



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

daaehs@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

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

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
klgcad@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
fhacad@rit.edu
+971 4 371 2030 (office phone)

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+971 4 3712031 (office phone)
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RIT Kosovo Campus:

Gërmia 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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Weihai, Shandong, China (zipcode: 264401)
Beijing Jiaotong University (Weihai campus)

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Phone: 1-413-342-0720

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RIT China – BJTU Beijing

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Phone: 1-413-342-0720

Ping Yin
Email: pyin@bjtu.edu.cn
Office: (86-10) 5168-7184
Mobile: (86) 139-0124-6806

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

CHUBB®

Member's Guide to

Travel EYE

Travel Assistance Service Online Portal
Powered by AXA Assistance

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Welcome to your Travel EYE Portal

Chubb North America - Accident and Health Travel Assistance Portal, Travel EYE,
powered by AXA Partners (formerly AXA Assistance)

Overview

Travel EYE is a mobility risk management platform that identifies and reports security incidents worldwide 24/7 and provides users with over 200 country and city risk profiles. Moreover, the platform includes various risk layers and medical providers globally.

Key Features

- Health, medical, safety and security events per location
- Country and city risk ratings/ profiles
- News and real-time security alerts to subscribe to
- General travel tips
- Find a provider

Three Easy Steps

Step 1 - Register

First time user registration

Step 2 – Download app

Download app after registering

Step 3 - Explore

Prepare your trips or find a provider near you in Travel EYE

Link to Website



To access the portal, go to:
travelassistance.chubb.com

Questions

If you require more information,
please contact your HR or
AXA Partners



E-mail AXA Partners

Attention

AXA TravelEye launched enhanced portal in June, 2020. When accessing TravelAssistance.Chubb.com, it first directs to Chubb's transition page that includes introductory and instructional details of the new Travel Intelligence Portal before being redirected to TravelEye.

How to Register

1. First Time Users

- a. Registration is required for all first time users.
- b. Go to TravelAssistance.Chubb.com
- c. Click on "Log in Here" under the Travel Intelligence Portal

CHUBB®

Travel Intelligence Portal

We are very excited to announce the release of our new Travel Assistance Portal, Travel EYE. On June 1, 2020, we will be discontinuing service with Webcorp. Please register below for your new Travel EYE account now. This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

TRAVEL EYE - NEW INTELLIGENCE PORTAL AVAILABLE NOW

Travel EYE is available now. Registration is quick and easy. Get your account today.

[Get Started](#)

WEBCORP - AVAILABLE UNTIL JUNE 1 2020

Webcorp will be replaced by Travel EYE starting June 1, 2020. After that, you can only access Travel EYE. Your Webcorp credentials will not work on Travel EYE, so please register for a Travel EYE account.

2. Create Account

- a. You will be asked to create an account by providing the following:
 - Username
 - Work e-mail
 - Password

AXA

Create account

Username

Email

Password

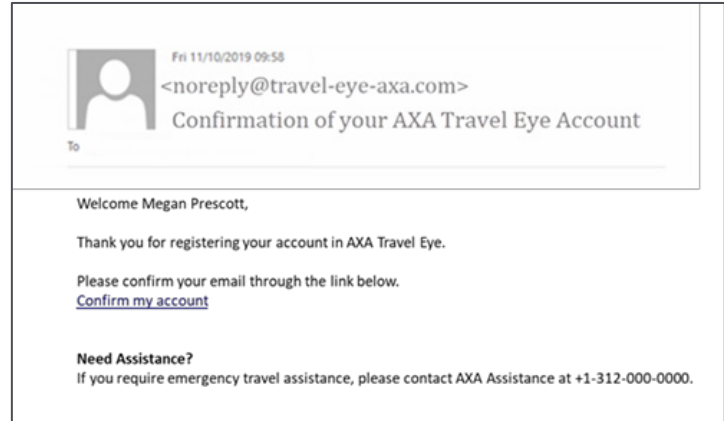
Password confirmation

[Sign up](#)

[Log in](#)
[Didn't receive confirmation instructions?](#)
[Didn't receive unlock instructions?](#)

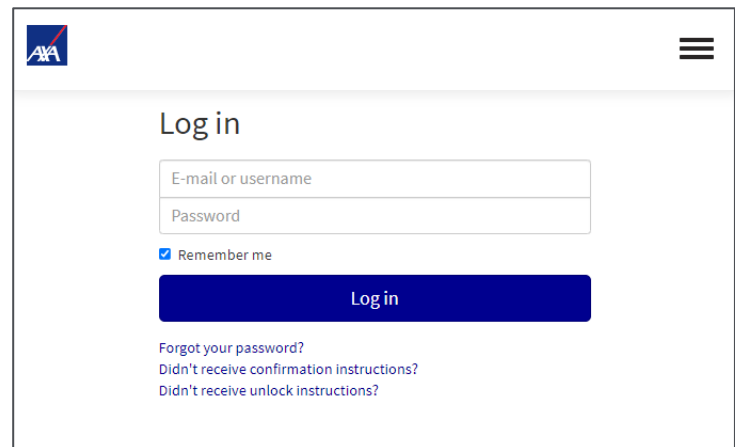
3. Confirmation E-mail

- A confirmation email will be sent to your provided e-mail address.
- Verify your account via the link provided within the confirmation e-mail.



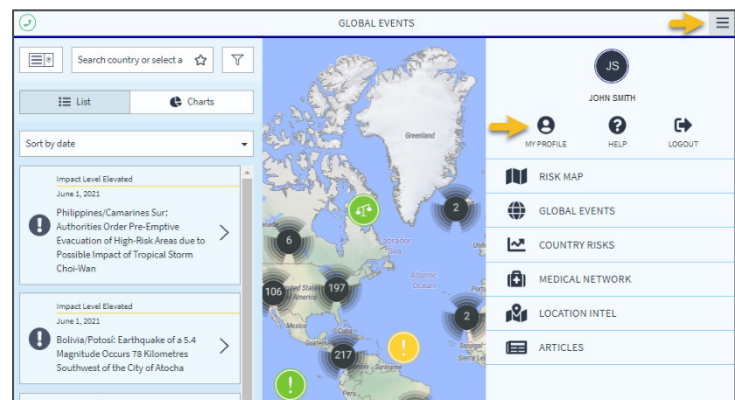
4. Sign In Portal

- You will be taken to the portal after verifying the account
- Log in using the username and password you created



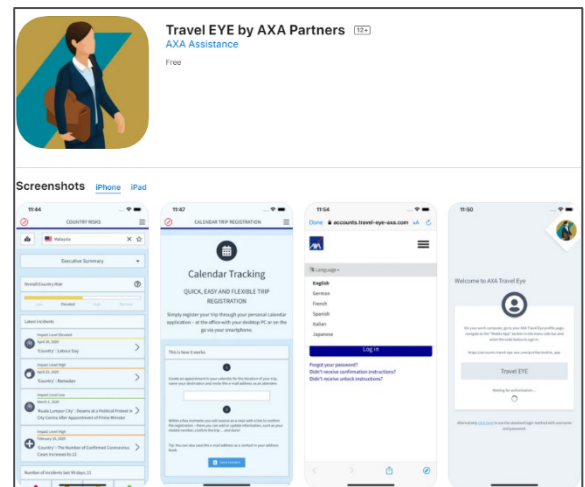
5. Edit your Profile

- You can edit your profile which includes:
 - A variety of language options
 - Time zone
 - Country of employment
 - Personal information and password
 - Enable two-factor authentication



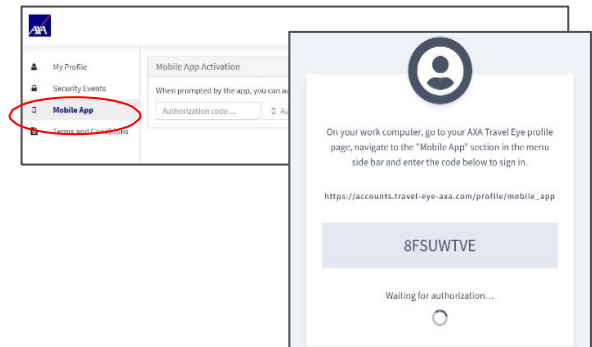
6. Download Mobile App

- After you create your account, download the **Travel EYE by AXA Partners** mobile-app from the Google Play and Apple iOS app store



7. Mobile App - Option 1

- On your computer, log into your Travel EYE account
 - ÿ Go to your 'Profile'
 - ÿ Click on 'Mobile App'
 - ÿ To activate mobile app, enter the **8-letter authorization code** shown on the Travel EYE app.

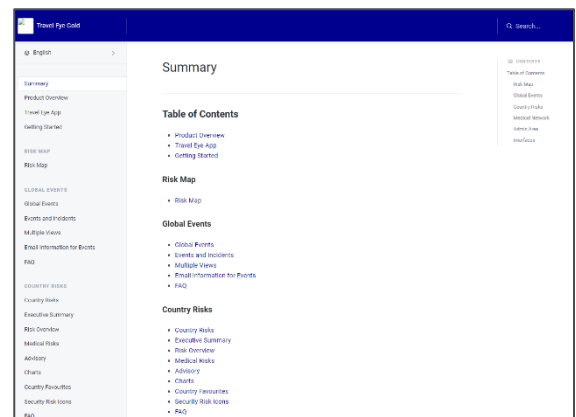


8. Mobile App - Option 2

- Click on the link shown in the mobile app to use the standard login method with the username and password you created

9. More Help?

A more detailed User Guide can be found in the 'Help' section under the main menu



Frequently Asked Questions (FAQ)

1. What is the Chubb Travel Assistance Portal?

Chubb's Travel Assistance Portal, Travel EYE, managed by AXA Assistance Services features information and tools to support travelers before and during their trips abroad. Travel EYE identifies and minimizes travel risks by identifying relevant security incidents that may affect travel and provides users with over 200 country and city risk profiles. Key features include:

- Health, medical, safety and security events per location
- Country and city risk ratings and profiles
- News and real-time security alerts that you can subscribe
- General travel tips to prepare your trip
- Access to AXA's international medical network

A variety of tools have also been integrated within the portal to support travelers in an emergency. These include:

- The Travel EYE app for IOS and Android (App Store or Google Play) offers the same functionalities as the desktop platform.
- The ability to send security information and tailored digests in an email to keep you informed about latest security developments.
- Dynamic medical provider search tool to find hospitals and doctors in a given location or landmark
- Availability of the site in several languages

2. How do I get access to the site?

Please go to the TravelAssistance.Chubb.com. Click on the Travel Intelligence Portal to create your account or login if you already have an account.



CHUBB®

Emergency Medical and Travel Assistance services while traveling — anytime, anywhere

In addition to the insurance protection provided by your insurance plan, Chubb Accident & Health has arranged with AXA, our Assistance Provider to provide you with access to its travel assistance services around the world.

TRAVEL INTELLIGENCE PORTAL



This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

BROCHURES & DOWNLOADS




View our brochures and other useful documents.

IN THE EVENT OF AN EMERGENCY



Open 24/7, 365 days a year
 Within the USA: 1-855-237-1414
 Outside the USA: 1-650-674-9754

TRAVEL INTELLIGENCE PORTAL



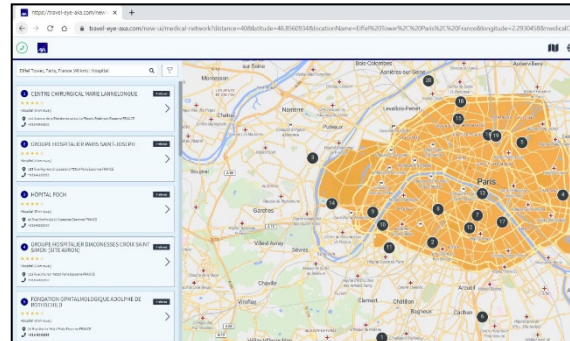
This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

***Please note: Our portal provider is changing June 1, 2020. Click below to learn more and register for your new account.**

[Click Here](#)

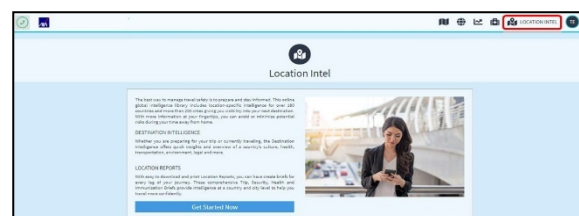
3. Can I search for medical providers overseas?

This tool allows users to search for a medical provider (i.e. doctors, hospitals, clinics, etc.) internationally. This network of over 40,000 medical providers is maintained by AXA. Users can look up coordinates for a provider of choice as well as their address and phone numbers.



4. What are location intel reports?

Location reports allow users to create location-specific intelligence reports for 180 countries and 275 cities in 10 threat domains. Customized reports can be created by the users that include safety and security advice and travel tips for 150 topics. Health and immunization reports are also available to keep users abreast of up-to-date recommendations before or during travel.



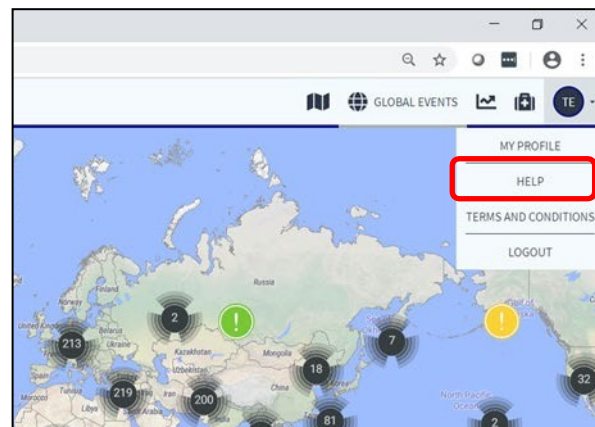
5. Is there a User Guide available?

Yes! A user guide can be found on the site. Go to your Profile and click on "HELP" to access the detailed guide.

6. How is Travel EYE managed?

Travel EYE is managed by a dedicated team of analysts who permanently enrich and update the Portal using the most reliable sources. There is an international team of network specialists and in-house doctors who assess and validate a worldwide network of over 40,000 medical providers. There are also alerts

24 hours a day, 365 days a year powered by our security consultant, one of the leaders in the security market for intelligence and risk analysis.



7. What are the benefits of individual user registration?

Individual user registration allows us to provide clients with more detailed reporting on site utilization by their members. From the user perspective, registration allows us to provide a better experience, both through personalized content and servicing. Users can choose to display the portal or app in over eight languages and sign up to receive customized alerts for a preferred location.

8. Do you have an app?

Yes! Users will have access to all the same great features from the portal, along with the addition of location services.

9. How do I get access to the app?

- 1) To use the app, you should have registered for an account on Travel EYE.
- 2) After you create your account, you can download the Travel EYE by AXA Partners mobile app from the App Store or Google Play
- 3) On your computer, log into your Travel EYE account. Go to your Profile and click on "Mobile App". Enter the code shown on the Travel EYE app. The app will be activated.

10. What should I do if I have feedback?

If you have feedback or technical issues to share, please email medassist-usa@axa-assistance.us. We will look into the matter and get back to you should you request follow up communication.

Thank You.

Travel assistance services provided by AXA Assistance USA, Inc. Insurance underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers.

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