

## CASE STUDIES



### LOST POSSESSIONS AFTER FIRE

An Australian school group was on their way from Los Angeles International Airport into the city when the bus they were travelling on suddenly caught on fire. The group stood on the side of the road while the bus burnt down with their possessions inside.

#### What International SOS did

International SOS organised alternate transport, cash advances and replacement passports.

#### The outcome

The group was able to continue the study trip as planned.



### BLOCKED EARS

A teacher leading a school group on a trip to Gallipoli arrived with severely blocked ears. "By the following day I still couldn't unblock my ears so I phoned International SOS and was put straight through to a doctor".

#### What International SOS did

The doctor gave him practical advice and by the next day the teacher was back on track. When the doctor called to see how the teacher was feeling he was reassured it was safe to fly back.

#### The outcome

The school trip was not disrupted.



### JAPAN EARTHQUAKE AND TSUNAMI RESPONSE

When the earthquake and tsunami occurred, university students in Tokyo on an exchange program were concerned about being exposed to radiation from damaged nuclear plants.

#### What International SOS did

Despite no real risk to radiation, International SOS helped the university charter an A330 to relocate 30 students to Hong Kong and arranged transport and accommodation for them.

#### The outcome

The university was praised for its rapid response to the disaster by students, teachers and parents.



### SWINE FLU THREAT

An Australian school group visiting its sister school in Vietnam when a H1N1 (swine flu) outbreak was detected in an area close to the school. This caused considerable concern amongst parents and teachers.

#### What International SOS did

International SOS advised the school management on preventative measures to be put into effect immediately. The school was also provided with an education and awareness program for teachers, staff, the parents association and students.

#### The outcome

The school was well prepared to handle an outbreak and demonstrated Duty of Care to its students and staff.



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### SERIOUS CUT ON PLAYGROUND IN VIETNAM

An eight year old suffered a nasty finger injury while playing with friends on the school playground which resulted in an open wound and lost fingernail.

#### What International SOS did

Emergency advice was given to the school nurse on the phone while a hand surgeon at a preferred medical centre was located before transferring the child for care.

#### The outcome

The surgeon repaired the skin, bone and nail with the child being observed in the emergency room for one night before being sent home the following day.



### CHILD WITH ACUTE ABDOMINAL PAIN ON TRIP TO CAMBODIA

On a school trip to Cambodia, a teacher contacted us regarding a child with severe abdominal pain.

#### What International SOS did

We organised emergency admission to the nearest hospital, monitored the case, gained access to his medical file and transferred the child back to Singapore with an International SOS medical escort.

#### The outcome

The child arrived safely back home in Singapore within 48 hours.