

During a Time of War, Family Calls MEDEX for Evacuation Help

An Ohio family's vacation to see relatives in Lebanon turned into more than a reunion when war broke out between Israel and Lebanon during their stay. The father and his two daughters, ages 12 and 8, were only miles away from the bombing, while the mother was at home in the United States. When the airport was destroyed and roads leading out of the country were blockaded, the family wondered how they would return home and if they would ever see their wife and mother again.

In such a time of turmoil, the family called MEDEX for help. They had initially thought that if they ever needed MEDEX's help, it would be as a result of a car crash or illness, not because a war had broken out. MEDEX Assistance Coordinators immediately notified on-the-ground security resources in Lebanon about the family's situation. Together with MEDEX's Security Director, the response team and the family, it was decided that the family would evacuate the country, as advised by the U.S. Government.

The father and his two daughters met with MEDEX representatives at the evacuation point, where they awaited evacuation instructions. MEDEX representatives coordinated with the U.S. government for the family's transport to the much



safer island of Cyprus. While the family was out of immediate harm's way, the small island was not prepared to help with thousands of evacuees. Many people did not have a plan for leaving Cyprus, and the airport was overrun with evacuees trying to get home.

Fortunately, the family had MEDEX on their side. Assistance Coordinators had pre-purchased airline tickets to transport the family from Cyprus before the family even left Lebanon, helping them to safely arrive in the much less crowded mainland of Europe. After days of strenuous travel, the family arrived at their hotel, as arranged by MEDEX. Here, they enjoyed having the luxuries of warm showers and a leisurely meal at a local restaurant.

MEDEX also made flight arrangements for the family to return to the United States, where they were reunited with their anxiously awaiting wife and mother. Throughout their endeavor, MEDEX Assistance Coordinators had updated and reassured her during her family's transition home. MEDEX also monitored this last portion of the family's journey to make sure it went as smoothly as possible, with no unexpected interruptions or travel delays. Several days after they returned to the United States, the family learned that the house they had been staying at was destroyed by a bomb, but thankfully their loved ones had survived.

