



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 immediately referred to [RIT Public Safety](#) (see Addendum A for additional contact information).

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, the first step is to call **RIT's CRISIS24 Call Center** (contact information is located in **Addendum A** of this document). Coverage is provided to all RIT employees and to students travelling on RIT programs. (For non-RIT programs, the partner or university operating the program will generally provide similar coverage). Once the urgent matter is triaged by CRISIS24, you may be transferred to a secondary travel assistance provider – CHUBB-AXA. Their services include but are not limited to: 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 David Armanini, Executive Director of Risk Management at (585) 475-2040.

Student travelers will receive a confirmation email that will include their unique ID number along with a description of services prior to departure. The email will originate from enrollment@acitpa.com. For faculty and staff, the card is available on the [Risk Management website](#). Policy/ID numbers differ, but travelers are all covered by the same worldwide emergency travel assistance vendor.

All travelers should register for the vendor's online portal and download the mobile application (detailed instructions are in **Addendum B**.) Once registered in the portal, travelers can access important health and safety information, sign up for location alerts, and search for medical providers. Travelers should add the vendor contact information in **Addendum A** to their mobile phone contacts for use in an emergency.

Once a traveler opens an assistance case, a case number is assigned and the vendor will engage RIT's Global Risk Management Department for follow-up, as appropriate. For medical assistance, travelers will be asked to sign a Health Insurance Portability and Accountability Act (HIPAA) release form so that certain details may be shared with RIT personnel. Public Safety can also assist with opening a case if needed.

*Travelers who have registered/booked their travel through the offices of Study Abroad or Career Services 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 a travel tracker system. **Those who have booked travel using any other means must forward itinerary information including flights and hotel accommodations to support@crisis24.com.** Registering student and employee travel into the travel tracker systems allows RIT to provide assistance in the event of an emergency abroad.

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 who are registered in the travel tracker system 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 the travel assistance vendor 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 (This phone is answered 24 hours a day, seven days a week.)

Text: (585) 205-8333

Non-emergency Phone: (585) 475-2853

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.)

Email: grms@rit.edu

David Armanini, Executive Director of Risk Management

daae@rit.edu

(585) 475-2040 (office phone)

(585) 410-0753 (cell phone)

Office of Co-op Education and Career Services:

Maria Richart, Associate Director

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

jlr@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

Phone: +385 99 311 2937

Zagreb Campus:

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:

Study Abroad Student Contacts:

Kelly Gosa, Associate Director of Student Affairs

klgacad@rit.edu

+971 4 371 2017 (office phone)

+971 56 536 4509 (mobile phone & whatsapp)

Farah El Wakeel, Senior Student Affairs Coordinator

fhecad@rit.edu

+971 4 371 2050 (office phone)

+971 54 5838237 (mobile phone & whatsapp)

Other Dubai Campus Contacts:

Fadi Hussein, Human Resources Manager

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Shashini Fernandes, Human Resources Coordinator

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RIT Kosovo Campus:

Gërnia Campus, Dr. Shpëtim Robaj st. nn

10000 Prishtina, Republic of Kosovo

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

Emergency: +38649 774 117 or +38138 608 608 ext. 155

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RIT China – BJTU Weihai

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Security or Medical Services: 24 Hour Hotline – CRISIS 24 Horizon

RIT has partnered with Crisis24 to keep employees and students informed and secure while traveling abroad on RIT business. For relevant travel alerts and quick access to assistance, be sure to download the Crisis24 Horizon Mobile app from the App Store and register using Single Sign On (SSO) with your RIT credentials.

Horizon App Utilities

Hotline: Connect with the 24x7 Hotline Center for security or medical assistance via the app or dial +1-443-569-0230

Crisis Signal: Alert the Hotline center that you need assistance but cannot speak out loud. Location services must be enabled.

Check-in: Confirm your safety and location if desired.

Alerts: Relevant intel based on your settings.

The dedicated hotline can be used for emergency assistance with security or medical concerns, and for non-emergency assistance such as a lost or stolen passport, legal referrals and more.

Worldwide Travel Assistance Vendor Chubb/AXA:

For medical referrals, evacuation, repatriation or other emergency travel services please call:

Travel Assistance Program 1-855-327-1425 (Toll-Free)

1-630-694-9802 (Direct Dial)

medassist-usa@axa-assistance.us

For non-emergency information including access to global health and safety information, visit <https://travelassistance.chubb.com/>. Travelers will be required to register for the online portal. See **Addendum B** for more details.

Addendum B: Worldwide Emergency Travel Assistance Vendor Portal Instructions