*Calvin College*

*Off-Campus Programs Office*

*Risk Management Protocols*

**CREating a General Risk management plan**

The following is a checklist for instructors to complete prior to departure that will assist in reducing the risks of group travel. Completing this checklist can save valuable time in the event of an emergency.

**Checklist**:

**LOGISTICS**

* Determine lodging and record contact details. Include information about the group’s local partner (e.g. NGO or University) and obtain contact information. Travel with this information at all times.
* Determine where the nearest US Embassy or Consulate is located and obtain contact information.
* Work with the Off-Campus Programs Office to insure that your group has been registered with the US Embassy or Consulate in the country of your program. (<https://travelregistration.state.gov/ibrs/ui/>)
* Prior to departure, arrange a security/safety briefing from the U.S. Embassy or Consulate about local customs/culture as well as security and safety issues upon arrival.
* Work with the Off-Campus Programs Office to develop an emergency phone contact list to share with students and their families. The list should include the following contacts: Program Director (in host country), Off-Campus Programs Director at Calvin, and Calvin’s Campus Safety (24/7 line).
* Provide the Off-Campus Programs Office an emergency contact list that includes parents’ phone and email address for all participants.
* Make three copies of every student’s passport, keep one copy for yourself, send one copy to the Off-Campus Programs Office and give one copy to the student. Encourage students to scan their passport ID page and email it to themselves.
* Work to understand the coverage details of our Travel Insurance policy. This secondary insurance is for international travel and includes secondary health coverage, medical evacuation, and political evacuation. (This insurance coverage is included in the cost of both international interims and semesters. Students can print out a Insurance card from the off-campus programs website: <http://www.calvin.edu/academic/off-campus/Insurance/ACE_Insurance.htm>

HEALTH AND SAFETY

* Visit Calvin’s Health Center. Review health records and keep copies of records and immunizations in case of emergency while traveling. Monitor the World Health Organization web site and see if there is any specific information the group should review prior to departure. (Specific country briefing sheets can be found at [www.who.int/en/](http://www.who.int/en/) )
* If given permission by student(s) with potential medical conditions and/or taking medications, determine if others in the group need to know this information for the safety and well-being of the group.
* Identify and locate the nearest hospitals with good medical care and English speaking medical staff in the countries you will be visiting. (<http://travel.state.gov/travel/tips/emergencies/emergencies_1195.html>)
* Investigate how to make a 911 call and if the call will include all emergency services such as police, ambulance, and fire department. Make sure all students know how to initiate emergency response services in your host country. Emergency numbers around the globe: <http://www.clearcausefoundation.org/#!emergency-numbers/c1xic>
* Call Calvin in case of any emergency. It is important that you have a cell phone and that you let the OCP office know what your number is. Make sure you understand how to engage Calvin’s Crisis Response Team to assist with any emergency situations.

GROUP MANAGEMENT/ORIENTATION

* Select and train an Alternate Trip Leader(s). This is especially important where only one Calvin Faculty or Staff Member is leading the experience (see additional protocols under Director Illness).
* Educate yourself and the group about unique local laws. For example, the ramifications of public intoxication or drug use. These are presented in the State Departments Country information sheets: <http://travel.state.gov/content/travel/english.html>
* Brief students on any specific trip rules, policies, and subsequent consequences if these rules and policies are broken. Distribute written copies of these rules to students and the Off Campus Programs Office.
* Review the following topics and include those that apply in your pre-departure orientation:
	+ For semester programs, review the general Calvin Student Handbook. This Handbook covers many important topics including expected student conduct, and sexual harassment/sexual assault). Country specific information can be reviewed in the Appendices of the Off Campus Program’s Handbook.
	+ Discuss with students the risk management plan in case of a natural disaster or traumatic world event (e.g. terrorist attack). Please review the Dealing with Traumatic World Events protocols with students found at the following: <http://www.calvin.edu/academic/off-campus/instructors/risk-management/>
	+ Discuss region-specific health information such as the nature, prevention, and treatment of region-specific diseases; required and recommended vaccinations, water and food risks; and, descriptions of persistent and epidemic diseases.
	+ Give general instruction for emergency medical situations – contacting emergency response personnel, medical services available, etc.
	+ Give tips for travel safety to minimize the possibility of being a victim of crime.
	+ Emphasize appropriate dress and respectful actions while visiting the host country.
	+ Develop teambuilding activities to help the group develop expectations to hold one another accountable throughout the experience.
	+ Introduce the idea of cultural shock and how students might be impacted.
	+ Discuss the need for students to inform you if they are planning to do any independent travel during the semester – have students complete an Independent Travel Form.

**Upon Return:** Please give the Off Campus Programs Office a copy of your Risk Management Plan with your final report. (Semester Programs)

**SPECIFIC Resources**

Important Phone Contacts at Calvin:

* Don DeGraaf, Off-Campus Programs Director – 616-526-6225 (office) – 616-558-7245 (cell) – ddegraaf@calvin.edu
* Broene Counseling Center – 616-526-6123
* Calvin Health Services – 616-526-7076
* Calvin Off- Campus Programs Office – 616-526-6382
* Student Life – 616-526-6453
* Independent Travel Form found on the OCP websites under Director Resources/Forms

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