International Crisis Response at MSU

MSU Travel Arranger Education Day
January 30, 2018
Agenda

• Introduction to the Office of International Health and Safety
• Travel Registration Procedures
• Waiver Requests for Student Travel to High-Risk Destinations
• MSU Global Travel Registry Demo & Activity
Introduction to the Office of International Health & Safety

The Office of International Health and Safety (OIHS) supports the health, safety, and security of all MSU international travelers. We work closely with campus partners to evaluate risk, develop emergency protocols, offer travel guidance, and manage crises for students, faculty, and staff.

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

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

Tel: 517-884-2174  |  Email: oihs@msu.edu  |  Web: oihs.msu.edu
SPARTANS WILL.

THE OFFICE OF INTERNATIONAL HEALTH AND SAFETY
Introduction to the Office of International Health & Safety

• Established within ISP in August 2015

• Mission Statement: Supporting health, safety, and security for MSU’s international travelers.

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

• Partners: Risk and Security Assessment Committee; Office for Education Abroad; Travel Office; University Physician; Colleges/Departments; Police Department; and You!
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.
MSU 24/7 International Assistance Line

• This number is answered by a cadet at MSU Police.

• MSU Police will triage the call and contact OIHS (Chris or Maureen).

001*-517-353-3784
TRAVEL REGISTRATION PROCEDURES
International Travel Procedures:
Faculty/Staff

Complete Pre-Trip Authorization Form

Register in Global Travel Registry
International Travel Procedures: Students (undergraduate + graduate)

**TRAVEL TO HIGH-RISK DESTINATION**

1. Complete **Pre-Trip Authorization Form**
2. Submit **Student Travel Waiver Request Form** to OIHS
3. Review by **Risk and Security Assessment Committee**
4. Receive **Provost approval**
5. Register in **Global Travel Registry**

**TRAVEL TO ALL OTHER DESTINATIONS**

1. Complete **Pre-Trip Authorization Form**
2. Register in **Global Travel Registry**
High-Risk Destinations

• Previously
  • Countries with a U.S. Department of State Travel Warning

• Current/Future
  • See list available at http://oihs.isp.msu.edu/travel-notices/countries-requiring-waiver-requests/

• Why the change?
  • The U.S. Department of State has eliminated Travel Warnings and Travel Alerts.
Afghanistan

Travel Advisory
January 10, 2018

Afghanistan - Level 4: Do not travel

Do not travel to Afghanistan due to crime, terrorism, civil unrest, and armed conflict.

Travel to all areas of Afghanistan is unsafe because of high levels of kidnappings, hostage taking, suicide bombings, widespread military

Embassy Messages

Security Alert - U.S. Embassy Kabul, Afghanistan
Sat, 20 Jan 2018

Security Alert - U.S. Embassy Kabul, Afghanistan
Thu, 18 Jan 2018

Emergency Message for U.S. Citizens: Demonstration in Kabul
Thu, 14 Dec 2017

Security Message for U.S. Citizens: Demonstrations in Kabul
Fri, 08 Dec 2017

View Local Security Messages Archive

Quick Facts

PASSPORT VALIDITY:
Must be valid for six months at time of entry

BLANK PASSPORT PAGES:
One page required for entry stamp

TOURIST VISA REQUIRED:

VACCINATIONS:
Polio vaccination up to 1 year before travel is recommended. See our Polio Fact Sheet

CURRENCY RESTRICTIONS FOR ENTRY:
$20,000

CURRENCY RESTRICTIONS FOR EXIT:

Travel Advisory Levels

1. Exercise normal precautions
2. Exercise increased caution
3. Reconsider travel
4. Do not travel

Assistance for U.S. Citizens

U.S. Embassy Kabul
Great Masood Road (airport) Road
Kabul, Afghanistan

Telephone: 0700-19-001 or 0700-108-002
Emergency: 0700-19-001
Fax: 00-93-07-700-108-006 or 0322-399-546
Email: kabul@atstate.gov
Website: U.S. Embassy Kabul

MICHIGAN STATE UNIVERSITY
Global Travel Registry

• All faculty, staff, and students traveling internationally on University-affiliated, non-education abroad travel must register their travel before departure. Registration is an essential tool to promote the health and safety of MSU travelers abroad.

• Registration in the Travel Registry activates MSU-provided international health insurance, evacuation and repatriation insurance, facilitates the University's emergency support services, and provides you with important pre-departure information.

• Anyone with an MSU NetID may access the MSU Global Travel Registry. Travelers may register their itineraries or may have a fellow traveler or administrative support person register travel on their behalf. All travelers are encouraged to log in to the MSU Global Travel Registry to update their personal profile.

• Link to the registry, FAQs, training video and more at: www.oihs.msu.edu/travel-registry
How to Register A Trip

Register a new trip by entering the trip creator, the traveler’s itinerary, travel details, the traveler(s), trip editor(s) and trip contact information.

In the event of an emergency, an institution may need to contact travelers. In Trip Contact Information, provide the best in-travel contact to reach each traveler while abroad. If this is a group trip, identify the trip leader.
Where to?

- Enter where you will be staying (address, hotel, city name, etc), and when you will be arriving and departing each location.

- If you have multiple locations, enter additional addresses and place names by clicking on “Add Destination”
Travel Details

• Enter your travel funding source and travel reasons by selecting from the drop down menus.
• If you have more than one funding source, choose whichever one accounts for more.
Add Travelers

- Enter all travelers by MSU email or NetID, in the field that says “Add a Traveler”
- If a traveler does not have a NetID, provide a non-MSU email address for them
- If travelers do not share the same itinerary, register trips separately
- Note that if you are arranging travel for someone else, you will click on “Arranging.” If you are registering yourself for travel, or yourself and a group, click on “Traveling.” Your name and email will appear.
SPARTANS WILL.

ACTIVITY
Scenario

Congratulations! You are about to represent Michigan State University at an important international event.

- Navigate to [www.demo.travelregistry.msu.edu](http://www.demo.travelregistry.msu.edu)
- Log in with your name and email address
- Register one of the following trips:

<table>
<thead>
<tr>
<th>Location</th>
<th>Hotel Name</th>
<th>Address</th>
<th>Travel Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>Heidelberg Exzellenz Hotel</td>
<td>Rohrbacher Str. 29, 69115, Heidelberg, Germany</td>
<td>January 30 – February 15, 2018</td>
</tr>
<tr>
<td>Brazil</td>
<td>Comfort Suites Brasilia</td>
<td>SHN Q. 4 BL D - Asa Norte, Brasília - DF, 70710-934, Brazil</td>
<td>February 1 - 15, 2018</td>
</tr>
<tr>
<td>Kenya</td>
<td>Prideinn Hotel</td>
<td>Westlands, Westlands Rd, Nairobi, Kenya</td>
<td>March 1 – 31, 2018</td>
</tr>
</tbody>
</table>
Dear Maureen Handranah:

Your upcoming international travel to Montreal, QC, Canada has been successfully registered in the MSU Global Travel Registry. To view or edit your travel details, please log in to the travel registry. We strongly encourage all travelers to provide their passport information as this will enable the Office of International Health and Safety to effectively offer assistance in the event of an emergency while you are traveling.

Passport information may be updated through the MSU Global Travel Registry.

Update Your Passport Information

International Health Insurance Coverage

By registering your travel, GeoBlue international health insurance coverage has been activated at no expense to the traveler. Complete coverage details may be found online but include medical expenses, repatriation, medical evacuation, and political unrest and natural disaster evacuation.

Coverage is available for a maximum of 365 consecutive days and has a maximum age limit of 84 years. Personal travel and accompanying family members are not covered by this policy. Additional coverage may be purchased through GeoBlue.

Travel Health

The MSU Travel Clinic (517-432-3111) provides faculty, staff, and students with travel health services. All travelers are encouraged to visit the MSU Travel Clinic or consult a travel health professional before travel, especially if they have a pre-existing medical condition, will be taking medication during travels, require routine or specific immunizations, or are traveling to a destination with significant health risks such as tuberculosis, yellow fever, malaria, etc.).

U.S. Department of State Smart Traveler Enrollment Program (STEP)

MSU international travelers are strongly advised to enroll in the U.S. Department of State's Smart Traveler Enrollment Program (STEP). Once you set up your account it is yours for life, and each time you travel you need only update your travel itinerary. By enrolling, you make it easier for the U.S. embassy or consulate to contact you in case of an emergency and you will be able to receive emergency information from the relevant embassy or consulate via e-mail or cell phone text message.

Travelers without U.S. citizenship should check if a similar service is offered through their local embassy or consulate.

MSU Equipment/Materials

If you are traveling with controlled equipment or materials (e.g., global positioning systems, encrypted software, or select agents), you may be in violation of federal law. Review the Office of Export Controls & Trade Sanctions website or call 517-432-4493 to discuss federal restrictions or limitations related to your destination.

More information may be found on the Office of International Health and Safety website.

Wishing you safe and productive travels,

Office of International Health and Safety
427 N. Shaw Lane, Room 308
International Center
Michigan State University
Tel.: 517-355-2747 Email: ofhs@msu.edu
How do we offer important pre-departure information to travelers?

Travelers to Brazil – what does your registration email say?
Pre-Departure Email

As of Friday, January 26, 2018, travelers that register trips to countries at risk for yellow fever will receive the following notice:

You are traveling to a country where there is risk of yellow fever virus transmission. You may be required to obtain a yellow fever vaccination or booster dose. Due to a limited supply of yellow fever vaccine, you are strongly encouraged to contact the MSU Travel Clinic at your earliest convenience to schedule an appointment: 517-353-3161 or travelclinic.msu.edu.

This is an example of our partnership with the MSU Travel Clinic

Source: https://www.cdc.gov/yellowfever/maps/south_america.html
Alerts

Admin ➔ Alerts
Clicking on Alerts under the Admin tab will allow you to Add or View alerts.
A trip has been approved for travel to SHN Q. 4 BL D - Asa Norte, Brasilia - DF, 70710-934, Brazil. At least one of these destinations has an active notice associated with it.

Maureen Handrahan and Maureen Handrahan have all been notified of this with the following email.

Your upcoming international travel to SHN Q. 4 BL D - Asa Norte, Brasilia - DF, 70710-934, Brazil has been successfully registered in the MSU Global Travel Registry. To view or edit your travel details, please login to the travel registry. We strongly encourage all travelers to provide their passport information as this will enable the Office of International Health and Safety to effectively offer assistance in the event of an emergency while you are traveling.

Passport information may be updated through the MSU Global Travel Registry.

Please find below important travel advisories that you should carefully review prior to departure. If you have any questions or concerns, do not hesitate to contact the Office of International Health and Safety at 517-884-2174 or oihs@msu.edu. We are here to support your travel safety needs.

Important Message Regarding Yellow Fever Vaccination for SHN Q. 4 BL D - Asa Norte, Brasilia - DF, 70710-934, Brazil

You are traveling to a country where there is risk of yellow fever virus transmission. You may be required to obtain a yellow fever vaccination or booster dose. Due to a limited supply of yellow fever vaccine, you are strongly encouraged to contact the MSU Travel Clinic at your earliest convenience to schedule an appointment: 517-353-3161 or travelclinic.msu.edu.

International Health Insurance Coverage

By registering your travel, GeoBlue international health insurance coverage has been activated at no expense to the traveler. Complete coverage details may be found online but include medical expenses, repatriation, medical evacuation, and political unrest and natural disaster evacuation.

Coverage is available for a maximum of 365 consecutive days and has a maximum age limit of 84 years. Personal travel and accompanying family members are not covered by this policy. Additional coverage may be purchased through GeoBlue.

Travel Health
How do we monitor student travel to high-risk destinations?

Travelers to Kenya – what kind of email did you get?
Monitoring Student Travel

Student travel registration to a high-risk destination is a two-step process:

1) Submit trip registration + waiver request
2) Receive approval (trip will be approved automatically)

Submit waiver requests 4-6 weeks in advance of travel.
Dear administrator:

A trip has been submitted for travel to Mexico City, Mexico that requires waiver review. At least one of these destinations has an active notice associated with it. We have all been notified of this with the following email.

Greetings from the Office of International Health and Safety (OIHS). We are writing to follow up on your proposed travel to Mexico City, Mexico that was submitted for registration in the MSU Global Travel Registry.

**Registration could not be completed at this time as MSU does not support student travel to countries that have been designated to be higher risk unless a waiver is granted.** Typically, countries are designated as high risk when they are under [U.S. Department of State Travel Warning](https://travel.state.gov).

The waiver request is an online form. Upon submission, your request will be reviewed by the Risk and Security Assessment Committee (RSAC), which will make a recommendation to the Provost. Waiver requests should be submitted three months before departure. A single request is required for a group of travelers and the request should be completed by the designated student leader or accompanying faculty/staff member.

For more information, please visit the Office of International Health and Safety webpage. We are happy to assist travelers with the waiver request so do not hesitate to contact us at 517-884-2174 or oihs@msu.edu.

Thank you,

Office of International Health and Safety
427 N. Shaw Lane, Room 308
International Center
Michigan State University
Tel.: 517-884-2174 Email: oihs@msu.edu
Who is where now?

ACTIVE DESTINATIONS WHERE THERE ARE TRAVELERS ON 01/20/2018

Review Required

1 #45, Bangladesh
View all...

Failed Trips

Unknown Destinations

Incidents

Upcoming Trips

Review Required
Trip Creator
MAUREEN HANDRAHAN
maureenhandrahant@gmail.com

If any of the information provided is inaccurate, please contact the trip creator to make changes.

Where to?
Dhaka, Bangladesh
04/13/2018 - 04/20/2018

Travel Details
Travel Funding Source
Self-funded

Travel Reasons
Consulting

Travelers
Maureen Handrahant maureenhandrahant@gmail.com

TRIP CONTACT INFORMATION
In-travel traveler(s) contact information
Cell phone, texting preferred: 555-555-5555
When we learn of a natural disaster, terrorist attack, or other critical incident in a location where MSU may have travelers, how do we quickly locate them, communicate with them, and provide help?

Travelers to Germany – don’t forget to monitor your MSU email address while you are abroad, we may need to reach out!
Emergency Response

OIHS is constantly monitoring global events. In the event of a critical incident, we may reach out to travelers to conduct an accountability check or offer travel safety guidance.

This is why accurate in-country contact information is crucial!

An example of a travel alert we have received:

**Overview**

- **Level:** Special Advisory
- **Location:** Heidelberg - Germany
- **Category:** Travel Security

**Last Updated:** 25 Feb 2017 16:50 (GMT)

Reports on 25 February indicate that several people were injured when an unidentified individual drove a vehicle into a crowd near Bismarckplatz in Heidelberg (Baden Württemberg state). A man has reportedly been shot by police. The area remains cordoned off. Details are still emerging; more to follow.
Find A Trip

Admin ➔ Search
Clicking on the Search tab under Admin will allow you to search for a registered trip. All registered trips are identified on the Dashboard map.
Admin → Incidents
Clicking on the Incidents Tab under Admin will allow you create a new incident under “Unresolved” or view previous incidents under “Resolved”

Click on a Resolved Incident to view details

Create a new incident by clicking on the green button
Health, Safety, and Security Abroad: Incident Response

On-Call Responder

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

Incidents
- Health
- Legal
- Crime
- Natural Disaster
- Civil Unrest

911*

Call 24/7 Int. Line +1-517-353-3784
Health, Safety, and Security Abroad:
Medical Assistance Abroad

GeoBlue Travelers Insurance
- Coverage for maximum 180 days
- Spouses/family not covered, though a separate policy may be purchased through GeoBlue
- Claims + info: www.geo-blue.com

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

Non-emergency assistance
- Contact ge via email: www.geobluetravelinsurance.com or phone 1-610-254-8771
- Contact Maureen via email: 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!

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

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

General Office: 517-884-2174
oihs@msu.edu

www.oihs.msu.edu