Travel Safety & Security

MSU travelers represent valuable assets to their departments and colleges. **What is our duty of care and how do we work together to support safe travel?**

Together we will explore some of the challenges our travelers may face and how we can best prepare them, respond to their needs in the event of an emergency, including discussing important tips and need-to-know information, so that travel arrangers and travelers are equipped to handle situations efficiently and effectively.
Agenda

• Duty of Care

• Why is the travel safety agenda important?

• Introduction to Office of International Health & Safety

• International Travel Procedures for Faculty/Staff vs. Students

• Travelers Abroad Database

• Pre-Departure Preparation

• Health, Safety, and Security Abroad
  • MSU 24/7 International Assistance Line
  • Medical Assistance Abroad
  • Best Practices

• Q&A
Duty of Care for MSU Travelers

• The legal and moral obligation that requires MSU to take all reasonable and responsible actions to protect its human resource assets by mitigating risk.

• One of the principles that should guide us in our respective roles as we strive to support the international engagement mission of the university and manage risk.

• Most effective when done collaboratively between the traveler and those who arrange travel and assist with preparations creating a reciprocal duty of loyalty.
Duty of Care to MSU Travelers

• When are we obligated to prepare & respond?
  • MSU funded, sponsored, endorsed, affiliated

• What types of travel?
  • Research, recruiting, service learning, internships, study abroad, exchange, volunteering

• What doesn’t count?
  • Leisure travel, Weekend trips
  • Travelers who go against RSAC / Provost recommendations
Health, Safety, Security, and Risk Management:

- We are called to **prioritize health, safety, and security** in program development, implementation, and management, conducting appropriate risk assessments for program sites and activities, maintaining written emergency plans and protocols, and identifying and leveraging relevant authorities, networks and resources.

- Staff are trained to **anticipate and respond** responsibly to student health, safety, or security issues; students are trained to responsibly manage their own health, safety, and security while abroad; and measures are in place for ongoing monitoring of and advising on health, safety, and security issues through a range of U.S. Department of State and other appropriate resources.

- We maintain appropriate kinds of **insurance** at recommended levels, operate in **compliance with local laws**, and follow **best practices** in reporting on critical incidents.
Why the travel safety agenda is important – in practical terms

Burkina Faso – coup d’état
- Informal notification
- 5 MSU travelers caught in civil unrest
- Required activation of international insurance providers
- Some staff evacuated

Turkey – Ankara bombing
- 2 MSU travelers in country during Ankara bombing
- Neither were affected directly by the bomb, but wide-scale protests impacted the entire country

Paris – terrorist attacks
- MSU travelers in Paris + France
- Check in procedures activated
- Immediate advice regarding safety and travel disruptions
- Guidance for upcoming travel

Honduras – bus crash
- Columbia students partnering with Global Medical Brigades died in bus crash
- MSU students on identical program three days prior
- No registration = no insurance
Introduction to the Office of International Health & Safety

• Christopher C. Daniel, Director
  • danielc7@msu.edu, 517-884-9418

• Maureen Handrahan, Coordinator
  • handraha@msu.edu, 517-884-9419

• Blerta Devole, Int’l Health & Safety Intern
  • healthint@isp.msu.edu, 517-884-2174

http://www.isp.msu.edu/information-resources/international-travel/
* New website coming soon!
Introduction to the Office of International Health & Safety

• Established within ISP in August 2015

• **Mandate:** support the health, safety, and security of all MSU international travelers.
  • Study Abroad + Non-Study Abroad

• **Responsibilities:** pre-departure preparation; risk assessment and on-going safety/security monitoring; health insurance liaison; Travelers Abroad Database; contribute to health, safety, and security policies and procedures; 24/7 crisis management etc.

• **Partners:** Risk and Security Assessment Committee; Office of Study Abroad; Travel Office; University Physician; Colleges/Departments; Police Department; and **You!**
International Travel Procedures: Faculty/Staff

Complete **Pre-Trip Authorization Form**

Register in **Travelers Abroad Database**
- Done by travel administrator
International Travel Procedures: Students (undergraduate + graduate)

**TRAVEL TO COUNTRY W/ U.S. STATE DEPT TRAVEL WARNING**

1. Submit *Student International Travel TW Waiver Request Form* to OIHS Director
2. Receive Provost approval
3. Complete Pre-Trip Authorization Form
4. Register in Travelers Abroad Database
   - Done by travel administrator
5. Complete online Bloodborne Pathogen Awareness Training

**TRAVEL TO COUNTRY W/O U.S. STATE DEPT TRAVEL WARNING**

1. Submit *Student International Travel Registration Form* to OIHS Director
2. Complete Pre-Trip Authorization Form
3. Register in Travelers Abroad Database
   - Done by travel administrator
4. Complete online Bloodborne Pathogen Awareness Training
Travelers Abroad Database

- Faculty, staff and students traveling internationally on university business who are not part of an Office Study Abroad program must be registered in the Travelers Abroad Database.

- This allows the university to share important health and safety information pre-departure, and to provide emergency services if necessary.

- It’s required to receive international medical and evacuation insurance.

- Registering Travel - MSU units or departments are responsible for registering international travelers in the database using information provided on the Pre-Trip Authorization form.
Travelers Abroad Database: Registering Travel

1) Gain access – email the following to healthint@isp.msu.edu
   - name of the college, department, or office
   - name, email address, NetID of the travel administrator
   - unit 8-digit MAU/CUC

2) Create traveler

3) Enter itinerary

4) Traveler receives confirmation email(s) from OIHS
   - General email outlining resources
   - Travel Warning email
     - Faculty/Staff: recommending discussing travel with OIHS
     - Students: must submit waiver request
   - Special Advisory email (e.g. Ebola)
Travelers Abroad Database: Create Traveler
**Travelers Abroad Database: Enter Itinerary**

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<th>ITINERARY</th>
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<td>International Studies And Programs Dean</td>
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<tr>
<td><strong>CLASSIFICATION:</strong></td>
<td>US Citizen</td>
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<tr>
<td><strong>EMAIL:</strong></td>
<td><a href="mailto:handraha@msu.edu">handraha@msu.edu</a></td>
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**EMERGENCY CONTACT:**
- **NAME:** Emergency Contact
- **TEL:** 000-000-0000
- **EMAIL:** handraha@msu.edu

**Tip** - Copy information from a previous itinerary to save time while entering a new itinerary.

Previous itineraries may be found by using the Search function (next slide).

Add trip details
Travelers Abroad Database:
Search for a Previous Itinerary

1) MICHIGAN STATE UNIVERSITY | International Studies and Programs
   TRAVELERS ABROAD | Dashboard | Itineraries | New itinerary | Admin
   DASHBOARD

2) MICHIGAN STATE UNIVERSITY | International Studies and Programs
   TRAVELERS ABROAD | Dashboard | Itineraries | New itinerary | Admin
   ITINERARIES (281)

3) ITINERARIES SEARCH CRITERIA
   Filter by travel dates + name

4) ITINERARIES (1)
   Name | Status | Department
   Dan Jones | Staff | INTERNATIONAL STUDENTS AND PROGRAMS DEAN

   Start | < Previous | 1 | Next > | End
   Page 1 of 1
Pre-Departure Preparation: For All Travelers

• Research Destination
  • U.S. State Department, Center for Disease Control, local news

• Visit a travel health professional
  • MSU Travel Clinic

• Smart Traveler Enrollment Program (STEP)
  • Register travel with local embassy + receive travel alerts
  • Non-U.S. citizens – check appropriate embassy
  • https://step.state.gov

• Understand export control regulations
  • Federal law regulates export of sensitive technologies, equipment, software, biological agents, and related data/services.
  • https://exportcontrols.msu.edu
Health, Safety, and Security Abroad: MSU 24/7 International Assistance Line

• This number is answered by a cadet at the Department of Police & Public Safety

• DPPS will triage the call and contact the Office of International Health and Safety (Maureen or Chris)

001*-517-353-3784

*http://www.howtocallabroad.com
Health, Safety, and Security Abroad: Incident Response

Incidents
- HEALTH
- LEGAL
- CRIME
- NATURAL DISASTER
- CIVIL UNREST

Resources
- University Physician
- General Counsel
- HTH Insurance
- DPPS/FBI
- U.S. Embassy
- Office of Risk Mgmt

Traveler

Call 24/7 Int. Line

+1-517-353-3784

On-Call Responder

911*
Health, Safety, and Security Abroad: Medical Assistance Abroad

HTH Worldwide GeoBlue Traveler
- Coverage for maximum 180 days
- Spouses/family *not* covered, though a separate policy may be purchased through HTH
- Claims + info: [www.geo-blue.com](http://www.geo-blue.com)

Emergency
- Call local ambulance immediately
  - Know *local 911* equivalent in advance
- HTH 24/7 Assistance Line
  - **1-610-254-8771**
- Contact MSU 24/7 International Assistance Line
  - **1-517-353-3784**

Non-emergency assistance
- Contact HTH via email: [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com) or phone 1-610-254-8771
- Contact Maureen via email: [handraha@msu.edu](mailto:handraha@msu.edu)
Health, Safety, and Security Abroad: Best Practices

- Encourage staff to keep 24/7 International Assistance Line on their person
  In Case of Emergency wallet cards

- Check in during in-country incident; call your family

- Keep copy of passport in case of theft or evacuation

- Seek guidance from OIHS; email is great for non-emergency situations, but we always answer our phones. Especially recommended for higher risk travel!

- Double-check accuracy of information entered in Travelers Abroad Database
Thank you!

Q&A

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