

General Emergency Protocols for U-M International Travelers

For each travel destination, travelers should learn about the in-country emergency procedures from the program leader, on-site contact, host institution, or other means. Below are general protocols for addressing an on-site emergency.

For **emergencies**, please:

1. **Tend to your immediate safety and/or medical needs**
2. **Make appropriate local contacts**
3. **Contact the University of Michigan to update your status and discuss next steps**

An **emergency** situation is one that has impacted, or is likely to impact, the health and safety of the traveler. Examples may include: major crime, serious accident, major physical or mental health situation (including family emergency, such as a death or hospitalization), being a victim of sexual assault/misconduct, detention or arrest, lost person, kidnapping, civil unrest, or natural disaster.

A **non-emergency situation** does not immediately impact the health and safety of the traveler, yet may still require assistance. Examples may include: lost passport, wallet, luggage, etc., visa assistance, canceled or delayed flight, minor illness or injury, etc. For non-emergency situations, follow the non-emergency protocols of the on-site contact or the sponsoring U-M department, which may include emailing or calling the contact during business hours. *When in doubt, treat the situation as an emergency and follow the emergency protocols below.*

Please read the following for a more detailed protocol for addressing on-site emergencies:

1. **Tend to Your Immediate Safety and/or Medical Needs**

- A. **Get somewhere you feel safe**, either by going to a safe location or by sheltering in place.
- B. **Contact local police** in the case of feeling physically threatened or you are a victim of crime.
- C. If you need emergency medical care, **go to the nearest medical facility**.

When you have time, contact a GeoBlue Advisor at +1-610-254-8771 (24/7, call collect) to arrange for direct payment so you do not have to pay out of pocket. If you do not have time to contact GeoBlue, save your receipts in the event you need to submit a reimbursement claim available on the GeoBlue app or your member hub: <https://www.geobluestudents.com/>

Under certain circumstances, GeoBlue insurance is able to provide resources to travelers who may need to return to the United States early. Please contact U-M Division of Public Safety and Security (DPSS) and ask for a U-M emergency responder for international travelers to explore such options since this service needs pre-authorization through GeoBlue.

2. **Make Appropriate Local Contacts**

- A. Contact your **U-M program leader, on-site partner, or on-site contact** who can provide emergency support or suggestions.
- B. Reach out to **local people** you trust to see how they can be of assistance.
- C. Contact the nearest **U.S. Embassy or Consulate, or the embassy for your country of citizenship** in the event you need legal assistance or need to replace your passport.

3. **Contact the University of Michigan**

- A. Call your **U-M department contact** or the office sponsoring your travel to provide an update and to seek emergency advice/support as necessary. *In an emergency situation, do not email your U-M contact.*
- B. If your U-M departmental contact is unavailable, call **DPSS** and tell them you are a U-M traveler abroad. DPSS will transfer you to a U-M emergency responder for international travelers. The emergency responder can provide you with immediate next steps, put you in touch with your U-M department, contact GeoBlue on your behalf, and/or put you in touch with other U-M support resources. *For non-urgent matters, you can also contact umich-itoc@umich.edu.*

C. Resources for travelers experiencing **sexual or gender-based misconduct** include:

- For confidential consultation, advocacy, and support, call the Sexual Assault Prevention and Awareness Center's (SAPAC) 24/7 hotline or connect during business hours via chat at <http://sapac.umich.edu/>.
- For reporting sexual and gender-based misconduct and other forms of interpersonal violence you can file a report with the Office for Institutional Equity (OIE):

<https://studentsexualmisconductpolicy.umich.edu/content/report-incident>

For a comprehensive resource guide please see: [Community Matters Resource Guide](#) on the OIE "resources" tab.

- For resources outside of the University, RAINN (Rape, Abuse and Incest National Network) has a 24/7 hotline number at: +1 800-656-HOPE (4673) or SASHAA (Sexual Assault Support and Help for Americans Abroad) at: +1 866-USWOMEN (879-6636).

Program the Following Emergency Numbers in your Phone

GeoBlue Travel Abroad Health Insurance
+1-610-254-8771 (24/7, call collect)

U-M Division of Public Safety and Security (24/7, collect)
Ann Arbor +1 734-763-1131
Dearborn +1 313-593-5333
Flint +1 810-762-3333

U-M Sexual Assault Prevention and Awareness (SAPAC) 24/7 hotline: +1 734-936-3333

U.S. State Department Overseas Citizen Services
In U.S. or Canada: +1 888-407-4747
Outside U.S. or Canada: +1 202-501-4444

**If you are a victim of a crime, be sure to notify your Embassy who can provide local assistance.*

Local school or organization _____

Local emergency contact name, phone, email _____

Local 911 equivalent _____

Embassy/consulate address, phone _____

Local GeoBlue hospital/clinic address, phone _____

Emergency contact name, phone, email _____

U-M department contact name, phone, email _____

Visit global.umich.edu to find more pre-departure resources.