



Risk Management Considerations: Would I Make the Right Call at the Right Time?

Kim Burchfield & Elizabeth Follansbee

Nice to meet you!



**Kim
Burchfield**

Senior Director,
Risk and Account
Management



**Elizabeth
Follansbee**

Vice President,
Operational
Integration

Do program leaders, chaperones, and students know what their next step is for each of these situations?



Making The Right Call at the Right Time!

Draw up your plan and assessment around this framework:

1 Establish the Facts and Determine Options

*Make sure you have identified **all available resources***

2 Prioritize your courses of action

*Please consider what you need to **communicate** and what you might **delegate***

In all areas, please establish a sequential order!



Case Study #1: Lost Passport

An American student loses his passport in Peru. He knows he had it when he boarded a domestic flight in Lima, but he didn't have it when he got to the hotel in Cusco.

What do you do?

Case Study #1: Lost Passport

- **What do you do?**
 - First, identify places the passport could have been lost.
 - Start making phone calls to places it could be: Bus company. Airport lost and found. Airline.
 - Identify where/when aircraft was travelling to after group flight.
 - Consider driving back to airport with guide.
 - Is it possible a classmate has it?
 - If no luck, then begin working with consulate/embassy on a replacement.
 - May need police report to travel with copy of passport.
 - May need to adjust flight schedule for student and possibly staff to remain behind.

Alternate Scenario #1: Passport Robbery

It is the day of your departure. While eating at the airport restaurant in Kathmandu, Nepal, one student leaves his backpack hanging on the back of his chair.

You had given the students their passports back when you arrived at the airport for the travel home and since that time the student's wallet and passport were taken from the outside backpack pocket.



Alternate Scenario #1: Passport Robbery

Questions to consider:

- Should you report the crime to the local police? Why or why not?
- Who will stay with the student to get a new passport? Will there be sufficient chaperones available to escort the other students home?
- Since its last day of travel, it is unlikely to be replaced to depart on schedule. The itinerary for this student and the chaperone will need to be changed – flights, hotels, meals.



Case Study #2: Student Illness

You have a female student in Italy who has been having vomiting and diarrhea for several days and is now too weak to travel with the class.

What are the next steps?

Case Study #2: Student Illness

- What do you do?
 - Alert travel provider's emergency call number. Has the student seen a doctor or does the student need to go to hospital/clinic for rehydration and possible meds?
 - Travel provider to identify the best hospital with Western care.
 - Has family member/emergency contact been notified? If not, encourage them to do so.
 - Discuss with travel provider how to prepay the hospital if insurance will not; determine what documents are needed and how to file claim.

Case Study #3: Student Behavior & Dismissal

You have a student who bought and used illegal drugs last night. When the student's roommate confronted him, the student became upset and punched the roommate. You spoke with both students separately about the incident, as well as several other students who either witnessed the student buying drugs, or witnessed the assault. The group is leaving Tuesday to head to a new city and you want him removed from the program immediately.

What are the next steps?

Case Study #3: Student Behavior & Dismissal

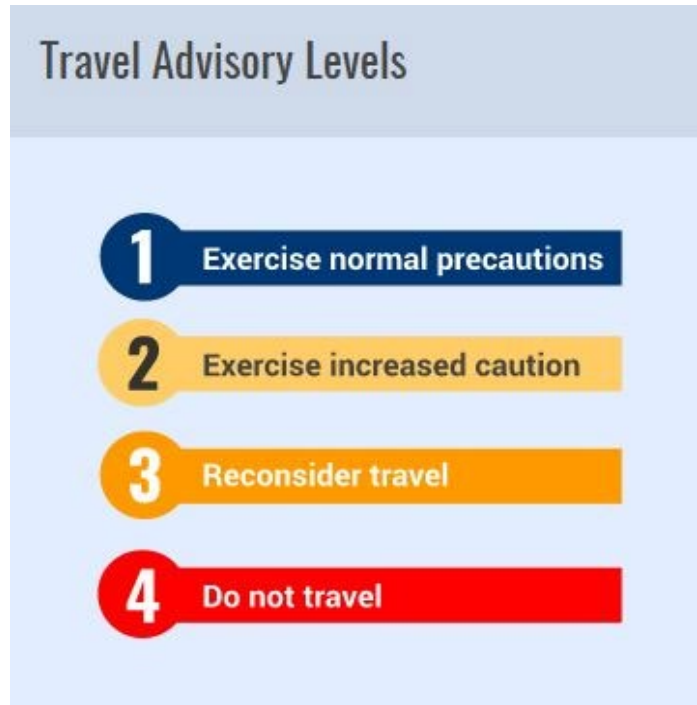
What do you do?

- Notify travel provider and your school contact back at home.
 - We want to take these matter very seriously. Until a decision is made in conjunction with the school, continue to treat the student as a participant on the program.
- Notify parents of both students involved.
- Ask how the student who was assaulted is doing. Does the student need medical attention?
- If travel provider and the school agree that removing the student from the program is appropriate, the following may take place:
 - The school will send a notification to the student in writing making him aware that he is being dismissed from the program.
 - Need to coordinate return travel plans for the student at his expense.
 - Depending on the location and the school's request, assist with arranging the student's ground transportation to the airport.
- If your school (back home) does not agree with removing the student from the program, work with travel provider to determine how to support the student on the program or how his participation going forward will be handled.

Case Study #4: Security changes

Two weeks prior to travel, the U.S. Department of State raises its travel advisory for your destination from a Level 2 to a Level 3 “Reconsider Travel.”

What do you do?



Case Study #4: Security changes

Questions to consider

- What is your school's policy on security ratings?
- What is the nature of the change (theft, political climate, violence, health)?
- What do other, non-US governments advise for your destination? Is the advice similar?
- What does the on-site staff report?
- Does your agreement with the partner provider allow for cancellations due to security changes?



Case Study #5: Civil Unrest

Prior to a trip to Nicaragua, protests have students and parents wary about continuing their trip; however, the you feel that the trip should continue. You are receiving concerned inquiries.

How do you handle?

Case Study #5: Civil Unrest

- What do you do (pre-tour)?
 - Involve travel provider's emergency support staff who will assess the destination and (usually) seek to reassure with fact-based info. Gather info from in-country staff/offices if needed, in addition to our risk partners and other reliable resources.
 - Offer to set up call between travel provider staff and families to discuss the safety profile.
 - Discuss the implications of cancelling (refunds depend on severity of situation) and what the triggers are for cancelling or rerouting the trip.
 - Always try to get them to wait a few days or a week before deciding. Most situations quiet down in that timeframe.

Alternate Scenario #5: Civil Unrest

Questions to consider if group is on tour:

- What has the U.S. Embassy advised?
- Should regular classes and other program activities be suspended?
- What is the current physical and psychological condition of affected participants?
- Is the lead on-site staff member now in close contact with all affected participants?
- What is the proximity of the event(s) to all program participants?
- What information should be given to students about steps to take in the event that the situation worsens?
- Should/can students be relocated?

Risk management: A three-pronged approach

Risk Avoidance: Develop and enhance internal policies and protocols and external communications and travel documents

- Logical and appropriate itinerary
- Strong on-the-ground partners
- Appropriate hotel selection
- Safe airline selection
- Accurate visa analysis
- Setting expectations with students

Risk Mitigation: Monitor world events/assess and mitigate security risks

- Dedicated team, Tour Central, experienced leadership
- Contingencies
- Emergency contact info
- Doctors on Call
- iJet, State Dept.
- Medical insurance

Crisis Management: Emergency response in large and small situations

- Logical and appropriate itinerary
- Strong on-the-ground partners
- Appropriate hotel selection
- Safe airline selection
- Accurate visa analysis
- Setting expectations with students

Assessing safety

Schools need the most current and accurate information available to make decisions about their travel program.

- New DOS Travel Advisory System
 - www.travel.state.gov > International Travel > enter country
- [U.S. Government Sources](#) – Dept of State, STEP
- [Sources from Governments of Other Countries](#) – Australia, Canada, the UK
- [International Health Agencies](#) – CDC, WHO
- [Private, Pay-for-Service Companies](#), insurance companies

Essential Layers of Safety and Security



Prevention and Preparedness

- Oversight from a dedicated Risk Management team and \$50 million in liability insurance.
- Copyrighted “Travel Smart, Travel Safe” materials sent to all travelers ahead of travel – Safety areas to consider Personal, Hotel, Health, Passport, Computer, and Destination

Incident Management

- On tour support center open 24/7/365 and on-site staff fully trained in appropriate procedures.
- \$7,500 primary medical/accident insurance and \$50,000 in medical evacuation insurance.

Emergency Response

- “Doctors on Call” medical support program with GWU Department of Emergency Medicine.
- Partnerships that provide world-class security intelligence and response services.

Questions & Contact Info

- Kim Burchfield
Senior Director, Account Management & Risk Management
1-434-951-8482 (Office)
kimbu@worldstrides.org
- Elizabeth Follansbee, VP Operational Integration
1-703-933-6134 (Office)
elizabethf@worldstrides.org

NAFSA resources

- www.nafsa.org/secondaryschool
- www.nafsa.org
- Checklists available at www.nafsa.org/eacrisismanagement
- When a Reporter Calls
https://www.nafsa.org/_/File/_/GEA_when_a_reporter_calls.pdf
- Questions for Responding to Emergencies
https://www.nafsa.org/_/File/_/GEA%20AppA.pdf

