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ASSIST AMERICA



assist america®
Innovative Assistance Solutions



2026 AUTUMN EDITION

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ABOUT US

Assist America operates emergency Operation Centers 24/7 from locations that are strategically located to provide services globally.

Our members enjoy reliable support and freedom from dealing with complex decisions and financial considerations during travel emergencies. They also gain security knowing that initiating Assist America services activates our network of resources.



Utilize the Assist America Travel App to gain access to travel assistance services when you need it. You can use the “Tap for Help” button anytime, anywhere to connect with our Operations Center and receive services.



FEATURE

POWER PREPAREDNESS

Staying Safe During Outages Abroad

Imagine you're settling into your hotel after a long day of exploring when suddenly the lights go out. Your phone is at 20% battery, the Wi-Fi stops working, the elevator is unavailable, and you realize you have no idea whether the outage affects just your building or the entire city. While a power outage may seem like a temporary inconvenience, it can quickly become a bigger challenge when you are traveling in an unfamiliar place.

Electricity powers many of the services travelers rely on every day, from airport operations and transportation systems to mobile networks, payment

services, and healthcare facilities. Most outages are resolved quickly, but longer disruptions can create unexpected obstacles. A little preparation before your trip can help you stay connected, informed, and ready to adapt if the unexpected happens.

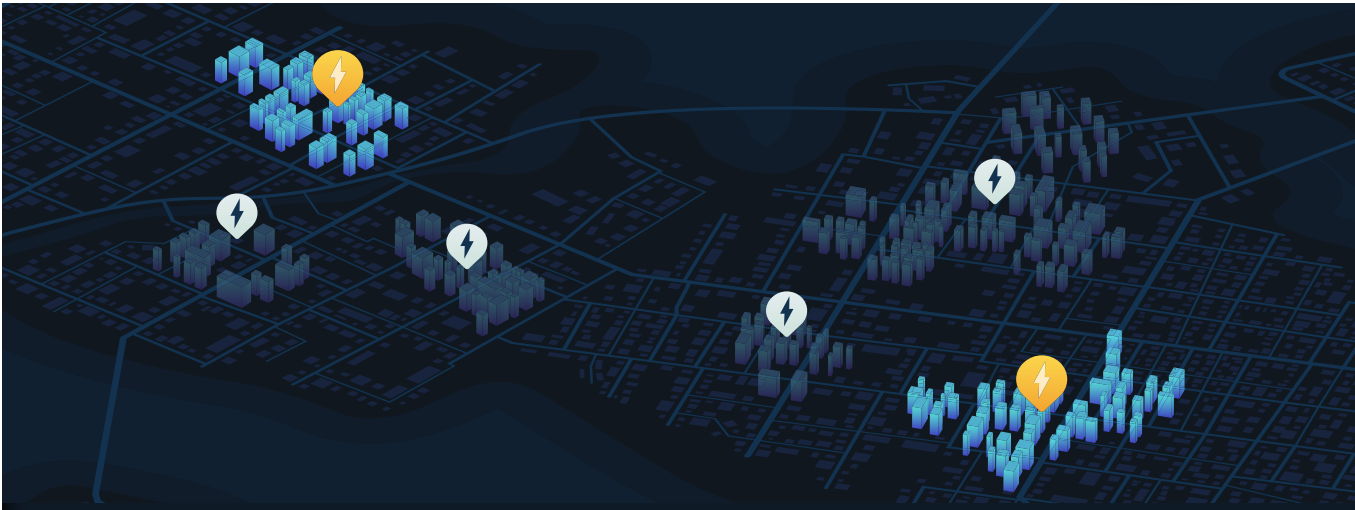
Planning Ahead

Before traveling, take a few minutes to learn about your destination. Some locations are more likely to experience outages due to extreme weather, aging infrastructure, high energy demand, or other local conditions.

When booking accommodation, ask whether the property has backup power and what services are supported during an outage. A generator may keep essential systems running, but it may not provide power to every room, elevator, or amenity.

A few simple items can make a big difference during a disruption. Consider packing a flashlight, portable charger, required medications, bottled water, shelfstable snacks, and a small amount of local currency. Keep copies of important documents, including identification, travel details, medical information, and emergency contacts, both digitally and offline.

Before departure, download maps and save important addresses, including your hotel, nearby hospitals, and emergency services. Save the Assist America Operations Center phone number in your contacts so you can quickly reach support if you experience a travel, medical, or security-related emergency. If your phone loses service or battery power becomes limited, having this information available can save valuable time.



Health and Personal Safety

Power disruptions can affect water systems, refrigeration, sanitation, and healthcare services. Follow local guidance about drinking water and food safety and avoid consuming food that may not have been properly refrigerated.

If you take medication, carry enough supplies for your trip and keep written information about your prescriptions. Travelers with medical needs should identify nearby healthcare facilities and contact their travel assistance provider early if support is needed. Reduced lighting and fewer operating security systems can also make unfamiliar areas more challenging to navigate. Avoid unnecessary travel after dark, keep valuables secure, and ask hotel staff about any areas to avoid.



Transportation and Payments

Electricity plays an important role in keeping transportation systems moving. Airports, trains, traffic

signals, fuel stations, and payment systems may all be affected during a prolonged outage.

Before leaving for an airport or station, confirm your travel status with the airline or transportation provider. Allow extra time for delays and keep copies of reservations available offline.

Payment systems may also be affected. ATMs, card readers, and mobile payment services may not function normally, so carrying some local currency can be helpful. Consider keeping more than one payment option available and store financial institution contact information separately from your cards.

Conclusion

Power outages don't have to bring your travels to a standstill. Knowing how to respond and where to turn for help can make all the difference. Ahead of your next trip, download the Assist America Travel App and subscribe to AssistAlerts to stay informed about events that may affect your destination. With the right resources at your fingertips, you'll be better equipped to navigate disruptions and focus on enjoying your journey.

Sources

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"The timely response and 24-hour support from a team familiar with my situation provided the reassurance and support I needed to safely return home."



Anniversary Detour

— In Spain —



What began as an anniversary vacation in Spain took an unexpected turn when Vicky* was hospitalized with severe abdominal pain. Although she was discharged a few days later, she remained weak and uncertain how she could safely return home, prompting her husband, Charles*, to contact Assist America for guidance. The Assist America Operations Case Manager coordinated with the couple to obtain Vicky's medical records. Her treating physician and Assist America's consulting physicians then agreed upon an appropriate travel recommendation. Once Vicky was deemed fit to fly, Assist America

arranged and paid for her return home, including ground transportation to and from airports, wheelchair service at both departure and arrival, and airfare for both Vicky and her husband, Charles, who accompanied her as a non-medical escort. Throughout the coordination process, the Operations Case Manager remained in communication with Vicky and Charles, ensuring they understood the next steps and that all travel arrangements were properly coordinated. After arriving home safely, Vicky expressed her appreciation for the support and assistance provided during an unexpected travel experience.*

*Names and situations substituted for privacy.

THE Blue Zone Blueprint

Global lessons for living well, traveling wisely and embracing life’s journey

What if the secrets to a longer, healthier life could inspire the way you travel, connect, and experience the world?

Around the world, a handful of communities known as Blue Zones have gained attention for their remarkable longevity and quality of life. In these regions, people often live longer because of everyday habits built around movement, purpose, nutrition, connection, and community.

While these destinations may be thousands of miles from home, the lessons they offer are universal. From slowing down and connecting with others to staying active and finding purpose, Blue Zone principles remind us that well-being is shaped by the choices we make every day.

Whether you are planning your next adventure, exploring a new culture, or simply looking for inspiration, discover how these remarkable destinations can help you embrace a healthier, more balanced way of living.

Blue Zone Travel & Wellness Checklist

- ☐ Explore with curiosity and respect
- ☐ Build connections whenever you go
- ☐ Make time to recharge
- ☐ Fuel your body and mind
- ☐ Be prepared for the unexpected



OKINAWA, JAPAN

A tropical island region known for its strong community bonds, meaningful traditions, and the concept of **ikigai**—a sense of purpose that guides daily life. Explore peaceful villages, coastal landscapes, and cultural traditions that celebrate gratitude, connection, and mindful living.



SARDINIA, ITALY

Sardinia's mountain villages and coastal communities reflect a lifestyle built around family, movement, and connection to the land. Discover historic towns, local cuisine, and centuries-old traditions that highlight the importance of relationships and balance.



IKARIA, GREECE

This Greek island is known for its relaxed pace of life, strong social connections, and appreciation for everyday moments. From mountain trails to seaside villages, Ikaria offers a reminder that rest and relationships are essential parts of well-being.



NICOYA PENINSULA, COSTA RICA

Surrounded by beaches, forests, and vibrant ecosystems, Nicoya blends outdoor living with traditions centered around family, purpose, and community. Visitors can experience natural beauty while learning how connection to the environment supports a healthy lifestyle.



LOMA LINDA, U.S.A

Located in Southern California, Loma Linda is a unique Blue Zone community where healthy habits, social connections, and shared values shape everyday life. Discover how small lifestyle choices and supportive communities can contribute to long-term wellness.



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- Carroll, C. "Blue Zones can help students do better." Fort Worth Star-Telegram (2017).



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