprinklers and fire evacuation routes. In case of fire, elevators should never be used. Students should not take any personal belongings with them if evacuation is necessary; students should evacuate the building calmly and once outside proceed to a safe area while taking care not to cross any streets without thoroughly checking to be sure it is safe to cross.

### Electrical Safety in the Dormitories

Should students notice wires are exposed, outlets or switches are broken or damaged, appliances are broken etc. they should must notify the dorms maintenance immediately upon the discovery of a safety hazard. It is stated emphatically that the resident may not make any changes and/or additions to the electrical systems, on his own or through a licensed technician.

### Danger of Falling

It is absolutely forbidden to go on the rooftops of any of the buildings including the dormitories for any reason, to climb or sit on the window sills or in high places that do not have railings. Windows, screens or any part of them may not be dismantled. Planters, flower pots or any other item may not be placed on the outside sills of the windows or on the outer building walls.

### Environmental Safety Concerns

From the standpoint of natural hazards, there are a few in which we are most mindful in Israel: Earthquakes, Swimming/Water Safety, and Heat.

**Earthquakes** - To best prepare for the event of an earthquake, please consult an important resource which is the [Israeli Home Front Command](#) website. This is a national web site that monitors public safety in Israel and it contains the safety guidelines to follow in case of an earthquake event. As earthquakes can come without prior warning, a high level of awareness and familiarity with these guidelines can save lives. Following is the link to the Home Front Command's instructions on the subject, with details of the [earthquake safety procedures](#).

**Swimming/Water Safety** – One of the greatest things about Tel Aviv are the incredible city beaches and the beautiful Mediterranean Sea spanning the entire coastline of Israel. While enjoying this natural wonder, it's important to review the [Tel Aviv Municipality guidelines](#) for beach safety:

- Swimming at the Tel Aviv beaches is prohibited when there is no lifeguard on duty. Outside of Tel Aviv, we strongly recommend that you never enter the water if not in an area where there is a designated lifeguard on duty.
- Bathers must comply with the lifeguard and rescue guards at all times.
- Swimming/entering the sea is prohibited when the black flag(s) is raised. Even if the sea looks calm, a black flag indicates dangerous currents. Do not enter the sea in this case.



- Building a fire is always prohibited on beaches.
- Rescue services at the Tel Aviv beaches are available during set hours during the summer season which are typically 07:15am- 16:45pm (consult web site to verify). Do not swim outside of these hours.
- Never, ever swim while intoxicated.

**Heat/Dehydration** - Israel's strong, Mediterranean sun, coupled with hot, dry weather in many parts of the country, for the majority of the year, pose health risks that include dehydration and heat stroke, as well as long-term damage and risk of skin cancer from exposure to the sun. Other consequences of sun damage can include severe burns. Some tips to stay cool and safe from the heat:

- Avoid prolonged exposure to the sun between the hours of 10:00 a.m. and 4:00 p.m.
- Use a sunscreen of at least 15 SPF applied 1/2 hour before going outside. Reapply sunscreen every few hours, or after exercising, swimming, or playing.
- Avoid clothing that exposes sensitive skin to the sun. Wear light, loose garments with sleeves, in natural fabrics such as cotton. White and other light colors deflect the sun, while dark colors absorb heat.
- Wear a hat with a brim to keep the sun off your face. Covering of the head helps to prevent heat stroke as well.
- Wear sunglasses which protect from harmful ultra-violet rays.
- Don't forget to drink plenty of water frequently. During the summer months, you can dehydrate even before you feel thirsty. Remember that alcohol and caffeinated drinks can dehydrate you further.
- Remember that risks are present even in cooler winter weather. Take precautions such as the above year-round.

### **Additional Information**

If students, parents or home institutions would like additional information regarding any matters of safety, security, health and wellness at TAU International, please do not hesitate to contact the [TAU International Office](#) at any time.