

Temple University International Emergency Response Guide

Download Temple's International Emergency
Contact Card to your mobile phone →

Items with an * are already in card

Scroll to bottom of card

Click Update Contact "Temple Emergency"

Add other key phone numbers and addresses for program ERP



PROGRAM CONTACTS

Temple Program Leader #1

Name	Phone	Alternate (second phone; SMS)

Temple Program Leader #2

Name	Phone	Alternate (second phone; SMS)

Group Messaging App

App (WhatsApp; GroupMe; WeChat; Line...)	Number or Contact

In-Country Program Contact #1

Name	Phone	Alternate (second phone, SMS)
Hours Available →		

In-Country Program Contact #2

Name	Phone	Alternate (second phone, SMS)
Hours Available →		

Temple Department School Contact

Name	Phone	Email

***Healix – TU Assistance Provider for Medical Insurance and Security**

Phone	Email	Temple ID #
+1-267-855-1884	temple@healix.com	#TEMP2302233
The Healix Oracle mobile app has an “Emergency Assistance” push button for emergency calls		

Alternate Assistance Provider from In-Country Host Organization (if applicable)

Phone	Email	Participant ID #(if required)

***Temple Police** – if local contacts are unavailable or inaccessible

+1-215-205-1234

Program leaders should also have each participant’s name, phone number and room assignment or address at **each overnight location**.

These should be input into a phone or other safe location versus a paper document that can be lost.

LOCAL CONTACTS

These contacts should be updated for each country visited.

Local 911

Police	Fire	Ambulance

Ambulance alternative -in Poor resource locations where alternate emergency transport is required

Service Name	Contact Name	Phone

U.S. Embassy - non-U.S. Citizens should document the information for their country of citizenship/passport

Phone	Emergency Phone	(X)/Twitter Feed

U.S Department of State American Citizens Services – in the event embassy or consulate cannot be reached.

International (except Canada)	US and Canada
+1-202-501-4444	1-888-407-4747

LANGUAGE CONTACTS (for emergency communication in non-English speaking locations)**Temple Program Leaders**

	Language Capacity
Temple Program Leader #1	
Temple Program Leader #2	

In-Country Program Contacts

	Language Capacity
In-Country Program Contact #1	
In-Country Program Contact #2	

Locally Hired Translators (if available)

Name	Phone	Hours Available

Others (e.g., other participants capable and willing to translate)

Name	Phone	Alternate (second phone, SMS)

KEY LOCATIONS

These contacts should be updated for each location of overnight accommodation.

Nearest 24/7 Emergency Care

Address	Phone	Healix Notification
		+1-267-855-1884

Nearest Outpatient/Primary Care

Address	Phone	Healix Notification
		+1-267-855-1884

Mental Health Care Access

Address	Phone	Healix Notification
		+1-267-855-1884
TELUS Remote Assistance through Healix		+1-267-855-1884

Pharmacy

Address	Hours

Grocery/Food Market

Address	Hours

US Embassy

Address	Do not travel to a U.S. Embassy during a crisis or emergency unless instructed by U.S. DOS consular officials. Non-U.S. citizens should document the contact information for their embassy of citizenship or passport

Emergency Meeting Point 1 – if program accommodations cannot be accessed and contact with group leaders is unavailable. Do not travel to meeting point if local authorities advise against travel or movement.

Address	Phone (if available)

Emergency Meeting Point 2 – if Meeting Point 1 is also inaccessible due to and contact with group leaders is unavailable. Do not travel to meeting point if local authorities advise against travel or movement.

Address	Phone (if available)

SOURCES TO RECEIVE INFORMATION IN AN EMERGENCY

Program Leaders will communicate via (group app, participant phone, participant email)

--

In-Country Program leaders will communicate via (group app, Assistance Provider app, participant phone, participant email)

--

***Healix** will communicate via

Alert Notifications sent to:	Emergency Notifications sent from:	Emergency Check-In: Response Required sent from:
Healix Oracle mobile app	+1-978-679-4044	+1-978-679-4196
Participant TU email	↑ These numbers are not for incoming calls to Healix ↑	

Temple Global Health, Safety and Security will communicate via

Alert Notifications sent to:	Emergency Notifications sent from:	Emergency Check-In: Response Required sent from:
Healix Oracle mobile app	Healix Oracle mobile app	Healix Oracle mobile app
Participant TU email		

RESOURCES TO FIND INFORMATION IN AN EMERGENCY

Healix - will post Alert Notifications to:

- Healix Oracle App
 - Apple: <https://apps.apple.com/gb/app/healix-travel-oracle/id783071105>
 - Google/Android:
<https://play.google.com/store/apps/details?id=air.com.maxwelllucas.TravelOracle&pli=1>
- Participants' TU email address

US Department of State – will issue Alerts via:

- STEP (Smart Traveler Enrollment Program) push to travelers' registered email
 - <https://step.state.gov/step/>
- U.S. Citizens Alerts and Messages page for U.S. Embassy

Embassy Alerts & Messages URL	
-------------------------------	--

Local media - in English

Source	URL

Local Law Enforcement

Source	URL/(X)Twitter/Facebook or other news feed

OTHER PROGRAM CONTACTS

Enter any additional program contacts:

[illegible]

QUICK EMERGENCY AND ROUTINE HEALTH RESOURCE GUIDE

Medical Emergency - health related incidents where an individual requires immediate medical assistance. Examples may include uncontrolled bleeding, broken bones or immobility, severe allergic reactions, or loss of consciousness.

- For immediate assistance, use general or ambulance specific **local 911**
- If you or another participant needs medical assistance – proceed to nearest 24/7 emergency facility identified in the Key Locations above or contact **Healix at +1-267-855-1884**
- If you or another participant is already receiving medical assistance, contact **Healix at +1-267-855-1884** and provide traveler's name, institution (Temple University), and current contact details. If known, provide the name, address, treating medical professional, and phone number of the medical facility.
 - Inquire if Healix can arrange a **Guarantee of Payment (GOP)** to be made to the medical facility for treatment. This allows for all covered charges to be paid directly by Healix.
 - If Healix cannot directly pay the medical facility, the ill or injured individual can file a reimbursement claim for the cost of treatment as covered under the international travel insurance plan. For assistance with claims contact ghss@temple.edu
- Contact the Temple Program leader(s) on call under *Program Contacts* above ↑.
- Notify family.

*Note: Temple has a **medical amnesty policy** that states that no student will be subject to university discipline for seeking medical treatment for the effects of drug or alcohol use, and this amnesty will be granted to both the intoxicated student and the student seeking help for an intoxicated student. If you or another participant needs medical assistance, prioritize seeking care.

Non-Emergency Medical Care – health related incidents where an individual is seeking professional medical care. Common examples include colds, flus, gastrointestinal issues, heat exhaustion, mild abrasions, sprains, or the need to obtain a prescription medication.

- Proceed directly to nearest outpatient care/primary care in *Key Locations* section above ↑; or,
- Contact **Healix at +1-267-855-1884** for recommended facilities or doctors in your area.
- If primary care or outpatient services are needed outside of business hours, participants can seek care from the nearest 24/7 emergency facility in the *Key Locations* above ↑, or as recommended by Healix. Note emergency centers triage care by severity, and non-emergency medical care may require significant waiting time.
- Always notify Healix in advance of your appointment to verify if a **Guarantee of Payment** can be arranged. This will allow for all covered charges to be paid directly by Healix.
 - If there is no guarantee of payment, participants will need to pay for medical care at the point of care and file a claim with Healix for reimbursement.
 - If you need assistance with transport too, or translation at the appointment, contact the Temple Program Leaders on call.
- A useful tool to determine possible illness and the need to seek medical care is the *Mayo Clinic Symptom Checker* - <https://www.mayoclinic.org/symptom-checker/select-symptom/itt-20009075> (also available as an App).
- Notify Program Leaders if medical care requires missing a required program activity, or if additional itinerary adjustments are needed for following medical advice (e.g., extended rest).
- Notify family.

QUICK EMERGENCY AND ROUTINE HEALTH RESOURCE GUIDE

Mental Health Care – urgent health concerns are an individual engaging in an active physical threat to themselves or others. Routine health concerns are individuals seeking professional consultation to manage pre-existing or emerging health conditions and successfully engage in the program experience.

Urgent: If an individual is actively presenting harm to themselves or other call **local 911**.

- Make sure yourself and other participants are not in harm's way.
- Do not leave the distressed individual isolated until emergency assistance has arrived.
- Follow additional guidelines under *Medical Emergency* above ↑.

Routine: If you or another participant is experience ideation or need assistance in managing anxiety, depression, or signs of distress contact **Healix at +1-267-855-1884**.

- Healix can arrange:
 - Remote consultations (5 per incident) via phone or online with English speaking health professionals; and,
 - Where available direct appointments with English speaking counselors, therapists, and other specialists.

Healix arranged consultation and counseling is covered by the international travel medical insurance.

Significant Safety Emergencies - include major civil unrest, acts of terrorism, sustained violence, or natural disasters in a program location, or if individual participants are threatened with, or the victims of, a criminal assault. If there is an immediate threat to your physical safety or another TU traveler has been injured or otherwise directly impacted by the incident:

- Call **local 911**.
- Once you or other participants are away from harm and in a secure location, contact **Healix at +1-267-855-1884**

For information and updates during mass security incidents:

- Check the Healix Oracle Travel App is to receive pertinent updates, emergency messaging and respond to safety check-in prompts from TU.
- Monitor updates from the U.S. Department of State [STEP messaging service](#) and/or check for Alerts for U.S. Citizens on your local U.S. Embassy website listed under *Local Contacts* above ↑.
- Consult local law enforcement contacts and heed any advice from local government officials to shelter-in-place, standfast, lockdown or minimize movement.
- Monitor reliable local media for additional updates on the situation.
- Contacting the Temple Program Leaders, the In-country Program Contact and the group messaging app under *Program Contacts* above ↑.
- If no contact can be made, check local law enforcement updates and media resources to determine if movement is advisable. If they advise **shelter-in-place, standfast or lockdown**, do not leave your present location until these orders are rescinded.
- If movement is not restricted, proceed to the program accommodations. If you are in individual or small group accommodation, proceed there and continue to attempt notification to Temple Program leaders and In-Country Contacts.
- If central group accommodation is inaccessible, proceed to Emergency Meeting Point #1 in *Key Locations* above ↑.

QUICK EMERGENCY AND ROUTINE HEALTH RESOURCE GUIDE

Significant Safety Emergencies continued

- If Emergency Meeting Point #1 is inaccessible, proceed to Emergency Meeting Point #2 in *Key Locations* above ↑.
- If you cannot connect with group leadership or access any locations, contact TU Police listed in **Program Contacts** above ↑.
- Notify family when at final safe location.

Participant Arrested or Detained – if a participant is held by local law enforcement relevant to a crime, immigration violation or other action.

- Notify the Temple Program Leaders listing in *Program Contacts* above ↑.
- If the Temple Program Leaders are unavailable, request that officials notify the U.S. Embassy under *Local Contacts* above ↑. (Non-U.S. citizens should contact their local embassy)
- U.S. Consular staff can provide a list of local lawyers in English. It is **advisable to make no statements or sign any documents without a lawyer present.**
- If no contact can be made with either Temple Program Leaders or U.S. consular staff, contact:
 - TU Police: **+1-215-205-1234**
 - Healix: **+1-267-855-1884**

Key ERP Phone Numbers, Contacts and Addresses can be entered into the Temple International Travel Emergencies Contact Card

The screenshot shows a mobile app interface titled "Temple International Travel Emergencies". At the top, there is a "Done" button and a share icon. Below the title, there are five icons: "message", "call", "video", "mail", and "pay". A URL is displayed: <https://travel.state.gov/content/trave...>. Below this is a section "Update Card Here" with a URL: <https://www.aerogami.us/user/TEMP...>. The "Work Address" section shows: "1809 North 13th Street", "Philadelphia PA 19122", "United States", accompanied by a map icon. There is a "Notes" section. At the bottom, there are three buttons: "Create New Contact", "Add to Existing Contact", and "Update Contact 'Temple Emergency'", which is highlighted with a green border.