

EXPECTING THE UNEXPECTED

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Objectives

- Identify 3 Key Organizational Crisis Management Needs
- Establish 3 Core Elements to develop your Risk Management System
- Determine what legal resources you need to support your plan

Risk management System Elements

Insurance, Legal Issues and Documents	Screening/ Communications	Safety Systems	Incident Response and Management	Program Development and Training
<ul style="list-style-type: none"> · Insurance, Legal Issues and Documents · Duty of Care · Insurance Types and Issues · Laws, Case Law, Industry Standards/Practices, Organization's own · Guidance · Minors · Third Party Contracting · Volunteers · Waivers · Other Documents and/Agreements 	<ul style="list-style-type: none"> · Medical Forms · Pre-trip Communications · Post-trip Communications · Participant Screening · Special Needs Accommodation · Trip Marketing · Vetting · Concessionaires 	<ul style="list-style-type: none"> Communication/Signaling Devices · First Aid Kits · Global Risks or Destination Threats · Location Security Reports · Medical Facility Assessments · On-Call Systems · Risk Audits and Assessments · Safety Management Plans · Transportation Safety · Watercraft Safety · Water Treatment 	<ul style="list-style-type: none"> Emergency Response Plan · Incident Investigations · Incident Reporting · Incident Response Training · Media and Communication Plan · Medical and Security Assistance Organizational Crisis Management 	<ul style="list-style-type: none"> Equipment Maintenance and Quality Assessment · Guide or Leader Hiring · Itinerary Planning Performance and Accountability · Periodic Policy Review · Supplier Selection · Training Certifications and Requirements