

Prior to a trip abroad, Columbia travelers should create a local emergency plan and collect information needed to complete the form below. For group travel, trip leaders should be fully familiar with the services offered by the University's International Travel Emergency Services provider (currently ISOS) and should collect copies of students' travel plans. Some destinations may require additional security measures; travelers or trip leaders should reach out to ISOS to request tailored security advice for their itinerary. They can either call **+1 215-942-8478** (CU Membership # **11BSGC000064**) or email [securitysupport@intlsos-cr.com](mailto:securitysupport@intlsos-cr.com). If you are involved in any kind of emergency situation while traveling abroad, these guidelines are provided to help you develop your own emergency plan. Once completed, it is a good idea to share a copy of the plan with family and/or friends and to email a copy to yourself.

**MEDICAL EMERGENCIES (ACCIDENT, INJURY, ILLNESS)**

**1. GET IMMEDIATE MEDICAL ATTENTION** (attach additional sheets as needed if traveling to more than one location)

If possible, **call the local 911 equivalent:** \_\_\_\_\_ for emergency response or go directly by private vehicle or other transportation to the nearest medical facility.

Nearest (Western-style) Hospital Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Directions: \_\_\_\_\_

In case of medical emergencies, you can also call (collect, if needed) **ISOS at +1 215-942-8478** (CU Membership # **11BSGC000064**). In addition to that, Columbia students covered by the University's Student Health Insurance Plan through Aetna Student Health should also reach out to **OnCall: +1 (603) 328-1926**. This step is crucial for later seeking reimbursement for international services from that insurer.

**2. Once injured person is being cared for, or if you need medical advice prior to transport CALL ISOS.** ISOS professionals will collect information, analyze your situation, provide medical advice, form an action plan to transfer the injured person if necessary, and provide additional service to assist you. Inform ISOS that you are a Columbia University student, faculty or staff member and provide your

**Department/School:** \_\_\_\_\_ (SIPA, Office of Global Programs, Law School, etc.).

**Columbia University trip/group name (if applicable):** \_\_\_\_\_.

You should have an *ISOS Scholastic Comprehensive Membership* card with you at all times, when you are traveling. A laminated ISOS Membership card can be obtained by emailing [globalsupport@columbia.edu](mailto:globalsupport@columbia.edu).

**3. ISOS WILL DO THIS BUT, YOU MIGHT ALSO WANT TO CALL YOUR DESIGNATED PROGRAM CONTACT:**

**Name:** \_\_\_\_\_ **Tel #:** \_\_\_\_\_

Try to remain calm. Always inform whomever you are speaking with about the urgency of the situation. Let them know if you have contacted local authorities; give ALL details concerning the situation.

Serious injuries, serious crime events, deaths, etc. may result in or require 1) notification of parents 2) notification of senior Columbia University executives, 3) press releases 4) counseling of students still at Columbia University 5) Lawsuit against you and the university.

**If you are unable to reach your Designated Program Contact, call Columbia Public Safety +1 212-854-5555.** Columbia University Public Safety will route the call or message to the appropriate **Department ISOS Program Coordinator**. The ISOS Coordinator will work with ISOS for immediate emergency actions and will act as a liaison for the University. Depending on the time of day in both countries, your wait time may vary. The Coordinator will give you directions on the steps that must be taken.

**OTHER EMERGENCIES (CRIME, CIVIL UNREST, ETC.)**

**Contact ISOS Assistance (Alarm) Center for advice at 212-942-8478.** Also, check in with your nearest Embassy.

**Telephone Number for nearest Embassy (for your nationality):** \_\_\_\_\_

**Personal Emergency Plan for Traveling Abroad**

**Know Where to Go**

Where should you go first in an emergency, and what method of transportation will you use to get there?

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Be aware of all your emergency transportation options. Know the numbers for the following:

Airport: _____	Bus Station: _____
Train Station: _____	Metro Station: _____
Rent-a-Car: _____	Boat/Ferry/Port Authority: _____

**Know the country's outbound and inbound international dialing code, you can get it through: <https://countrycode.org/>**

**Calling country from US: \_\_\_\_\_ Calling the US from that country: \_\_\_\_\_.**

In addition to your personal emergency contacts, we also recommend you look up/ask for the numbers for the following individuals and agencies nearest to your study abroad and/or travel location(s):

City or country's <b>911 equivalent</b> : _____	Local Government/Visa office: _____
Consulate/Embassy: _____	Police: _____
Fire: _____	Hospital: _____
Post Office: _____	Translator Service*: _____
Lawyer: _____	Red Cross: _____
24-Hour Assist/Insurance Hotline: _____	Other: _____

\*ISOS can help with this.

**The following are some communication options you may have available:**

Telephone	Post Office/Express Mail Service	Tablet	Fax
Satellite Phone	Cell Phone/Text Message	Wire Service	E-mail/Internet

**Do all of your emergency contacts know what your wishes are in the event of your serious injury or death?**

**Back-up Plan/Special Conditions**

If the situation does not permit you to follow the original emergency plan, what is the back-up plan (Plan B)?  
 Are there any other special conditions to consider which are unique to your situation (i.e. weather conditions/hazards in your region of study/travel, a personal physical handicap, poor public transportation or phone service in your area)?

**Emergency Kit/Money**

Which items do you still need to add to your emergency first aid kit before it is fully stocked and ready?  
 Do you have emergency cash reserves, travelers' checks, credit cards, etc. on-hand, in case you can't count on banks/ATMs, or get to a bank/ATM?  
 Using the emergency supplies and reserve money you have set aside, for how many days would you be able to sustain you and what would you use each day?

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_