Annex TVL
Travel Emergencies: UCSF International Traveler Emergency Response Plan

Summary

Many UCSF personnel travel as individuals or small groups throughout the world for UCSF business, research, academic and healthcare matters. Travelers include staff, faculty, residents, fellows, and graduate and professional students. Destinations range from high to low resource regions with multiple locations at risk of natural, technological and civil disturbance emergencies. Risks include public health emergencies, natural disasters and weather emergencies, civil/political unrest, medical issues, and acts of terrorism, among others.

In the event that these UCSF travelers are involved in a travel emergency abroad, a rapid and robust plan of action is necessary to ensure personal safety and institutional accountability. While each incident is unique, the Traveler Emergency Response Plan (TERP) and other resources linked from this document establish a step-by-step response as well as key resources to aid in UCSF's international traveler emergency response.

Traveler Emergency Response Plan (TERP)

Steps for all emergencies

A. If the traveler emergency has not already been reported to WorldAware (UC's partner for emergency incident management), UCSF personnel should encourage the traveler to report the emergency using the WorldAware 24-hour contact information below; if it is clear (through direct contact with the traveler or others with direct knowledge of the situation) that the traveler is incapable of contacting WorldAware, UCSF personnel should do so.

  WorldAware's 24-hour emergency response personnel can be reached at 1-800-527-0218 (US) or 1-410-453-6330 (international collect). *If UCSF travelers abroad call RMIS or the UCSF Police Department in an emergency, they will be referred to WorldAware's 24-hour emergency response line.*

B. Upon receiving notification of a traveler emergency, WorldAware immediately assesses the details, location, and nature of the event (e.g., health, crime, terrorism, detention, natural disaster, political unrest, etc.) and the current condition of personnel involved.

C. WorldAware sends an alert notification to UCSF Risk Management & Insurance Services (RMIS) and UC Office of the President (UCOP), as well as affected registered travelers in the case of disasters or hazards.

> **Threat Levels**
> *Various factors may shift an emergency to a higher or lower threat level.*
>
> Life Threatening: severe health or mental health emergency, death, life-threatening injuries, natural or human disaster, severe public health emergency, political or civil unrest, terrorist threat or attack, hostage situation, global/regional disease outbreak
>
> Critical but not Life Threatening: serious but not life-threating injury or health condition, physical or sexual assault, missing/lost participant, arrest and/or criminal charges, group stranded outside of program location, family emergency
>
> Non-Critical: minor accident or injury or health condition, petty theft, lost passport, missed transportation, minimal property damage, discipline issues, housing issues

D. RMIS and UCOP respond depending on whether a disaster or hazard is involved, whether more than one individual is involved, and on the level of threat (Life Threatening, Critical but not Life Threatening, or Non-Critical).

Life Threatening

A. If a single individual is involved in life-threatening but a non-disaster traveler emergency (like a life-threatening injury, condition, or mental health emergency), WorldAware (working with travel insurers like United Healthcare Global) will coordinate management, tracking, and resolution of this incident (although RMIS is notified). If the traveler emergency involves an individual learner or employee death, the first UCSF-affiliated individual to be notified of the death should refer to UCSF's Learner Death Protocol or Employee Death Process and take the appropriate action. If RMIS is contacted by WorldAware about a learner or employee death, RMIS will refer to the Learner Death Protocol or Employee Death Process and take the appropriate action. If RMIS is contacted by WorldAware about a faculty death, RMIS will notify the appropriate Dean or Director of the School or independent UCSF unit, as well as the UCSF Police Department (who coordinates any public announcements with Office of Communications).

B. If it is determined that the traveler emergency involves life threatening circumstances related to a disaster or high-risk hazardous situation, UCSF Police Department and RMIS should activate the Policy Group (i.e. decision-making group) within four hours, which will in turn use the TERP Team Box folder resources to activate appropriate Advisory Group members, (see Appendix A: Flowchart for pictorial representation of this plan).

> **Policy Group**
> Include usually:
> - Chancellor
> - EVCP
> - Dean of School or Director of campus unit
> - UCSF PD
> - RMIS
> - Campus Counsel

   a. This involves determining which School or independent UCSF unit the involved personnel is/are affiliated with.
   b. If the traveler emergency is widespread (e.g. Ebola, mass casualties, etc.), or involves the death of a UCSF-affiliated traveler, Office of Communications should be informed as soon as possible.
   c. If a traveler emergency does not require immediate elevation/involvement of additional personnel, identify a threshold of escalation that may trigger involvement by additional university personnel.

> **Advisory Group**
> Include as appropriate:
> - EVCP Communications Coordinator
> - Faculty & Staff Assistance Program
> - Global Health Sciences
> - GME Office if resident or fellow
> - Human Resources (if employed by UCSF)
> - International Students and Scholars Office (ISSO)
> - Occupational Health
> - Student Academic Affairs/Graduate Division if student or postdoc
> - Student Health & Counseling Services
> - Spiritual Care Services
> - Office of Communications

C. Policy Group designates Traveler Emergency Response Plan (TERP) Leader and Team (from Advisory Group) to oversee coordination of response to traveler emergency. Policy Group informs TERP Leader regarding who in their group will receive updates from the TERP Leader.

D. TERP Team will establish, at a minimum:
   a. Close ongoing contact with RMIS regarding all travel insurance emergency decisions or updates from WorldAware, including identification and tracking of registered and unregistered travelers
   b. Use of a folder in the TERP Team Box Folder for all responsible UCSF personnel to keep updated on the traveler emergency
   c. Detailed notes of initial details and actions taken using the TERP Incident Report (found in the TERP Team Box folder)

d. Use of TERP Ongoing Communication Tool (found in the TERP Team Box Folder) to track roles/responsibilities and coordinate immediate responses, by informing appropriate UCSF personnel of their roles/responsibilities (emergency phone numbers and contact information are available to the TERP Leader in a restricted-access folder within the TERP Team Box folder)

e. An email distribution list (of involved Policy Group and Advisory Group members) to inform them that updates are available on the TERP Communication Tool in the TERP Box, while making sure that these individuals have access to the TERP Box

f. Ongoing contact with Office of Communications and UCSF Police Department to ensure that any public announcements will be coordinated by these two entities

E. Depending on the severity of the traveler emergency, an initial conference call with all involved/responding personnel may be beneficial to coordinate response. Conduct follow-up conference calls as necessary. A Zoom account allows university responders to establish a conference call line by "Hosting a Meeting" on the main Zoom webpage (https://ucsf.zoom.us/).

F. TERP Team notifies additional university personnel as appropriate (see Appendix A: Flowchart for a pictorial representation of this plan).

a. If a School or independent UCSF unit is involved, Dean/Director or their designee should decide whether to activate School Response Team. If activation is necessary, this should be done within 4 hours (emergency phone numbers and contact information are available to the TERP Leader in a restricted-access folder within the TERP Team Box folder).

i. School or independent UCSF unit working with TERP Team should consider sending an early notification to inform the involved traveler(s) that counseling/resiliency/health services are available immediately or upon their return to UCSF.

ii. School or independent UCSF units working with TERP Team decides how to notify family, and if/when to involve UCSF Spiritual Care (in cases of particularly serious or fatal traveler emergencies).

G. Additional campus actions that may be necessary include:

a. Issue emergency alert via UCSF-wide listserv to identify and obtain travel information for others in the affected area; unregistered travelers should be reported to the TERP Team

b. Initiate Unregistered Traveler Travel Emergency Procedures

c. Communicate relevant information to campus community

d. Contact US embassy American Citizen Services (https://www.usembassy.gov/)

i. Request to speak with the "Duty Officer," and have as much information regarding the incident as possible

e. Assess the need for, and if indicated, make preparations for medical screenings, mental health, family support services, benefits issues, or other support/services

H. Possible actions involving UCOP may include:

a. Restricting UCSF travel to areas that pose life or safety risks

b. Evacuating travelers from areas that pose life or safety risks

Critical but not Life Threatening

A. Individual travelers who contact WorldAware for help:

a. WorldAware will coordinate management, tracking, and resolution of this incident (although RMIS is notified).

B. WorldAware notifies travelers of a hazard in their vicinity, and also notifies RMIS. RMIS contacts traveler to verify well-being and additional needs.

C. Possible follow-up communication tools that can be used by the UCSF Police Department and RMIS to reach out to travelers include American Red Cross Safe and Well, and WorldCue App (in the process of being prepared as an option for UCSF travelers)

Non-Critical
A. Individual travelers who contact WorldAware for help:
   a. WorldAware will coordinate management, tracking, and resolution of this incident (although RMIS is notified).
B. WorldAware notifies travelers of a hazard in their vicinity, and also notifies RMIS. If it is determined that the Traveler Emergency is non-critical, RMIS will take further action as needed.

Additional Campus Actions

Unregistered Traveler Travel Emergencies Procedures
Upon identification of any unregistered traveler(s) in an area which UCOP, WorldAware or UCSF has ordered evacuations or a high-risk hazard reported, RMIS may take the following actions depending on the circumstances:
A. Attempt direct contact with traveler(s) to ascertain location, safety and health status, and evacuation arrangements/plans made, routinely connecting them to WorldAware for ongoing information/support/care.
B. Contact a local resource at traveler's location to ascertain the above information or request traveler contact UCSF.
C. Contact family/next of kin (School or independent UCSF unit may have additional contact information) to ascertain the above information or request that traveler contact UCSF. TERP Team may be involved in this step.
D. Notify UCOP of names, affiliation, location, purpose of travel, contact status, and status of traveler if known.
E. Determine through WorldAware if there is information on local emergency assistance or evacuation resources that can be shared with unregistered travelers.
F. Contact State Department's Bureau of Consular Affairs at 1-888-407-4747. Provide list of names of UCSF students/personnel in affected region and obtain local emergency assistance information and resources to provide to affected UCSF travelers.
G. Maintain communications with traveler's School or independent UCSF unit to coordinate and provide updates regarding traveler's whereabouts. TERP Team may be involved in this step.
H. Work with UCSF PD to set up disaster hotline (415-502-4000) only for UCSF faculty, staff, and students to hear pre-recorded news, information, or instructions, and/or coordinate with UCOP to establish a dedicated emergency call line staffed by a live person. If established for a wide-spread emergency, the UC-wide toll-free public emergency line is 800-809-6097.

Restricting UCSF Travel to Areas that Pose Life/Safety Risks
A. In most instances, UCOP Risk Services in consultation with WorldAware will issue recommendations to restrict travel to all UC System campuses.
B. In the absence of system-wide travel restriction recommendations, if a specific situation poses a high probability of risk to the life or safety of UCSF travelers in a geographic area, UCSF may issue temporary travel restriction recommendations for areas with known hazards.
C. Based upon information and intelligence provided by UCOP Risk Services, WorldAware, the US State Department, CDC, WHO, media, etc., the TERP Team may request the Policy Group to allow a travel restriction, giving both the scope and period of that restriction.

D. If a recommendation to restrict travel is made, details shall be conveyed to UCOP Risk Services.
E. The TERP Team would reach out to campus community noting the travel restriction area and dates, as well as to the wider campus community through Safety and Information Bulletins, managed by UCSF Police Department. If an evacuation of UCSF personnel has been ordered for that area, notification of this action can also be made.

Evacuating Travelers from Areas that Pose Life/Safety Risks
If civil unrest, public health emergency, kidnapping/terrorism, natural disaster, or other risk pose endangerment to the life or safety of UC traveler(s) in a geographic area, UCOP Risk Services working through WorldAware and in consult with all UC locations with travelers in harm's way, will initiate evacuation procedures for any additional identified UC System personnel (staff, faculty and students) in the affected region. In the absence of a broad-based emergency, the UCSF TERP Team consulting with the Policy Group may request evacuation of UCSF personnel from an area of risk through WorldAware. Examples of such situations might include health crises, localized civil unrest, or localized natural disasters, etc.

Evacuations are initiated by WorldAware and managed in partnership with the UC Travel Insurer (UHCG, Chubb, etc.). WorldAware initiates activities to contact travelers and coordinate their extraction. Additionally, each registered traveler is provided with a worldwide toll-free emergency phone number to be used to initiate emergency evacuations. UCOP Risk Services and WorldAware will confirm and share evacuation or relocation details, as well as updates on geographic scope of evacuation, etc., with the TERP Team. The TERP Team consulting with UCSF Policy Group may also consider actions to be taken if personnel/students refuse to evacuate.

If a decision to evacuate personnel is made, a travel restriction shall become effective.

Traveler Emergency Resources

Free Travel Insurance Resources

Faculty and Staff Business Travel Insurance (for academic or business purposes)
Student Off-Campus Travel Insurance (for Academic Purposes)
https://rmis.ucsf.edu/business-travel-insurance
This insurance protects the Regents, Faculty, Staff, Students, Residents, Fellows, or any person designated as a travel companion (by the UC traveler) while traveling on UC business. Coverage includes emergency medical care and evacuation, loss of personal property (of UC employees), emergency extraction, and more. Note that Students, Residents, and Fellows have the same scope of travel emergency services as faculty, except lower coverage caps on Medical and Accidental Death & Dismemberment coverage.

This insurance involves two partners delivering care abroad (WorldAware, and United Healthcare Global) and Chubb, which is responsible for the oversight of benefit management. WorldAware coordinates evacuations and also provides cell phone, e-mail and text alerts related to weather, health, natural disaster, or civil unrest to registered UCSF travelers. United Healthcare Global provides medical advice, referral, and medical monitoring overseas. Travelers registering for free UCSF Travel Insurance get services from WorldAware and United Healthcare Global.

UCSF Offices Involved in Emergency Response

EVCP Communications
https://evcprovost.ucsf.edu/evcp-immediate-office-staff
The Communications staff working within the office of the EVCP coordinate executive correspondence for the Chancellor and EVCP, manage related websites, and develop communication protocols. In response to traveler emergencies, EVCP Communications may assist with communication between the Chancellor, EVCP, TERP Team, and the campus community.

Faculty and Staff Assistance Program
https://hr.ucsf.edu/hr.php?org=c&AT=cm&S=Faculty+and+Staff+Assistance
The Faculty and Staff Assistance Program (FSAP) is staffed by licensed psychologies and postdoctoral trainees who provide confidential, brief psychological counseling to individuals and a wide variety of consultation services to the organization.

Graduate Medical Education
https://meded.ucsf.edu/residents-fellows
Graduate Medical Education (GME) provides support to UCSF Residents and Fellows including academic advising, career planning, and professional development. GME may be involved in traveler emergencies to provide academic and personal support to Residents and Fellows, and their families.

Human Resources
https://hr.ucsf.edu/
Human Resources at UCSF provides the full scope of HR services for employees, managers and supervisors at UCSF and UCSF Health. If UCSF employees are involved in a traveler emergency abroad, Human Resources may offer support related to benefits, payroll, leave, insurance, disability management, and workers' compensation, among other services.

Institute for Global Health Sciences
https://globalhealthsciences.ucsf.edu/
IGHS is an interdisciplinary educational, research and service organization at UCSF dedicated to improving health worldwide and reducing the burden of disease. IGHS provides information on safety, health and the practicalities of studying and conducting research abroad through websites, a checklist and safety guide, and direct support to their master's and PhD students conducting research abroad. IGHS also maintains a database of international locations where UCSF faculty and staff have experience.

International Students & Scholars Office
https://isso.ucsf.edu/
ISSO supports students and scholars from around the globe through advising and services related to visa matters. ISSO should be contacted during the response to a traveler emergency to determine if the involved traveler is an international student or scholar who may need additional support related to their visa status after an incident abroad.

Occupational Health (for Faculty, Staff, Residents, and Fellows)
https://www.occupationalhealthprogram.ucsf.edu
UCSF Occupational Health Services does not provide emergency assistance to those traveling; however they provide guidance and specific medical and disability post-travel services to UCSF faculty, staff, and trainees who travel for UCSF business.
- Review symptoms of infectious disease during or ten days post-travel

- Tuberculosis surveillance (skin testing or symptom review) for UCSF business travelers at high risk for exposure to tuberculosis as a result of their research or project;
- Follow-up for any Blood Borne Pathogen Exposure;
- Workers Compensation Services for injury or accident incurred in the course of business travel.

Police Department
https://police.ucsf.edu/
The UCSF PD supports safety and security of UCSF affiliates both on- and off-campus. In response to traveler emergencies, UCSF PD will work closely with RMIS and other campus units as part of the Policy Group to coordinate communication and deploy necessary resources and personnel.

Risk Management & Insurance Services (RMIS)
https://www.rmis.ucsf.edu/
Risk Management and Insurance Services (RMIS) protects the assets and interests of UCSF staff and programs through assessment of loss exposures, focused prevention efforts and efficient insurance management. During international emergencies, UCSF and UCOP Risk Management are copied by email when an alert is sent to a traveler. RMIS works closely with the UCSF Police Department to coordinate communication and international emergency management. Additionally, Risk Management has access to the WorldAware database, can search it by traveler name, date, travel location, and can initiate contact if necessary. Risk Management has administrative access to and manages the WorldAware registration process for UCSF.

Spiritual Care
http://ucsfspiritcare.org/
Spiritual Care Services at UCSF facilitates personal spiritual and religious practices and provides emotional support to UCSF faculty, staff, and students. Spiritual Care may be contacted in response to serious or fatal traveler emergencies to provide support to affected travelers and their families and friends.

Student Academic Affairs
https://studentaffairs.ucsf.edu/
SAA offers a wide range of services to provide academic, personal, and professional development resources including financial aid, health and counseling, classroom learning resources, and career planning. SAA may be involved in response to a traveler emergency to provide additional support to students and postdocs.

Student Health and Counseling Services (for Students and Postdocs)
https://studenthealth.ucsf.edu/
UCSF Student Health and Counseling Services does not provide emergency medical assistance to those traveling; however they provide Travel Consults to help prepare travelers before departure, as well as re-entry assistance including TB screening and mental health services. In addition, UCSF Student Health and Counseling Services provides a 24-7 hotline for trainees for mental health services, even if they are not enrolled in UCSF Student Health Insurance. This hotline number is 011-415-476-1281 (option 7 if after hours).

Office of Communications
https://www.ucsf.edu/university-relations
The Office of Communications works to advance UCSF's role in public life by sharing information about the work being done at the university and building relationships with government, the media, the community, and campus neighbors.

Office of Communications assists as part of the Advisory Group for traveler emergencies that are widespread or involve the death of a UCSF-affiliated individual. All public communication related to traveler emergencies should come from Office of Communications or UCSF PD.

Communication Resources

UCSF Safe
https://apparmor.com/clients/ucsf.edu/
UCSF Safe is the official safety app of University of California San Francisco. The app features emergency contacts, crisis alerts, in-app tip reporting, location services features, and other features. This app does not include international safety information, but more resources may be added in the future.

American Red Cross Safe and Well
https://safeandwell.communityos.org/cms/index.php
This online resource managed through the American Red Cross allows users to register themselves as "safe and well" after large-scale emergencies or disasters. This site also allows family members, friends, or campus administrators to search the list of those who have registered themselves as "safe and well." The results of a successful search will display the individual's name and a brief message.

Emergency is reported to WorldAware central office:

Via WorldAware network

Via hotline (US) 1-800-527-0218 or (int'l collect) 1-410-453-6330
- By UCSF traveler needing assistance
- By UCSF personnel hearing of UCSF traveler(s) unreported need for assistance
Emergency problems of individuals are handled by WorldAware, and RMIS is notified.
High-risk hazards or disasters prompt WorldAware to issue widespread notification.

WorldAware alert notification is received by Risk Management (RMIS) at UCSF and UCOP, as well as Registered Traveler

RMIS assesses the alert threat & level and if it involves a disaster or high-risk hazard

Life Threatening[1]

Critical but not Life Threatening[2]

Non-Critical[3]

UCSF PD & RMIS coordinate outreach

Traveler(s) notified of hazard by WorldAware. RMIS contacts traveler(s) regarding well-being and further needs

Traveler(s) notified of hazard by WorldAware. RMIS determines if further action needed

Activate Policy Group

Activate Advisory Group as needed, following TERP Communication Tool Instructions

Designate TERP Team & TERP Leader

Possible campus actions as:
  - Issue emergency alert via UCSF-wide listserv to get ID and travel info for others in affected area
  - Initiate Unregistered Traveler Travel Emergency Procedures
  - Activate School Response Team
  - Communicate with family
  - Communicate with campus
  - Send counseling & health services information to traveler
  - Others as appropriate

Possible actions involving UCOP:
  - Restricting UCSF travel from areas that pose life/safety risks
  - Evacuating travelers from areas that pose life/safety risks

Policy Group
Include usually:
- Chancellor
- EVCP
- Dean of School or Director of campus unit
- UCSF PD
- RMIS
- Campus Counsel

Advisory Group
Include as appropriate:
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- Faculty & Staff Assistance Program
- Global Health Sciences
- GME Office if resident or fellow
- Human Resources (if employed by UCSF)
- International Students and Scholars Office (ISSO)
- Occupational Health
- Student Academic Affairs/Graduate Division if student or postdoc
- Student Health & Counseling Services
- Spiritual Care Services
- Office of Communications

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[2] Critical but not Life Threatening: serious but not life-threatening injury or health condition, physical or sexual assault, missing/lost participant, arrest and/or criminal charges, group stranded outside of program location, family emergency
[3] Non-Critical: minor accident or injury or health condition, petty theft, lost passport, missed transportation, minimal property damage, discipline issues, housing issues