

ANNEX TVL

Travel Emergencies: UCSF Global Travel Emergency Plan

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Updates in yellow highlight

Purpose

Many UCSF personnel travel as individuals or small groups throughout the world for UCSF business, research, academic and healthcare matters. Travelers include staff,

faculty, house-staff, fellows, and graduate and professional students. Destinations include developing nations and locations at risk of natural, technological and civil disturbance emergencies. Risks include public health emergencies, earthquakes, civil/political unrest and acts of terrorism, among others.

There exists a need at any given point of time to:

- Identify if UCSF personnel are located in an area in which an emergency has occurred or a credible threat exists.
- Provide just-in-time information regarding potential natural, health, and sociopolitical emergencies to travelers and their schools/departments.
- Communicate information essential to the protection of traveler health, and safety.
- Facilitate the evacuation of UCSF students/trainees, staff and faculty.
- Provide information on traveler location, safety, and status to responsible Departments, families and Public Safety/Emergency Management when appropriate.

Departmental Responsibilities

UCOP provides travel accident insurance and travel emergency notification for all UCSF travelers registering their overseas travel on the UCTrips website (see below). Registration is strongly advised for all international travelers as it provides UCSF Risk Management real time information on the identity, locations dates and itineraries of students/trainees, staff and faculty thereby providing Deans, supervisors and others critical information about those who may be affected by or at risk of emergencies while traveling. It is also recommended that Control Points identify responsible officials to participate on the Travel Emergency Advisory Group, if needed (see Travel Emergency Advisory Group- below).

Control Points or their Divisions and Departments with students/trainees, staff and faculty engaged in activities requiring foreign travel, should develop internal procedures to assure that all travelers utilize the UCTrips registration portal and to address travel emergencies.

Travel Emergency Resources

Business Travel Accident Insurance. <https://www.uctrips-insurance.org/>

This insurance protects the Regents, Faculty, Staff, or any person designated as a travel companion by UC while traveling on UC business. Coverage includes emergency medical care and evacuation, loss of personal property (of UC employees), emergency extraction, and more. (Table 1)

Table 1: UC Travel Accident Insurance

Pre-Trip	Transport	Medical	Non-Medical
Cultural Information	Child Return	Advance Medical Expense	Bail Bond
Embassy Referral	Companion Return	Claims Assistance	Cash Advance
Exchange Rates	Evacuation	Dispatch of Doctor/ Specialist	Emergency Message Relay
Inoculation Info	Personal Effects Shipping	Hospital Admission Guarantee	Lost Luggage/ Item Assistance
Travel Advisories	Repatriation	Medical Coverage/Guarantee	Phone Interpretation
Visa and Passport	Repatriation of Remains	Medical Monitoring	Travel Agency Benefits
Weather	Visit of Family Member/Friend	Medical Referral	Vehicle Return
	More see policy	Prescription Transfer	Personal Effects Shipping
			Transport Escort Benefit

Student Off-Campus Travel Accident Benefit. <https://www.uctrips-insurance.org/>

Essentially the same scope of travel emergency services coverage as Business Travel Accident Insurance (See Table 1). Lower coverage caps on medical and Accidental Death & Dismemberment coverage.

JET <https://www.rmis.ucsf.edu/Files/iJet%20Worldcue%20Intro%202010-16-08.pdf>

I-JET service is part of the Business and Student Travel Accident Insurance service. iJET provides cell phone, e-mail and text alerts related to weather, health, natural disaster, or civil unrest to registered UCSF travelers. iJET is linked to the Business and Student Travel Accident Insurance registration process. Travelers register their trip itineraries and emergency contacts which are accessible to UCSF Risk Management.

Field Safety Plan <http://www.uctrips-insurance.org/ucsf/>

An Online Field Safety Planner is under development by UCOP to document emergency plans for undergraduate field trips. It is being modified to accommodate long-term overseas projects. Once complete and ready for use, this annex will incorporate how the Field Safety Plan may be utilized during emergencies.

UCSF Risk Management <https://www.rmis.ucsf.edu/RMISDetails.aspx?Panel=9>

UCSF and UCOP Risk Management are copied by email when an alert is sent to a traveler. Additionally, Risk Management has access to the iJET 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 iJET registration process for UCSF.

UCSF Global Health Sciences http://www.globalhealthsciences.ucsf.edu/intl_travel

Global Health Sciences (GHS) provides information on safety and health and the practicalities of studying and conducting research abroad through websites, a checklist and safety guide, and a sample liability form from the University.

GHS maintains a database of international locations where UCSF faculty and staff have experience (Table 4 or www.medschool.ucsf.edu/ghsprojects) as well as local contact information.

UCSF Occupational Health

<http://www.occupationalhealthprogram.ucsf.edu/ohpClin.asp#Travel>

UCSF Occupational Health Services does not provide emergency assistance to those traveling; however they provide guidance and specific post-travel services to UCSF faculty, staff, and trainees who travel for UCSF business.

- [UCSF Occupational Health Services Working-Training Abroad - Returning to UCSF Guidance](#)
- [Return to UCSF - Screening and Clearance:](#)
 - 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.

Notification to UCSF of Events Affecting Travelers Overseas

UCSF and UCOP Risk Management are copied when a registered traveler receives an alert from iJET. Alerts range from storm warnings, to emerging health threats, to potential civil unrest, typically spanning a moderate to imminent danger range.

iJET alerts are received by UCSF Risk Management and emergency notifications are passed along to UCSF emergency stakeholders based on the level of criticality (see Figure 1).

Activating the Travel Emergency Plan

UCSF Risk Management and/or OP Risk Services will assess alert threat levels and make initial determination of which iJET notifications are potentially life-threatening, and issue emergency warnings per the iJET Alert Algorithm (Figure 1).

Risk Management will forward only the potentially life-threatening to “need to know” personnel who may include UCSF PD, Deans of Schools, Global Health Sciences,

Chancellor, Family, Public Affairs, Supervisor, Graduate Division, and Campus Counsel (Figure 1).

Travel Emergency Advisory Group

If an alert warrants activation of this Travel Emergency Plan, an Advisory Group may be formed to address the decisions outlined below. The Advisory Group may include representatives from the following: The Dean, VC, CEO or their delegate from involved School/Control Point, UCSF PD, Global Health Sciences, Occupational Health, Faculty & Staff Assistance Program, Human Resources, Risk Management, Campus Counsel, Public Affairs, and others as warranted by the situation. The decision to form the Travel Emergency Advisory Group will be made by the Chief of Police or designee, in consultation with the Director UCSF Risk Management and Insurance Services or designee.

Notification to Families of Emergencies Affecting Travelers Overseas

Risk Management alerts traveler's School or Department which will determine who will communicate with family. Depending upon the circumstances, the School/Department may request participation by a member from UCSF Medical Center Pastoral Care Services or the Faculty and Staff Assistance Program (FSAP) when speaking with the family.

Restricting UCSF Travel to Areas that Pose Life/Safety Risks

In most instances, UCOP Risk Services in consultation with iJET will issue recommendations to restrict travel to all UC System campuses. 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.

Based upon information and intelligence provided by UCOP Risk Services, iJET, the US State Department, CDC, WHO, media, etc, the Travel Emergency Advisory Group may be convened to determine if a travel restriction is warranted and the scope and period of that restriction.

If a recommendation to restrict travel is made, details shall be conveyed to UCOP Risk management, UCSF Leadership, students, staff, faculty and families of those affected according to the Communications algorithm (Figure 1).

Evacuating Travelers from Areas that Pose Life/Safety Risks

If civil unrest, public health emergency, kidnapping/terrorism, or natural disaster pose risks to the life or safety of multiple UC travelers in a geographic area, UCOP Risk Services will, in consultation with all UC locations with travelers in harm's way, initiate evacuation procedures for all UC System personnel (staff, faculty and students) in the

affected region. In the absence of a broad-based emergency UCSF may request evacuation of UCSF personnel from an area of risk through the travel accident insurer/iJET. Examples of such situations might include individual health crises, localized civil unrest, or localized natural disasters, etc.

Evacuations are coordinated by the UC Business and/or Student Travel Accident insurer and iJET. iJET will initiate 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. The UCSF Travel Emergency Advisory Group will coordinate with UCOP Risk Services and the insurer to ensure timely and appropriate evacuation or relocation, geographic scope of evacuation, etc. The advisory 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. Details concerning evacuation plans and travel restrictions shall be conveyed to UCSF leadership, students, staff, faculty and families of those affected according to the Communications algorithm (Figure 1).

Additional Procedure and Policy Decisions

The UCSF Travel Emergency Advisory Group may consider the following:

- Recognizing not all travelers register with the UC Business and/or Student Travel Accident insurer and iJET, issue an emergency alert via a UCSF-wide Listserv or other means requesting the identification and travel information of any students/trainees, staff and faculty currently traveling in the specified location of concern be reported to the Travel Emergency Advisory Group (provide phone and e-mail to contact).
- Initiate Unregistered Traveler Travel Emergency Procedures if appropriate (see below).
- Assess the need for, and if indicated, make preparations for medical screenings, mental health or other support/services; family support services to be offered families of returning or relocated personnel; other benefits issues (paid time off, sick leave, FMLA, Workers' Comp, etc.).

Unregistered Traveler Travel Emergencies Procedures

Upon identification of any unregistered traveler(s) in an area which UCOP, iJET or UCSF has ordered evacuations the Travel Emergencies Advisory Group may consider any or all of the following depending on the circumstances:

- Attempt direct contact with traveler(s) to ascertain location, safety and health status, and evacuation arrangements/plans made.

- Contact a local resource at traveler's destination to ascertain the above information or request traveler contact UCSF.
- Contact family/next of kin (if known) to ascertain the above information or request traveler contact UCSF.
- Notify UCOP of names, affiliation, location, purpose of travel, contact status, and status of traveler if known.
- Determine through iJET if there is information on local emergency assistance or evacuation resources that can be shared with unregistered travelers.
- Contact State Department's Bureau of Consular Affairs at 1-888-407-4747. Provide list of names of UCSF student/personnel in affected region and obtain local emergency assistance information and resources to provide to affected UCSF travelers.
- Maintain communications with traveler's School or Department via the Travel Emergency Advisory Group to coordinate and provide updates regarding traveler's whereabouts.
- Post emergency information on UCSF website for UCSF student/personnel in affected area that may have access to the internet.
- Post emergency contact information on UCSF Twitter and Facebook accounts.

Figure1: UCSF Communications for Critical iJet Alerts for International Travelers

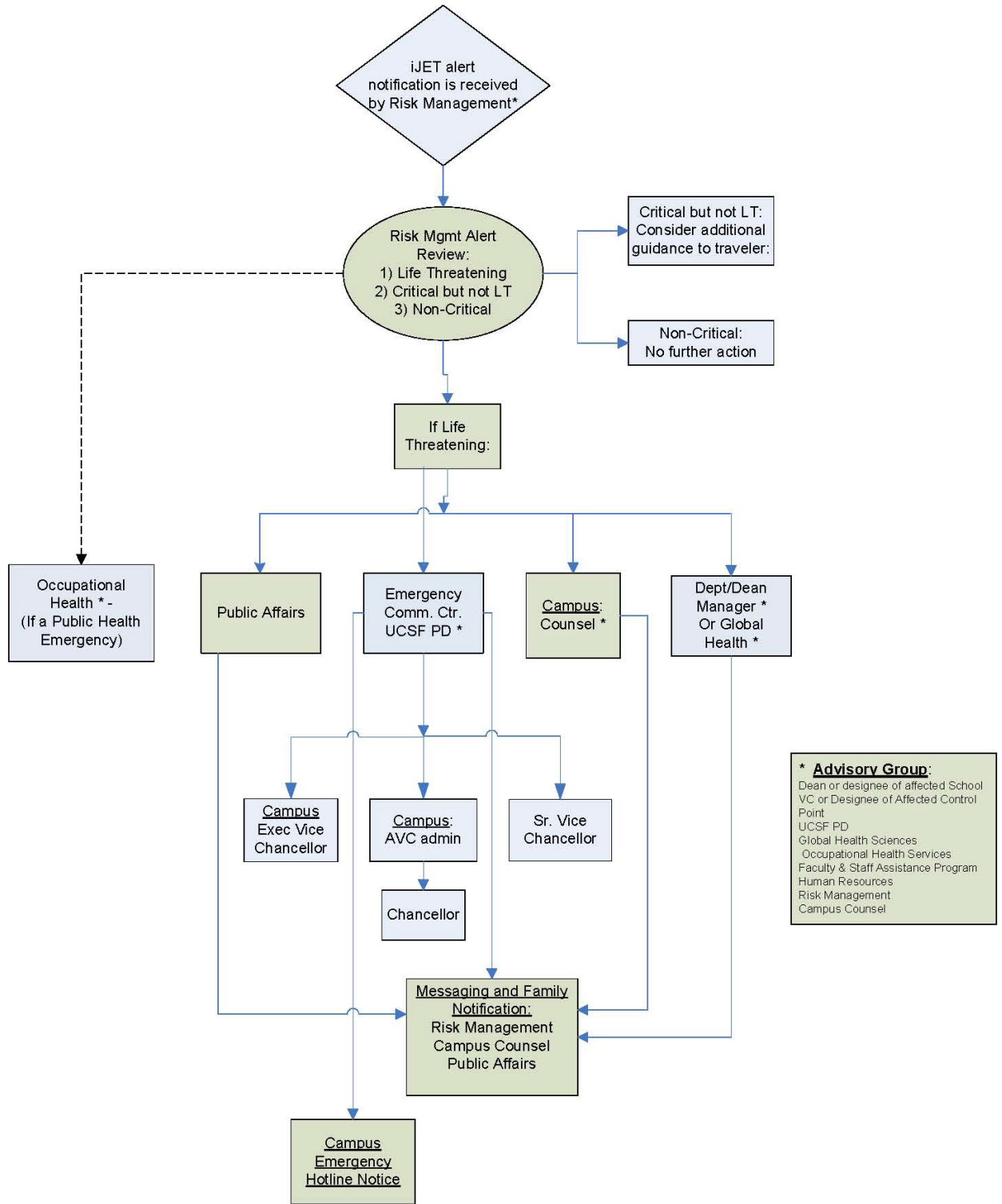


Table 2: Annual Summary of UCSF Business Travel Characteristics

UCSF Business Travel Summary	
July 1, 2009 through June 30, 2010	Totals
Longer than 2 Weeks	436
Shorter than 2 Weeks	1636
Traveler - Employee	1950
Traveler - Student	124
Traveler - Others	29
w/ Additional Traveler	369
Visit Foreign Country	1021
*Purpose : Academic Instruction	439
*Purpose : Administrative Duties	207
*Purpose : Clinical Service	119
*Purpose : Organized Recreation	8
*Purpose : Other	461
*Purpose : Public Service	259
*Purpose : Research	952
*Purpose : Training	417
Total Travels	2103
* Travels may have more than one purpose	

Figure 2: UCSF Travel Purpose

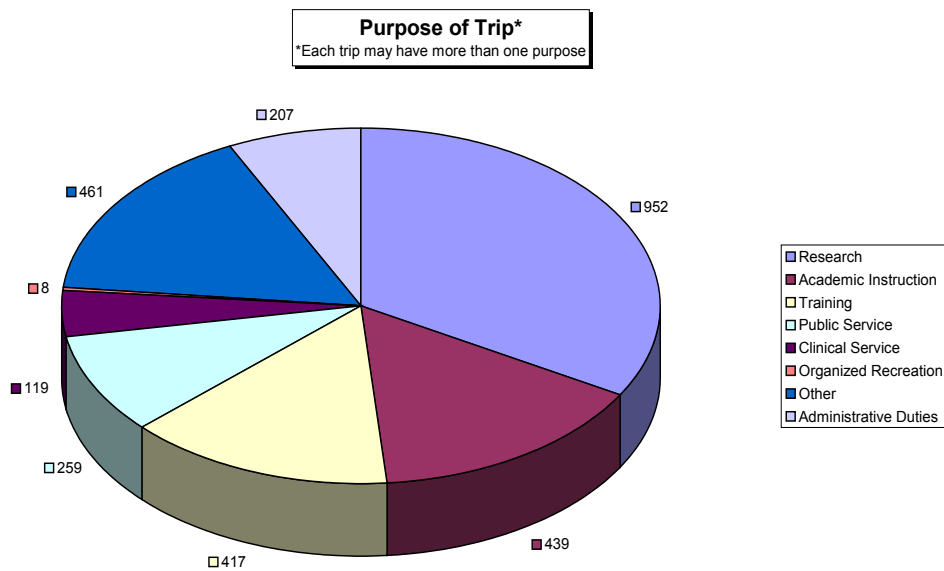


Figure 3: UCSF Business Travel Destinations

Countries and Number of Trips to Foreign Locations July 1, 2009-June 30, 2010

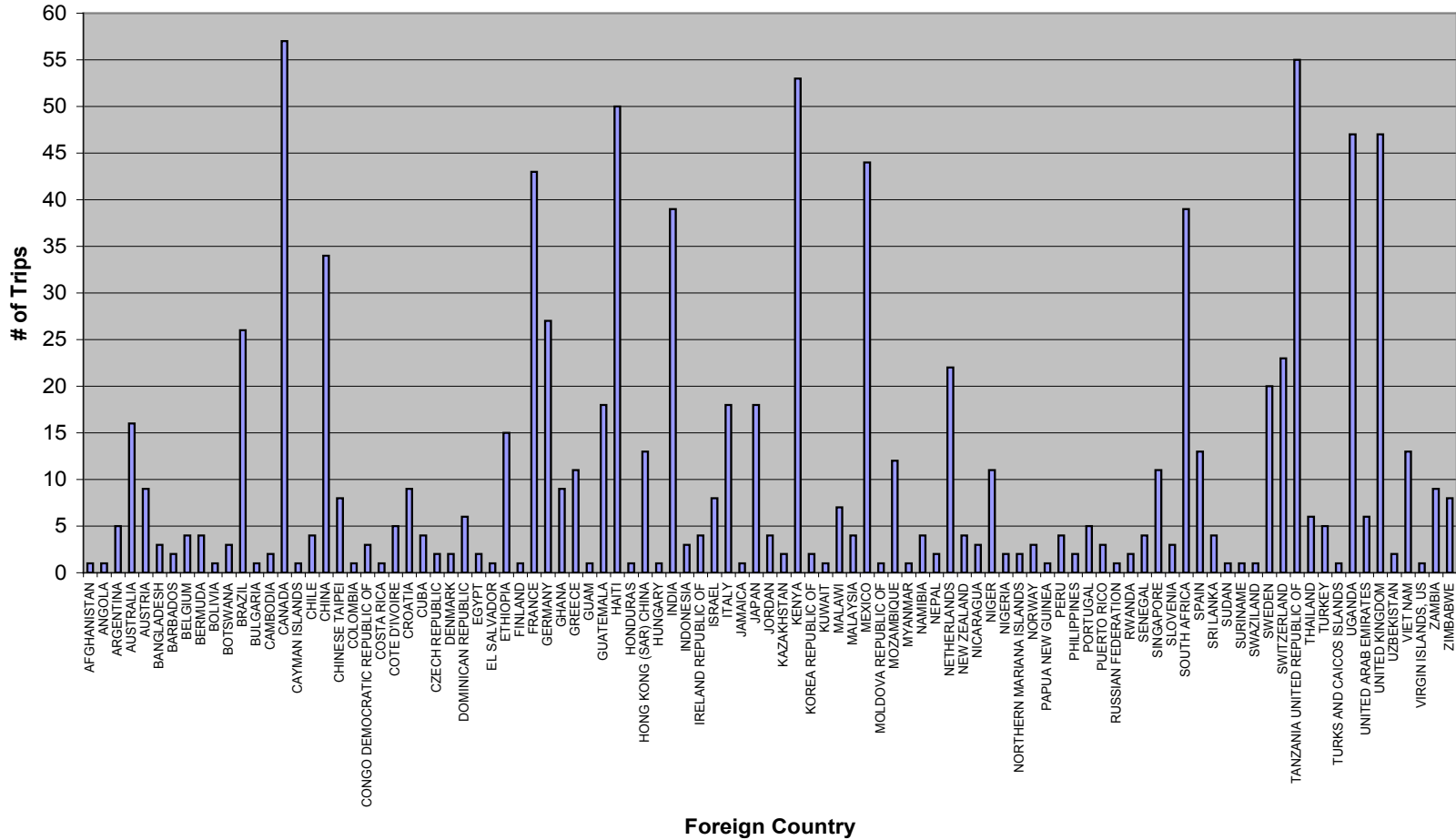


Figure 4: UCSF Traveler Categories

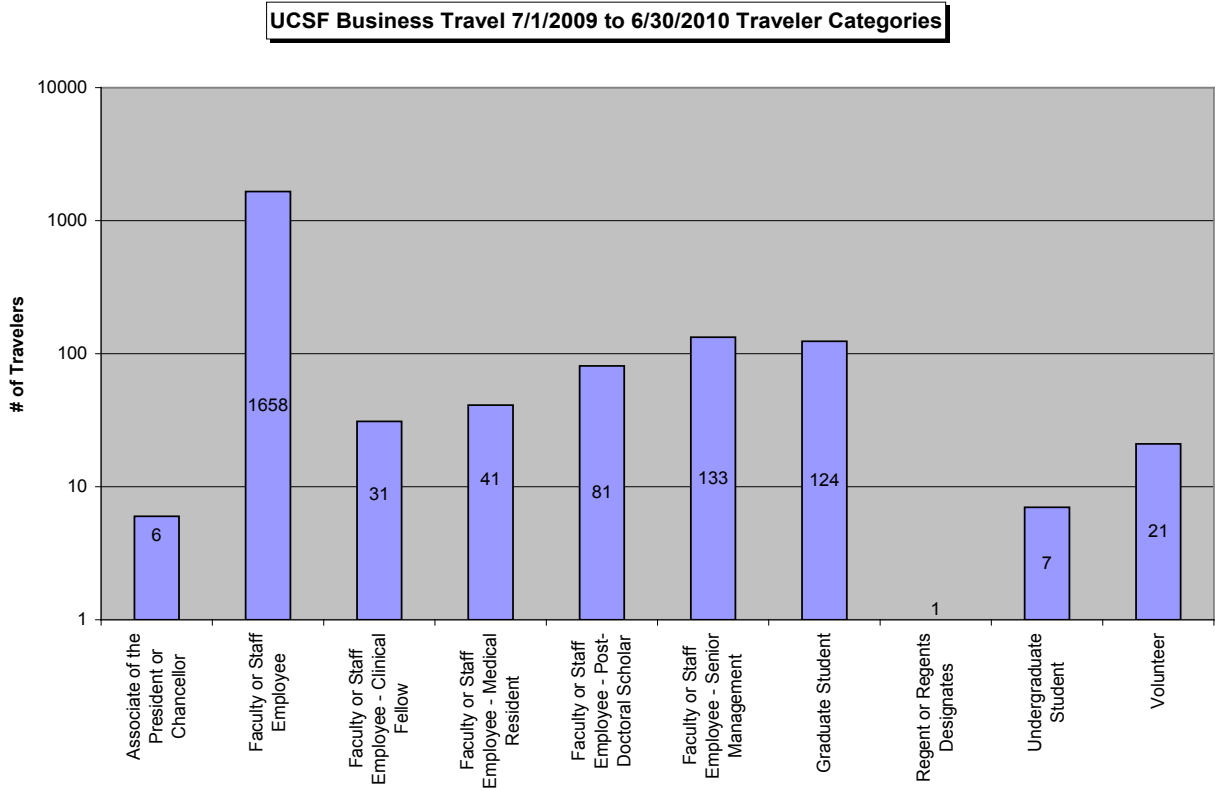


Table 3: UCSF International Project Locations (1995-2010)

<http://globalhealthsciences.ucsf.edu/about-us/where-we-work>

The information listed below are locations derived from historical information collected by Global Health Sciences regarding ongoing research projects overseas. Other than the Business and Student Travel Accident Insurance programs there are no other centralized resources to determine where UCSF students and personnel may be. For emergency notification, the iJet system is the only reliable method of locating and alerting **registered** travelers to emerging threats that may affect them or their teams. **Locating unregistered travelers may not be feasible on an emergency basis.**

* Indicated countries traveled to ten or more times annually (See Figure 3).

Afghanistan	Ghana	Puerto Rico
Albania	Greece*	Republic of Korea
American Samoa	Guam	Russian Federation
Angola	Guatemala*	Rwanda
Antarctica	Haiti*	Saint Kitts and Nevis
Antigua and Barbuda	Honduras	Saint Vincent and the Grenadines
Argentina	Hong Kong*	Senegal
Armenia	India*	Serbia
Aruba	Indonesia	Singapore*
Australia*	Iran (Islamic Republic of)	Slovenia
Austria	Iraq	Solomon Islands
Bangladesh	Ireland	South Africa*
Barbados	Israel	Spain*
Belarus	Italy*	Sri Lanka
Belgium	Jamaica	Sudan
Bosnia and Herzegovina	Japan	Swaziland
Botswana	Jordan	Sweden*
Brazil*	Kazakhstan	Switzerland*
Burkina Faso	Kenya*	Syrian Arab Republic
Cambodia	Kyrgyzstan	Taiwan, Province Of China
Cameroon	Latvia	Tajikistan
Canada*	Lesotho	Tanzania*
Chile	Macedonia	Thailand
China*	Malawi	Tibet
Colombia	Malaysia	Trinidad and Tobago
Costa Rica	Marshall Islands	Turkey
Cote D'ivoire	Mexico*	Turkmenistan
Croatia	Micronesia (Federated States of)	Uganda*
Cuba	Mozambique*	United Kingdom*
Czech Republic	Namibia	Uruguay
Democratic Republic of the Congo	Nepal	Uzbekistan
Denmark	Netherlands*	Vanuatu
Dominican Republic	New Zealand	Venezuela (Bolivarian Republic of)
Ecuador	Nicaragua	Viet Nam*
Egypt	Niger*	Virgin Islands (U.S.)
El Salvador	Nigeria	Zambia
Eritrea	Northern Mariana Islands	Zimbabwe
Eretria	Norway	
Estonia	Pakistan	
Ethiopia*	Palau	
Finland	Panama	
France*	Peru	
Gambia	Philippines	
Georgia	Poland	
Germany*	Portugal	