

# FAQ



**SCAFFOLD**

+1 97 TRAVEL 77

Emergency

Travel

Assistance



## An Introduction to Scaffold

### [AGWM's Emergency Travel Assistance Line](#)

Scaffold is AGWM's crisis phone number. The Scaffold number is available for all AGWM personnel residing or traveling overseas. There is no enrollment necessary, and there are no forms to fill out.

In the event of a crisis, when you cannot reach colleagues or field leadership, call Scaffold to speak with a live operator, who will connect you to an AGWM crisis responder. The AGWM crisis response team will follow up with your regional and area leadership to address your emergency.

## Scaffold FAQ

### [What is the Scaffold Number?](#)

**+1 97 TRAVEL 77 / +1 (978) 728-3577**

This is NOT a toll-free number because toll free numbers generally DO NOT work from overseas phones. You will have to have access to a phone or an app that can call a US number to reach Scaffold. If you are not sure if your overseas phone can make international calls, please be sure to check with your mobile carrier.

### [When should I call Scaffold?](#)

You can call Scaffold for any emergency: whether it is a medical emergency, natural disaster, government detention, or criminal incident. When local support cannot be reached, or it is not advisable to contact local personnel, call Scaffold. But it is not meant to take the place of your local emergency first responders such as the fire department, police, or ambulance.

### [What happens when I call Scaffold?](#)

When you call Scaffold, a professional answering service will pick up the phone after no more than 3 rings 24 hours a day, 365 days per year. The operator will attempt to gather the caller's full name, current location, the nature of the emergency, and a call-back number, and immediately patch the call through to a trained AGWM crisis responder. If the caller cannot provide this information for any reason, the operator will transfer the call without that information.

The Scaffold number is now available for all AGWM personnel. There is no enrollment necessary, and there are no forms to fill out.



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## Is Scaffold Secure?

The Scaffold number cannot be connected to AGWM in any way, so you can feel free to put Scaffold in your phone contacts and to keep a card with the Scaffold number in your wallet or anywhere else it is convenient.

## Should I test the Scaffold Number?

Please DO NOT call this number just to test it. We check the number on a regular basis. The reason we ask you not to give Scaffold a call unless you need it is that every call will be treated as an emergency, and whenever that Scaffold line is answered by the AGWM crisis responder, they believe that they are jumping onto an emergency phone call.



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## Should I ask for “Bob” when I call Scaffold?

In past security trainings, you may have heard the phrase that you should “Call Bob” if you had an emergency. However, the “Bob” referred to was just a generic name for anyone in the organization that was set up and trained to receive crisis calls.

In the case of AGWM, you will call Scaffold. The cards you will be given simply call Scaffold an “Emergency Travel Assistance” company. When you call the Scaffold number, it will be treated as though you were calling the front desk of an emergency travel assistance company. DO NOT call and ask for Bob, Ed, Kevin, or anyone else by name. Simply call the number and the operator will guide you or the caller in what information is needed.

## What happens next?

The AGWM Crisis responder will work on your behalf to resolve whatever emergency you are calling about. From that moment, the AGWM Security Office will do whatever is best and most appropriate. This may include notifying field members, family members, your regional office, and bringing whatever resources are needed to bear on the situation. We will work 24/7 on your behalf until the crisis is resolved or until responsibility is passed along to someone more suited to deal with the emergency.

## In Conclusion

The AGWM Security Office, which is part of the Member Care Department stands ready to help you in any way that we can. The Scaffold Emergency Help Line is one of those ways. You can rest assured that we will do everything that we can on your behalf in your time of crisis.