



**CSTS**  
CENTER FOR STUDENT  
TRAVEL SAFETY®

**HELPING  
MAKE STUDENT  
TRAVEL SAFER**

**TRAVEL SAFETY CONSULTING  
SERVICES TO HELP  
ORGANIZATIONS ADDRESS:**

Emergency Response  
Plan Development

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Travel Safety Standard  
Development & Implementation

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Family Assistance Planning

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Medical Information  
Collection & Processing  
Systems

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Incident Management  
Planning & Training

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On-Call Support Service Packaging

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Student Travel Procedure  
Development & ADA Compliance

## ABOUT OUR FOUNDER

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**Michael J. Bowers** founded the Center for Student Travel Safety (CSTS) in October of 2015 to help travel organizations address the challenges faced when traveling groups of students domestically or internationally.

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In 2017, CSTS teamed up with the Student & Youth Travel Association (SYTA) to develop industry leading standards to improve overall safety practices, training, and safety awareness throughout the industry.

Mr. Bowers offers more than 39 years of experience in travel safety and operations management. He has helped organization take the necessary steps to reduce the probability of unwanted events in order to help make travel safer.

Mr. Bowers held senior leadership roles for many of the top U.S major airlines responsible for the safety and wellbeing of thousands of employees working in high risk environments. He served more than 10 years as a student travel safety consultant including his time as Sr. Director of Health and Safety for one of the industry's largest student travel providers.

Mr. Bowers earned his Bachelor's Degree with a specialty in human resource management from Central Washington University and his Master of Business Administration from the University of Washington. He spent 7 years as a certified Emergency Care Technician for the NSP.



## **EMERGENCY RESPONSE MANAGEMENT**

The gift of travel can change young people's lives forever. The role of a student travel organization is to partner with group leaders to prepare and reduce the chance of any unwanted event from happening during a tour. Despite diligence to this cause, the chance of an emergency happening during group travel is always lurking in the background.

That is why it has never been more important to be prepared. Hardly a week goes by without reading headlines of an accident involving student groups. ***Are you prepared in the event it happens to one of your groups?***

There is inherent risk in all forms of travel and unwanted situations do arise. ***The best defense is diligent planning and practice in advance.*** More and more school districts are asking travel organizations to share their Emergency Response Plans as part of the contract development. They want to know your organization is ready to deal with a crisis should one arise. ***CSTS can help!***

Based on real life experiences, we share the tour operator's perspective and will work collaboratively with your organization to develop a customized emergency response plan that fits your organization.

Not all tour companies are the same size or



have the same resources at their disposal. Our goal is to help you identify the potential risks and come up with solid solutions to support your organization in delivering an effective response.

Practice makes perfect, and we can help you facilitate table top exercises as well as perform full crisis simulation to give your teams real experiences to draw on should a crisis arise.

**NOT EVERY SITUATION IS A CRISIS.**

A crisis is rare but incidents arising during group tours are common place. Having sound procedures in place to address those situations and manage the event and communication with all stake holders is critical. Even the smallest incident can escalate into a crisis if not handled promptly and correctly. ***CSTS can help!***

We have years of experience dealing with just about every situation you can imagine. We can help design and implement an incident management program that reduces the chance of any important detail going unattended. We can also help design a solid Incident Report program so your organization can capture critical details of each incident or near miss. By tracking patterns in student behavior and accidents we can then use the data to help design improved policies and procedures to reduce the possibility of future incidents.

## AMERICAN'S WITH DISABILITIES

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Student travel should be available for everyone. Understanding the Americans with Disabilities Act (ADA) and the Health Insurance Portability and Accountability Act (HIPAA), is vital for any travel organization.

### **CSTS can help!**

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At CSTS, we stay up-to-date on the latest changes to the ADA and HIPAA acts and can help your organization establish procedures to help travelers understand their rights and help tour operators make more informed reasonable accommodations under the law.

We also offer customized training to help educate your staff so they can effectively work with families of students with disabilities. Your team will be educated on reasonable accommodations and help them avoid common mistakes that can lead to complaints and even legal challenges.

The goal is to help tour operators gain a greater understanding and appreciation for these important acts and work with your organization to achieve compliance.



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# CENTER FOR STUDENT TRAVEL SAFETY



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