



Safe Travel

Preparedness

# Health & Safety Committee

## **Ellison Travel & Tours, CSTO**

Marcie Ellison Outerbridge, CSTP  
Tracy McCormick



## **WorldStrides, CSTO**

Tim Sweeney  
Robin Reliford, Co-Chair



## **TourTime, CSTO**

Brent Imrie



## **Autocar Excellence**

Claudia Boissoneault



## **Travel Safety Solutions**

Mike Bowers, Co-Chair



## **Music Travel Consultants**

Heather Davis



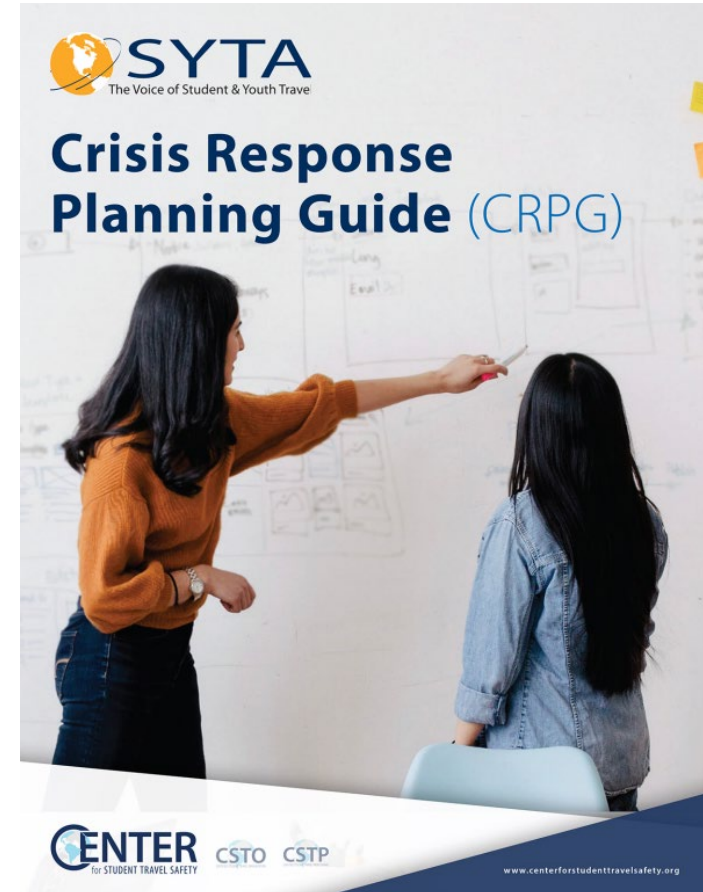
## **Certification Consultant**

Charlie Raphael



# Agenda

Welcome  
CSTS and Crisis Overview  
Crisis Response Plan Objectives  
Crisis Response Teams  
Crisis Coordination Team  
Crisis Coordination Team Overview  
Go Team  
Family Liaison  
Communications  
Call Handling  
Product Delivery  
Legal/Executive  
IT  
Red Card/Escalation Matrix  
Crisis Simulation  
CSTO  
Q&A





The mission of SYTA's Center for Student Travel Safety leads the industry in the enhancement of health & safety protocols and crisis readiness for student group travel experiences. We provide access to practical training, shared resources and best practices for our members and the student travel community. We maintain involvement on their behalf in legislation at improving student travel safety worldwide.

# What is a Crisis?

**Level 1** – A major incident and/or loss of life or serious injuries to one or more tour members.

**Level 2** – Serious incident with injuries but no loss of life.

**Level 3** – No major incident or serious injury has occurred. However, there is a strong possibility of a crisis developing.

# Crisis Response Plan

## **Objectives:**

- Provide a pre-defined set of actions and organization to ensure fast response
- Provide a thorough plan to address large emergencies and address customer needs while on program
- Assemble emergency management team members to coordinate all decisions and actions
- Establish appropriate communication channels, both internally and externally
- Secure the safety of our customers until we can provide safe passage home

# Crisis Response Teams Structure

- Crisis Coordination Team - Leads crisis response
- Go Team - Manages situation on the ground
- Family Liaison - Handles incident communication with Program Leader, school, family members
- Communications - Handles media relations, internal communications
- Call Handling - Handles all inbound calls regarding situation
- Product Delivery - Handles logistical issues - air, ground transportation
- Legal / Executive - Handles Legal and Financial issues
- IT - Handles IT related issues

# Crisis Coordination Team

## **Team Objective:**

Ensure well-being of the victims, participants not directly affected by incident, families, and staff by leading the crisis response. Communicate with all Crisis Response Team Leads, updating them regularly on any new information. Document all activities and assign action item to each team.



# Crisis Coordination Team Overview

## **Team Objective**

Ensure well-being of the victims, participants not directly affected by incident, families, and staff by leading the crisis response. Communicate with all Crisis Response Team Leads, updating them regularly on any new information. Document all activities and assign action items to each team.

## **First Steps**

- Division Head/Operations Lead to call and brief VP of Health & Safety on the crisis.
- Designate Executive to call and brief CEO and remainder of Executive Team as needed.
- Call and brief Crisis Response Team Leads.
  - Goal time for assembling and activating all Crisis Response teams = 30 minutes.
- Review group participant list and determine who is affected.
- Coordinate with Legal team on insurance matters (liability, medical, and emergency benefits).
- Obtain list of emergency contacts for participants.
- For each person affected, find out their location, condition, and contact numbers; identify treating physicians, police or fire leads, or other officials currently on site; and communicate this information to all Crisis Response Team Leads.
- If there are fatalities, find out as much information as possible and communicate it to the Crisis Response Team Leads.
- Obtain script from Communications Team.
- Filter relevant information through to the appropriate Crisis Response teams.
- Screen and route calls that may come into other divisional offices to Family Liaison, Call Handling, or Communications teams.
- Provide reassurance to callers who are not directly impacted by the crisis

# Crisis Coordination Team Overview

## **Next Steps:**

- Assist Crisis Response teams in getting participants not affected by incident back on tour asap, if appropriate.
- Ensure that all Crisis Response teams have completed their “First Steps.”
- Compile and maintain accurate logs of all events, costs for travelers.
- Liaise with Product Delivery Team regarding future groups who might be affected by the crisis.
  - Identify groups affected
  - Communicate action plan to appropriate Crisis Response teams
- Designate appropriate team member to lead the “business as usual” effort.

## **Team Needs**

- Command center with video conferencing
- WiFi, phones, notepads and pens, direct call back lines, electronic folders to share updated info
- Contact info for all staff on all Crisis Response Teams, as well as commute times for each person
- List of affected participants to include DOB and emergency contact info (phone number and email)
- List of frequently asked questions/appropriate responses and call scripts (to be generated by the Communications Team)
- Scripts from Communications Team
- Call sheets to track incoming calls, incident details and related costs
- Staffing rotation.

# Go Team

## **Team Objective:**

Ensure well-being of the victims, participants not directly affected by incident, families and staff by traveling to the emergency site ASAP. Communicate and coordinate with school/university representatives (superintendent, principal, university contacts, etc.) on next steps.

Liaise with On Site personnel and the Family Liaison Team on how and when emergency contacts are being notified. Contact local officials and liaise with them. Document all activities and relay back to Crisis Response Team leads as regularly as possible.

# Family Liaison

## **Team Objective:**

Liaise with family members of participants as well as schools/university contacts making sure they are informed and kept up to date as issues surrounding the emergency at hand unfold. Liaise with Go Team and the Crisis Coordination Team for onsite status updates. Encourage family members to limit calls to your organization/on tour support and appoint one contact person per family when possible.

# Communications

## **Team Objective:**

Provide excellent customer service, both internally and externally, by preparing messaging and scripts for Family Liaison & Call Handling teams. Handle media relations, internal communications and web updates.

# Call Handling

## **Team Objective:**

Provide excellent customer service by answering all incoming calls to main phone line and dealing with all general inquiries relating to the incident. Answer business-as-usual calls that are non-incident related, addressing issues for upcoming programs and reassuring participants.

# Product Delivery Team

## **Team Objective:**

Coordinate and communicate with all vendors impacted by the incident. Help facilitate the well-being of the victims, participants not directly affected by incident, families, and staff by organizing transportation to, and from, accommodations at the crisis site. Liaise with Go Team and other Crisis Response Team Leads to take care of any operational and flight issues. Manage all itinerary components for upcoming programs that might be affected by the incident.

# Legal/Executive

## **Team Objective:**

Provide legal assistance and review of outgoing information related to the incident. Serve as primary communicators with board members. Manage insurance issues and financial controls related to the incident.



# IT

**Team Objective:**

Ensure that Crisis Response Teams receive needed IT related assistance.

# Red Card

## **Objective:**

As the first person to receive the call about the incident, your goal is to obtain as much information as possible. Use the Red Card form to collect information.

IMMEDIATE ACTION		Date/ Time	Initials
1.1	Immediately ask for a call back number to be used to contact the caller.		
1.2	Do not put the caller on hold and do not hang up (once the caller has hung up, we may not be able to re-establish contact for some time).		
1.3	If advised of serious injury or deaths, have a colleague call Marcie or Paulo immediately.		
1.4	Get as many details about the incident as possible, using the checklist below to guide your questions. In an emergency, collect Red Card Basics indicated must be collected before transferring the call.		
1.5	Thank the caller. Reassure them that the information will be passed on and everything possible will be done to deal with the situation.		
<b>If you are contacted by an Event Management Company or a member of the General Public:</b>			
	Obtain as much information as possible, using the form below.		
	Thank the caller. Reassure them that the information will be passed on and everything possible will be done to deal with the situation.		
<b>If you are contacted by the Media:</b>			
	<b><u>DO:</u></b>		
	Be calm and polite at all times.		
	Convey that you appreciate their concern.		
	State that you are not in a position to speak on behalf of the company regarding any incident.		
	Offer to have our media spokesperson contact them back with any information to be provided.		
	Take their contact details.		

Situational Levels	Incident Report Required	Type of Incidents	Staff	Manager	Next Management Level	Business Head	VP H & S	H & S Tea
Level 1	N	Individual coach mechanical problem	X	X				
Level 1	N	Airline delays, changes, or diversions	X	X				
Level 1	N	Last minute closure of a sightseeing location	X	X				
Level 1	N	Last minute supplier changes	X	X				
Level 1	N	Notations of sub-par services (ex. housing complaints, bedbugs, minor roommate/host family issues, etc.)	X	X				
Level 1	N	Strikes or demonstrations in host city that do not result in program interruption	X	X				
Level 1	N	Lost or stolen passports	X	X				
Level 1	Y	Petty theft (e.g., pickpocketing, stolen bags, etc.)	X	X				
Level 1	Y	Burglary/stolen items from WorldStrides arranged housing	X	X				
Level 1	N	Minor Code of Conduct violations	X	X				
Level 1	Y	Minor illness or injury to an individual participant	X	X				
Level 1	N	Serious illness or death of a stateside family member	X	X				
Level 1	N	Academic issues	X	X				
Level 2	N	An individual hotel evacuation resulting in no injuries	X	X	X			
Level 2	N	Inclement weather with serious group or individual interruptions	X	X	X			
Level 2	Y	Minor transportation (bus, train, plane, ferry) accident with no injuries	X	X	X			
Level 2	Y	Robbery or non-sexual assault of a program participant	X	X	X			
Level 2	Y	Missing participant for non-significant amount of time depending on age/circumstances	X	X	X			
Level 3	Y	Minor transportation (bus, train, plane, ferry) accident with minor injuries	X	X	X	X	X	X
Level 3	Y	Participant manifesting mental health symptoms	X	X	X	X	X	X
Level 3	Y	Code of Conduct violation resulting in dismissal proceedings	X	X	X	X	X	X
Level 3	Y	Participant is responsible for property damage, burglary, theft, etc.	X	X	X	X	X	X
Level 3	Y	Participant is a victim of property damage, burglary, theft, etc.	X	X	X	X	X	X
Level 3	Y	Suspected case of COVID-19	X	X	X	X	X	X
Level 3	Y	Confirmed case of COVID-19	X	X	X	X	X	X
Level 3	Y	Overnight hospitalization of a participant	X	X	X	X	X	X
Level 3	Y	Child abuse or neglect	X	X	X	X	X	X
Level 3	N	Strikes or demonstrations in host city that escalate into violence or cause significant interruptions in host city, though program can continue	X	X	X	X	X	X
Level 3	N	Isolated shooting at or near an attraction (ex. Capitol, monument) or program facility (ex. hotel, event venue) with no injuries to our participants	X	X	X	X	X	X
Level 3	N	Mass shooting that causes significant interruptions in host city, with no injuries to our participants and program can continue	X	X	X	X	X	X
Level 3	Y	Student arrest	X	X	X	X	X	X
Level 3	Y	Sexual abuse and/or misconduct on a program impacting one of our participants	X	X	X	X	X	X
Level 3	Y	Inappropriate behavior by a Program Leader while on tour	X	X	X	X	X	X
Level 3	Y	Major mental health leading to hospitalization, suicide attempt, evacuation, etc.	X	X	X	X	X	X
Level 3	Y	Inappropriate behavior by a WorldStrides staff member while on tour	X	X	X	X	X	X
Level 3	Y	Missing participant for significant period of time regardless of age or circumstance	X	X	X	X	X	X
Level 3	Y	Accident or injury to participant(s) involving serious injuries	X	X	X	X	X	X
Level 3	N	Act of terrorism or natural disaster in host country	X	X	X	X	X	X
Level 4	Y	Transportation (bus, train, plane, ferry) accident with injuries or fatalities	X	X	X	X	X	X
Level 4	Y	Act of Terrorism or natural disaster in host city with injuries or fatalities	X	X	X	X	X	X
Level 4	Y	Mass shooting at program event or venue with possible injuries or fatalities	X	X	X	X	X	X
Level 4	Y	Death of a participant(s) while on tour	X	X	X	X	X	X

# Crisis Simulation

## **Objective:**

To be able to demonstrate the processes to be exercised when a crisis occurs. All team members that are part of a crisis team must be involved in the simulation.



**Objective:**

To educate the student & youth travel industry on the administration of safety and risk management standards for student & youth travel.

Risk Assessment and Management

Crisis Communications

Background Checks

Vendor Assessments

ADA Requirements

Health Information

International Travel Requirements

Incident Response/Lost Student Protocols

Emergency Response

Staff/Chaperone/Driver

Business Practices

Safety Procedures/Briefings

Family Assistance & Support

Swimming Safety

First Aid/CPR Training

Security

# Questions?

