



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

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+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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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

RIT Travel Assistance Services

RIT has partnered with AXA Insurance Company and Gallagher Insurance Brokers to provide travel assistance services for all RIT travelers traveling out of their home country. The following provides you with an overview of this service, including key contacts to provide the information you need to answer all of your questions and assist with any travel issues you may have.

Benefit Questions?

Contact Global@gallagherstudent.com if you have any general questions about RIT's Travel Assistance insurance plan and what benefits are covered. Gallagher is the insurance broker that works directly with RIT to manage the Travel Assistance insurance program for all RIT travelers. A member of Gallagher's team will follow up with you within 24 hours.

AXA 24/7 Travel Assistance Services

Contact AXA 24/7 Travel Assistance by calling **1-855-327-1425 (from inside the US)** or **1-630-694-9802 (from outside of the US)**. You may also contact AXA via email by contacting **medassist-usa@axa-assistance.us**. AXA is your lifeline while you are traveling. If you have general questions about your upcoming trip, a pre-existing condition or if you would like to schedule an appointment with a doctor, please be sure to call AXA before you leave.

Before you travel outside your home country, you should prepare yourself by logging onto the AXA website where you can sign up for health and security email alerts or review country-specific reports that will make you an informed traveler.

1. Visit www.acetravelassistance.net and go to the Travel Intelligence Portal.
2. Click on "Get Started".
3. You will be asked to create your account using your username, email and password.
4. A confirmation email will be sent to your email address. Verify your account with the link provided in the email.
5. You will then be directed to the website portal where you can login using your username and password.
6. You can edit your profile which includes a variety of language options.
7. After you create your account, please visit the Google Play or App Store to download the Travel Eye app to your phone.
8. Open the app and look for the Alternatively Click Here to use the standard login method with username and *password* section at the bottom of the screen. Use your username and password to login to the app.

While abroad, AXA will help locate a qualified health care provider, receive a prescription or simply answer any general medical or security concern you may have so you get quality medical care and advice.

In an emergency, AXA can ensure that you get immediate care whether it requires evacuating you to a center of medical excellence or closely monitoring your condition with local doctors. Keep in mind that AXA can also take care of all the details associated with your situation such as making travel arrangements for family members so you can focus on getting better.

Teledoc Services

For a non-life-threatening sickness, injury, infection or a cold/allergy you can speak with a doctor 24/7 by calling **1-855-327-1425** (from inside the US) or **1-630-694-9802** (from outside of the US). This multi-lingual global teleconsultation service is provided by **Doctor Please!** and it provides you with a convenient way to arrange an appointment with a doctor online or over the phone on your own schedule. You will be given the option to request a video consultation or a phone call with a licensed doctor.

Remote Mental Health Counseling Services

Living abroad can be both exhilarating and stressful. These are just a few of the challenges living abroad can bring:

- **Cultural Adjustments**
- **A New Environment**
- **Loneliness and Loss**
- **Social Pressures**
- **Pre-existing Conditions**

AXA 24-7 Travel Assistance helps travelers be the best they can be during transition and throughout their journey abroad. AXA is here to mitigate emergencies through accessible psychological care administered by US based specialists. There is a lack of mental health resources in many countries and things like language and cultural differences can hinder a successful experience.

You can access the remote mental health counseling services 24/7 by calling 1-855-327-1425 (from inside the US) or

1-630-694-9802 (from outside of the US).

Reimbursement Claims

In the event you paid out of pocket for a medical claim and are seeking reimbursement for that medical claim:

1. Fill out the Claim Form.
2. Please email your completed claim form as well as copies of all doctors' bills and proof of payment (receipts) to aciclaims@visit-aci.com