International Emergency Assistance

International emergency assistance is available to all University of Washington members overseas on university-related business or study abroad programs. An emergency is any situation which poses an immediate or potential risk to the safety, security, or health of UW students, faculty or staff abroad.

Before calling take whatever actions are necessary to assure immediate safety.

Emergency Contact Procedures

Students
1. Call the local emergency number in the country where you are located.
2. Contact HTH Travel Insurance at 001-610-254-8771. (Students who received a waiver and purchased their own insurance should contact their individual insurance carrier.)
3. Contact the International Emergency phone line at 001-206-632-0153 for further assistance.

UW Faculty and Staff
1. Call the local emergency number in the country where you are located.
2. Contact OnCall International at +1-603-328-1328 (Collect calls accepted). Travel cards for print available here.
3. Contact the International Emergency phone line at 001-206-632-0153 for further assistance.

UW Study Abroad Program Directors
1. Call the local emergency number in the country where you are located.
2. For student emergencies contact HTH Travel Insurance at 001-610-254-8771. (Students who receive a waiver and purchased their own insurance should contact their individual insurance carrier.)
3. For faculty and staff emergencies contact OnCall International at +1-603-328-1328 (Collect calls accepted). Travel cards for print available here.
4. Contact the International Emergency phone line at 001-206-632-0153 for further assistance.
Additional Guidance

The International Emergency Phone Line (001-206-632-0153) is answered 24 hours a day/7 days a week by the UW Police Department (UWPD). The UWPD operator will collect information about the emergency along with your contact information and forward the information to the Travel Security & Information Manager (TSIM) who will assist you.

Be prepared to provide as much of the following information as possible:

1. Your name
2. Return contact information
3. Country and program of study
4. Name(s) of persons involved
5. Description of emergency
6. Actions taken
7. Assistance needed

What Constitutes an Emergency?

An emergency is any situation which poses an immediate or potential risk to the safety, security, or health of University of Washington students, faculty or staff overseas on a UW sponsored activity. Situations that are an emergency include, but are not limited to:

- Major accident, injury, or illnesses
- Any hospitalization
- Natural disasters
- Terrorist events
- Civil unrest
- Victim of a violent crime or physical assault
- Arrest or detention
- Disappearance or missing person

Further Guidance

If the incident is no longer an immediate or potential risk to someone’s safety, security, or health then you can report the emergency by e-mail or phone to the Travel Security & Information Manager during the next business day.

Travel Security Information Manager
Email: Pascal Schuback
Phone: 206-616-7927