



**PRE-TRIP CHECKLIST FOR STUDENTS**

- Leave a copy of the Program itinerary and emergency contact information provided to you with a family member in the US.
- Create a copy of your passport and scan and save in a web-based file or e-mail to yourself for easy access should this be required.
- Create a copy of your Photo ID and any credit cards you plan to bring with you during your travels.
- Contact your credit-card company and mobile phone provider and advise of your travel plans.

**IBS EMERGENCY NUMBERS (USA):**

IBS Office: (480) 874-0100

**IN-COUNTRY EMERGENCY NUMBERS:**

Emergency Numbers:

1<sup>st</sup> Leader: **Mark Johnston** – (00) (1) (407) 921-2923 **(US)**

2<sup>nd</sup> Leader: **Judith Richards** – (00) (1) (714) 815-3887 **(US)**

**DIALING INSTRUCTIONS**

To place a call from US to Innsbruck, dial 011 (exit code), + dial 43 (Austrian country code) + dial 512 (Innsbruck city code) + the listed local number.

To place a call within Innsbruck, dial 0 + dial 512 + Local Number

To place an international call, dial 00 + country code + area code + number. (USA country code is "1")

**MEDICAL PROVIDERS / CONTACTS**

For a more extensive list of medical providers, contact a faculty leader. **Call IBS insurance (First Health Network, 800-605-2282) first before going to hospital.**

- Landeskrankenhaus Innsbruck Universitaetskliniken – Anichstraße 35, Innsbruck Phone: +(43-512) 50 22 000
- Inns-Med Gesundheitszentrum – Ingenieur-Etzel-Straße 15, Innsbruck Phone: +(43-512) 58 62 88
- Sanatorium Kettenbrücke der Barmherzigen Schwestern GmbH – Sennstrasse 1, Innsbruck Phone: +(49-512) 2112

**PLEASE NOTE:** Prior to international travel, IBS registers each individual and the program with the US State Department. The University and IBS are in regular communication with this government agency and will advise immediately should any changes be required in the scheduled program.

**PROGRAM HOTEL:**

**Hotel Innsbruck**

Address: Innrain 3

A-6020 Innsbruck, Austria

Phone: +(43-512) 598 680

Email: [office@hotelinnsbruck.com](mailto:office@hotelinnsbruck.com)



**EMERGENCY MEETING LOCATION:**

Group hotel lobby

**US CONSULATE INFORMATION**

US CONSULATE MUNICH  
 Address: Königinstraße 5  
 80539 Munich, Germany  
 Tel: +(49-89) 2888 0

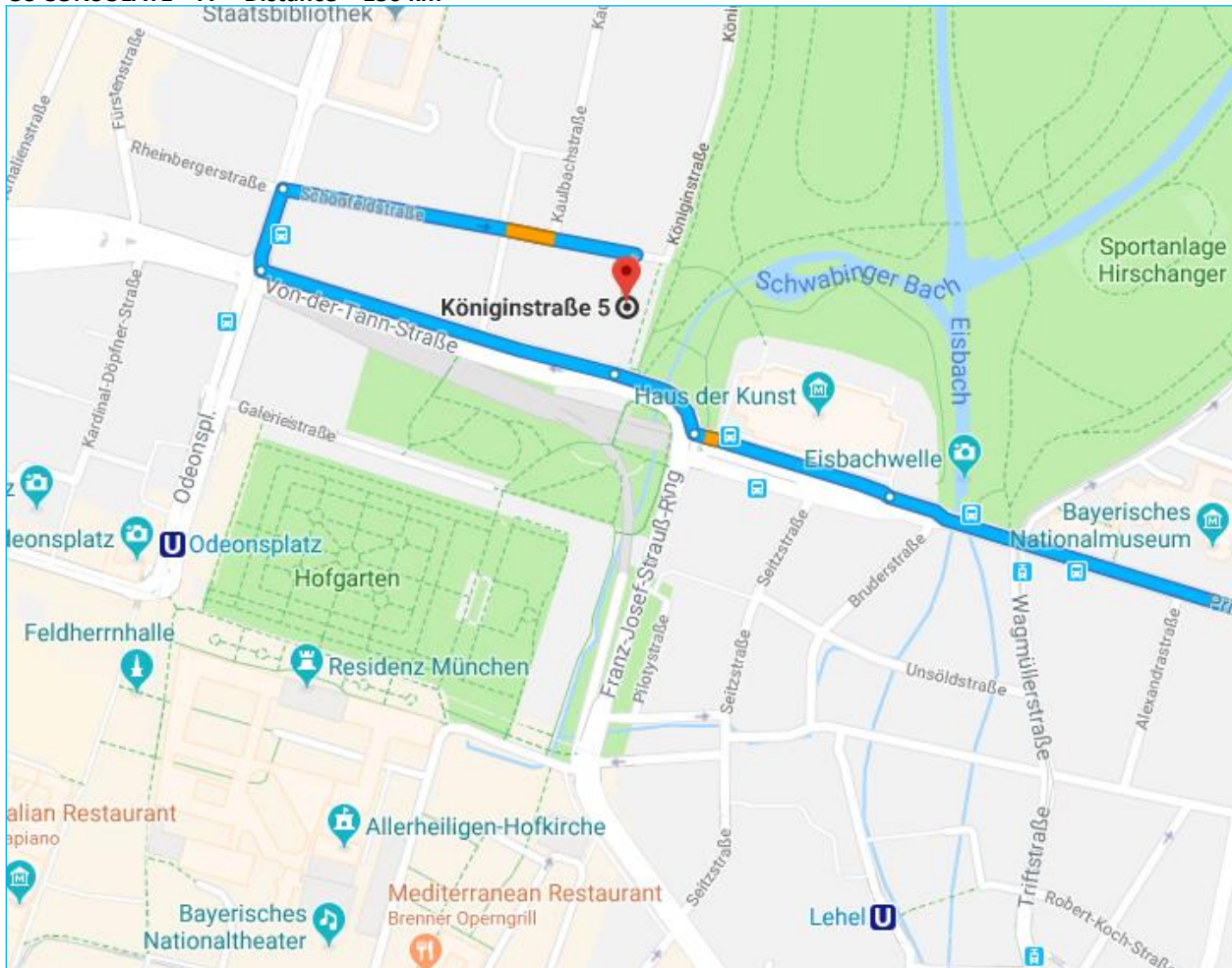
Emergency Numbers in Innsbruck  
 General Emergency: 112  
 Ambulance: 144  
 Police: 133  
 Fire: 122

**Website for US citizen services in Innsbruck**

<https://de.usembassy.gov/embassy-consulates/munich/>

**Map for the US Consulate**

**US CONSULATE – A Distance – 150 km**





**Guidelines for Students during International Crisis**

If there is an unexpected situation (e.g. natural disaster), you MUST "check in" with the group leaders as soon as possible.

1. "Check In" with the program leaders and go to Emergency Meeting Location.
2. If you cannot get in touch with the program leaders, contact the U.S. Consulate to "check in."

**Communication Methods**

1. If internet access is available, we will send emails and post messages.
2. If internet access is not available, we will leave messages at emergency meeting location.

**Guidelines and crisis sequence for on-site international program directors during international crisis:**

*Please refer to the following steps and initiate as required based on the situation in country*

Seek appropriate aid or medical treatment for any injured program participants. PLEASE consult with program guide on-site and emergency contact (as provided) for proper medical facility assignment

- Obtain Police report & Hospital records (if required)
- Account for all program participants (gather at a safe meeting place selected at the beginning of the program for this purpose).
- Contact all program participants as soon as possible to ascertain participants' well-being, and to provide information, instructions, and advice. (Refer to "phone tree" or list of participant mobile & hotel room numbers where applicable)
- Program Leader to contact a representative ASAP to advise of current situation and account of all participants in "safe zone"
- Program Leader will contact the University (US based emergency contact provided) to advise of current situation
- A program Leader will contact US Consulate/US State Department (if required pending situation) to decide appropriate course of action. EVACUATION PLAN (if required) will be determined at this time with all appropriate agency channels involved.
- TEAM (university/ guides and agency) Confirm lines of communication, contact times and methods. Confirm responsibility for components of the crisis.
- Identify a liaison to contact all participant family member to advise of situation/ updates.
- University to establish a phone and e-mail list for use during the crisis and begin a log of events and people contacted or involved in the crisis.

***Additional Notes:***

All communication should be channeled through one member of the University staff overseas and one member of university staff in the US office. Limit access to the emergency situation to provide better care & protect the privacy rights of the individual or group directly involved in the problem.