



International Traveler Emergency Response Plan

Students, faculty and staff travel to many international locations, including RIT's global campuses, for business and academic purposes. When a travel emergency occurs, prompt attention is necessary. This plan provides guidance for travelers, trip leaders and global campus contacts on how to appropriately respond to an international travel emergency.

International travel emergencies *may* include:

- Loss of important documents (passport, visa, or identification)
- Significant accident or illness including hospitalization
- Significant mental health issue
- Political crisis including acts/threats of war/terrorism
- Disappearance or kidnapping
- Allegation of sexual harassment or sexual assault
- Arrest or questioning by local authorities, legal action, or allegation that someone is the victim or perpetrator of a crime.

Information or requests for assistance related to travel emergencies may be received by a number of RIT staff. These requests for assistance should be referred to Public Safety or Global Risk Management Services (see Addendum A for contact information) for action.

What to do in case of an international travel emergency:

Take the following steps, as appropriate, to ensure the safety and well-being of those involved:

1. **Your first responsibility is to protect the safety and well-being of those impacted**, whether this means obtaining prompt and appropriate medical attention, U.S. embassy intervention, or police assistance.
2. Once the situation is stable, contact RIT – Public Safety (be sure you know how to dial the United States from your location. One or more additional codes may be required).
 - Emergency: (585) 475-3333
 - General: (585) 475-2853
 - Text: (585) 205-8333

Brief the Public Safety officer, in detail, about the situation. Make every effort to reach Public Safety by telephone rather than e-mail or text as there are a number of issues that they will want to discuss with you during a crisis. The following information will likely be requested:

- Name of the individual(s) involved (including your own)
- RIT affiliation (RIT or GDC student or employee)
- Reason for travel (study abroad, co-op, employment at RIT location, conference, etc.)

- Location calling from (country, city, address)
- How the individual can be reached
 - Telephone number, including country code
 - Mobile phone number
 - E-mail address
- Situation individual is calling about
- Action individual needs from RIT

Public Safety will notify RIT officials per internal protocols. Follow directions from responding personnel. During an on-going crisis, keep RIT informed on a regular basis about the evolution of the crisis, until it has passed. Your main contact may be a Public Safety Officer or someone in another department who will take the lead.

3. Advise your in-country partner of the situation. **Addendum A: RIT Global Emergency Contact List** has contact information for all of RIT's global campuses.
4. Worldwide emergency travel assistance (<https://www.rit.edu/fa/grms/rittravelinsurance.html>) is provided to all RIT employees and to students travelling on RIT programs. (For non-RIT programs, the partner will generally provide similar coverage). United Healthcare Global (UHCG) is RIT's vendor. Services include: medical provider search and referrals, medical monitoring, coordination of medication, and emergency medical evacuation and repatriation. In addition travel services are available including assistance with replacement of lost travel documents, translation, transfer of funds and global intelligence information. For questions about these services, contact Melinda Ward, Executive Director of Risk Management at (585) 475-6135.

Collect calls to UHCG will be accepted at 1-410-453-6330. Other direct numbers and the RIT card are available at: <https://www.rit.edu/fa/grms/rittravelinsurance.html>. Travelers should have also received a card prior to departure. Once contact is made with UHCG, a case number will be assigned and they will engage RIT's Global Risk Management Department for approval and follow-up. Public Safety can also assist with making contact with UHCG.

5. Contact others who are travelling with you, as necessary. You may need multiple methods of communication. Be sure to have cell phone and landline numbers, email addresses, and/or social media contacts. Provide clear and unambiguous instructions to fellow travelers. Try not to panic.
6. If necessary and appropriate, contact the local embassy. U.S. citizens should be enrolled in STEP (the State Department's Smart Traveler Enrollment Program) in order to receive timely notifications from the U.S. embassy. Non-U.S. citizens should contact their embassy/consulate regarding similar programs.
7. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk:
 - Keep a low profile.
 - Avoid demonstrations, confrontations, or situations where you could be in danger.
 - Avoid behavior that could attract attention.

- Avoid locales where foreigners or Americans are known to congregate.
- Avoid carrying or wearing anything that would identify you as an American/foreigner.

RIT monitors major world events. If a significant crisis occurs, RIT personnel will attempt to contact travelers to confirm their status. Please monitor your cell phones and emails and respond promptly. If in need of assistance, contact Public Safety. Although every reasonable effort will be made to allow for the continuation of programs, travelers may be required to return to the U.S.

8. It is highly unlikely that participants would need to be evacuated from a site abroad. However, if this becomes necessary, the office of Global Risk Management Services would develop an evacuation plan with UHCG and advise travelers and/or local international campus emergency contact to begin preparing evacuee roster which will include:
 - Names of individuals (evacuees) to be evacuated
 - Evacuee nationalities
 - Evacuee passport numbers and expiration date
 - Evacuee visa or residential permit details
 - Evacuee gender
 - Evacuee age
9. Establish meeting place for your group – a nearby hotel or university may be appropriate.
10. Make regular contact with the impacted individual(s) and with the responding personnel from RIT until the issue is resolved.

Addendum A: Global Emergency Contact List

RIT Henrietta/Rochester Campus:

Global Risk Management Services

Office Phone: (585) 475-4903 (This phone is answered during normal working hours: Monday through Friday, 8:00 a.m. until 4:30 p.m. EST. At 4:30, this phone line goes to voicemail and messages are retrieved and answered the following business day.)

Office fax number: (585) 475-7950

Melinda Ward, Executive Director of Risk Management

mjwrmss@rit.edu

(585) 475-6135

(585) 259-4426 (cell phone)

Skype: melinda.ward98

Office of International Education and Global Programs

Office Phone: (585) 475-4466 Office fax number: (585) 475-7633

Jenny Sullivan, Director of Education Abroad & International Fellowships

jlrstrap@rit.edu

(585) 475-3224

(585) 752-9448 (cell phone)

Office of Co-op Education and Career Services:

Maria Richart, Associate Director

Mjroce@rit.edu

(585) 475- 5479

Cell, Facetime: (585) 802-7240

Skype: Maria.J. Richart

Public Safety

Emergency Phone: (585) 475-3333 (v/tty) (This phone is answered 24 hours a day, seven days a week.)

Text: (585) 205-8333

Non-emergency Phone: (585) 475-2853 (v/tty)

RIT Croatia Campuses:

Ivona Labas, Finance manager, Emergency Plans Coordinator

Phone: +385 99 311 2937

Zagreb Campus:

Marina Drmač

Career Services & Alumni Manager

T. + 385 (0) 1 643 9100

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Dubrovnik Campus:

Petra Vodopija

Career Services & Study Abroad Specialist

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RIT Dubai Campus:

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