



## 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, if you need assistance with medical care, a travel problem or a security concern, call RIT's [worldwide emergency travel assistance](#) vendor. Coverage is provided to all RIT employees and to students travelling on RIT programs. (For non-RIT programs, the partner will generally provide similar coverage). On Call International (On Call) 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.

While traveling On Call can be contacted from anywhere in the world via:

- Collect call: +1-603-328-1953
- Toll free from US or Canada: 1-866-525-1953
- Email: [mail@oncallinternational.com](mailto:mail@oncallinternational.com)
- Text: 603-945-0103
- Live Chat: <https://www.oncallinternational.com/chat/direct>

Travelers should add On Call to their mobile phone contacts. Simply visit <https://www.aerogami.us/user/ONCALLRIT>, enter your name and follow the prompts to download and save a pre-loaded contact into your phone contacts.

Travelers should have received a copy of the electronic ID card prior to departure. Students receive their card through the RIT department who assisted with their program (Study Abroad, Career Services and Co-Op Education, for example). For faculty and staff, the card is available on the [Risk Management website](#). Once contact is made with On Call, 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 On Call.

Travelers who have registered/booked their travel through the offices of Study Abroad or Career and Co-op, or who have booked travel through one of RIT's preferred travel vendors (Tzell, Town and Country, and Van Zile) will be automatically enrolled in RIT's travel tracker system.

If you booked travel using any other means, forward any confirmation or itinerary for flights, accommodations and any other method of transport to [RITtrips@oncallinternational.com](mailto:RITtrips@oncallinternational.com). Once travel is booked or forwarded to On Call:

- Dependent upon the risk rating of your destination, travelers may receive a pre-travel advisory email with standing health and safety advice
- You will be registered to receive critical incident alerts via email if any are issued for your destination shortly before your trip, or while you are traveling. These will include relevant safety and security information about their destination (for example, protests, natural disaster, civil unrest, etc.) along with advice for the traveler about how to remain safe.

- You will be registered to use the OnSolve Risk Intelligence application and receive an emailed invitation to download it. In order to optimize usage of the app, use the recommended settings found in the Mobile App User Guide
- Emails will deliver from OCI Alerts with an @stabilitas.io or @onsolve.com email domain, we suggest you take a moment to mark these as safe senders

If there is a critical incident in the area you are reported to travel, dependent on the nature of the incident, you may receive a text, email, and/or a notification from the App (if you've configured it), with a communication requesting for you to check in and acknowledge whether you are safe or require assistance. These messages are generated by RIT or the On Call International Global Security Team. It is important to acknowledge the message as soon as possible so we can prioritize where help is needed and coordinate a quick and efficient response.

Once travel is booked, the traveler will receive an email outlining the On Call services and contact information, as well as a travel briefing on their chosen location. While travelling, On Call will send email notifications with relevant safety and security information about their destination (for example, protests, natural disaster, civil unrest, etc.) along with advice for the traveler about how to remain safe.

3. 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.

4. 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.
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 On Call 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:**

#### **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)

#### **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

#### **Chris Denninger, Global Risk Management**

[cgdcps@rit.edu](mailto:cgdcp@rit.edu)

(585) 475-6620 (office phone)

(585) 721-3634 (cell phone)

#### **Office of Co-op Education and Career Services:**

##### **Maria Richart, Associate Director**

[Mjroce@rit.edu](mailto:Mjroce@rit.edu)

(585) 475- 5479 (office phone)

(585) 802-7240 (Cell, Facetime)

Skype: Maria.J. Richart

#### **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**

[jlrsrap@rit.edu](mailto:jlrsrap@rit.edu)

(585) 475-3224 (office phone)

(585) 752-9448 (cell phone)

### **RIT Croatia Campuses:**

**Ivona Labas, Finance manager, Emergency Plans Coordinator**

[Ivona.Labas@croatia.rit.edu](mailto:Ivona.Labas@croatia.rit.edu)

**Phone:** +385 99 311 2937

**Zagreb Campus:**

Petra Ocinic (temporary contact as of 6/2022)

Career Services, International Student office and Alumni relations Specialist

Petra.ocinic@croatia.rit.edu

++385 1 643 9100

Marina Drmač, Career Services & Alumni Manager

marina.andros-drmac@croatia.rit.edu

Phone: + 385 (0) 1 643 9100

**Dubrovnik Campus:**

Petra Vodopija, Career Services & Study Abroad Specialist

petra.vodopija-borkovic@croatia.rit.edu

Phone: + 385 (0) 20 433 000

**RIT Dubai Campus:**

Kelly Gosa, Assistant Director of Student Life

[klgcad@rit.edu](mailto:klgcad@rit.edu)

+971 4 371 2017 (office phone)

+971 56 536 4509 (mobile phone)

Shashini Fernandes, Human Resources Coordinator

Email: [ssfcada@rit.edu](mailto:ssfcada@rit.edu)

Phone: +971 4 3712031 (office phone)

+971 50 4043105 (mobile phone)

Saleh Yammout

Assistant Vice President, Finance and Administration

Email: [smycad@rit.edu](mailto:smycad@rit.edu)

Phone: + 971 4 3712072 (office phone)

+ 971 56 783 7444 (mobile phone)

**RIT Kosovo Campus:**

Gërmia Campus, Dr. Shpëtim Robaj st. nn 10000 Prishtina,

Republic of Kosovo

Main Campus phone: +381 (0) 38 608 608

Emergency: +383 (0) 49 774 117 or +383 (0) 38 660 000 ext. 155

Erika Hasani Email: [ehasani@auk.org](mailto:ehasani@auk.org)  
Gërmia Campus, st. nn 10000 Prishtina,  
Republic of Kosovo  
Emergency + 383 (0) 38 660 000 ext. 155 102  
Cell: +383 (0) 43 731 778

Lendita Rugova Email: [lrugova@auk.org](mailto:lrugova@auk.org)  
+ 383 (0) 38 660 000 ext. 103  
Cell: +383 (0) 49183268