



TAU International

Safety, Security, Health and Wellness

Guidelines

Introduction

The safety and wellbeing of our TAU International students is our highest priority. Information regarding health, safety and security is given to all international students at a mandatory student orientation session upon arrival to campus and can also be [found here](#). In addition to the on-site mandatory orientation, this information is shared with students pre-arrival as a section of the TAU International 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. TAU International employs multiple Student Life Team Counselors, managed by the Head of Student Life, who live in the dormitories with students and are available 24/7 to respond to international student concerns and emergencies. The Student Life Team is trained and experienced in emergency management. During arrival, international students are introduced to the members of the Student Life Team and given detailed instructions for how to contact them.

Campus and Dormitory Security and Shelter Information

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. 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.

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 see these and 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.

Please click [here](#) to read more information about how to react in case of a siren and to review the current list of protected spaces (shelters or “miklats” in Hebrew) on campus, including in the dormitories.

Additional Security Resources

All students are also strongly advised to register with their local embassy either before arrival or once here in Israel. The procedure for doing so will vary by embassy; students should contact their appropriate embassy for more information. 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 US Embassy safety and security resources available to US citizen students.

Important TAU and External Contact Information

External Telephone Numbers in Tel Aviv

Police	100
Ambulance (and First Responders)	101
Fire Department	102
Electric Company	103
City Municipality (Tel Aviv)	106
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 students are in Tel Aviv](#)

- **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 Team Member 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.
University campus security: 03-6405555
- **In Case of Emergency in Israel Outside Office Hours -**
Please call the counselor on call: 052-5346188

TAU International New York Office Emergency Contact Information [if students are in the U.S.](#)

- 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 students 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

Mobile Phone Services and Requirements

TAU International requires all international students to carry an active and working mobile telephone with an Israeli number so that our staff can contact them at any time in case of emergency. Students receive comprehensive information on mobile phone options in their Pre-Departure Handbook and also at the mandatory Welcome Orientation.

***Disclaimer:** We do not officially partner with any companies and have no financial agreements with them. This list of options provided in our resources is a service to students; students are free to choose freely from the many companies that exist in Israel.*

At any given time throughout a semester, TAU International may conduct a "test drill" to ensure that all students have working phones and are prepared to be in touch in case of actual emergency.



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 Services

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. 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.

Before visiting the Psychological Services, students must first complete an intake form. The process and form are [found here](#).

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

Initial consultation session	150 shekels
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.

Student Health

All TAU International students are required to complete a Medical Form prior to their arrival in Israel. It is the responsibility of the student to complete this form as comprehensively and honestly as possible so that our team can best assist with the resources needed for successful study abroad. A portion of the Medical Form requires a doctor's signature and verification. In addition to notating all relevant information on the Medical Form prior to arrival, students are encouraged to remind the Student Life Team



upon arrival of any special conditions or request relating to health (for example, severe food allergies, stair limitations, etc.).

Mandatory Health Insurance

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 **Menora Health Insurance Company**. The policy covers treatment by a large selection of private English-speaking doctors in **Leumit 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. Students 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 *507 for the 24/7 Leumit Call Center (Leumit = Health Insurance Approved Medical Services)



- For a doctor's home visit, call *9101 and a doctor will arrive to students' apartment within 3 hours. The TAU International Student Life Team can also assist students in arranging this service.
- For the full list of Clalit clinics, please go to: www.leumit.co.il
- The nearest 'Leumit' Clinic is located on Aba Akhime'ir St 26, Tel Aviv-Yafo. Bus lines from TAU: 126, 171 to "Schuster Centre". Phone: 03-7450400. Opening hours:

Sun, Tue: 7:30am – 7pm

Mon, Thu: 7:30am – 1pm

Wed: 7:30am-1pm, 4pm-7pm

Fri: 7:30am – 12pm

Saturday: Closed

- For general information about the Insurance students can call the information number at *2000. 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/krnoffice>

Personal, Private or Home University Health Insurance

Students might consider carrying private comprehensive health insurance outside of the mandatory TAU insurance. In the event that a medical need arises that is excluded by the policy - such as a pre-existing condition or prescriptions – students' private insurance might allow students to recover those costs.

Coverage Outside of Program Dates

Please make sure that students have insurance coverage that is effective throughout Israel if students plan on being in the country before the program begins. If students plan on traveling abroad either during or after the program, please ensure that students have



insurance coverage that is effective anywhere students 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 (housing@tauex.tau.ac.il) and will be given instructions for how to enroll in this option if suitable.

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 students have any reason to suspect a student's 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 students through the resources available to students and discuss various steps students can take depending on students' circumstances and wishes
- Students can contact Police – call 100
- For any sexual harassment or assault, students can contact the Association of Rape Crisis Centers (English speaking) – Women call 1202; Men call 1203
- Should students need medical assistance as a result of harassment or assault, please contact the Student Life Team for assistance making an appointment. If students don't feel comfortable doing that, please consult the information in the 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 students, wherever students 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 need to 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 students 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 studentsr 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, students can dehydrate even before students feel thirsty. Remember that alcohol and caffeinated drinks can dehydrate students further.



- Remember that risks are present even in cooler winter weather. Take precautions such as the above year-round.

Drugs and Alcohol

The legal drinking age in Israel is 18. Should students choose to drink alcohol, they are advised to drink in moderation. Like all big cities, nightlife in Tel Aviv is not without its risks. While nightlife in Tel Aviv is lively and fun, it is essential that students maintain awareness of surroundings and it is advised that students stick together and watch out for one another. In addition, students are advised to watch their drinks at all times. Never accept a drink from a stranger or drink from something that has been left unattended. It should be noted that the majority of Israelis do not drink heavily. Thus, from a cultural standpoint, heavy drinking and public drunkenness will stand out in Israel and therefore is not advised.

Drugs – including marijuana – are illegal in Israel, period. Drug use can result in arrest, fines, deportation, and more. TAU (and students' home country Embassy) is unable to intervene on students' behalf in any matter of the law including suspected drug use.

Should students need assistance in managing drug and alcohol use, there are resources available. Please read further TAU's information on drug and alcohol use [here](#).

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



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.

Student Conduct

An important factor in student health, safety and security is maintaining a standard for excellent student conduct. Similar to all university campuses, students attending TAU International programs are expected to behave appropriately and respectfully at all times as both representatives and attendees of Tel Aviv University. Tel Aviv University reserves the right to dismiss any student whose conduct or academic standing warrants such action, and in particular any conduct or behavior which endangers students, fellow program participants, or any other individuals will be immediately addressed in such fashion. In the event that a student is asked to leave the program, no refund of any fees will be granted. Students should refer back to the Letter of Agreement which all students must sign and submit before beginning their program.



Campus Accessibility and Learning Accommodations

In accordance to University guidelines, students with learning disabilities or accommodation requests must submit official documentation from their home country / university (translated into English by notary) to TAU International in advance of arrival describing in detail any specific needs they have. Students must also bring a copy of this documentation with them on-site and give it to their faculty on the first day of class while introducing themselves so that the faculty know who they are and what sorts of needs they may have. TAU International and its faculty cannot guarantee that all accommodations received at the home school can be similarly met at TAU but certainly does the best it can to make any suitable accommodations possible that are needed. It may be an option to provide a student with additional tutoring or support outside the classroom as needed. Students should be aware that this additional support cannot be guaranteed and is based on teacher availability in the subject as well as the specific student level. If available, the cost of additional tutoring or support will be the sole responsibility of the student.

Information on campus accessibility [can be found here](#).

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.