



Managing Risk Through Participant Engagement



Who I am



Kate Farthing

Broadreach Division Director

Dive & Sail Adventures

Morning stretching and quick activity

How do we engage our participants as active risk managers?

- Introduction
- Pre-program education
- On-program instruction
- Post-program follow up
- Action steps









Our mission is for
young people to find
themselves through
exploring the world.

















A group of about seven divers is seen from an overhead perspective, floating in clear, shallow blue water. They are wearing various colored swimwear and fins. The text 'Pre-program education' is overlaid in a large, bold, dark blue font across the center of the image.

Pre-program education

PLEASE COMPLETE THE FOLLOWING PAPERWORK:

CHCO11   

 Curacao fly dates 2/2/2019 to 2/9/2019

Item	Due	Status	Notes
Parent/Guardian Terms & Release Forms 	10/25/2018		You have successfully completed your forms on 10/24/2018.
Participant Agreement Forms 	10/25/2018		Participants please sign these forms.
Additional Information 	10/25/2018		You have successfully completed your additional info.
Medical Forms 	12/4/2018		We are reviewing the changes you noted on 10/25/2018.
Passport Information 	12/4/2018		You have successfully completed your passport information.
Student Questionnaire 	12/4/2018		You submitted the questionnaire on .
Emergency Contact 	12/19/2018		Please confirm that your emergency contact list is still valid.
Live Trip Update Notifications 	2/1/2019		Please confirm that your trip update list is still valid.

[Trip Preparation Home](#) ▾



LIVE
CHAT

100 DAYS UNTIL
DEPARTURE

[Download Course Info:](#)

[Flight & Travel Information](#) >

[Packing Information](#) >

[Communication Information](#) >

[Health and Vaccines](#) >

[Pre-Travel Expectations](#) >

[Itinerary Details](#) >

Your Broadreach Office Contact:

Nate Trappe

nate@gobroadreach.com

919-256-8208 (direct line)



[READ BIO](#) >>



Engaging participants pre-program

health & vaccine information

Costa Rica

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CDC recommendations for traveling to [Costa Rica](#)

We recommend revisiting the CDC recommendations more than once as you prepare for your program.

Special Travel Considerations:

On this program, students will be working closely with both wild and domesticated animals. Please discuss the implications of working with animals with your travel clinic and/or doctor.

Due to the nature of traveling by land, students may stop at locations between destinations that are not highlighted on map or listed below.

Regions of Planned Travel:

Alajuela
San José
Puntarenas
Heredia



Risk and release forms

Parent/guardian

- Photo release and insurance information
- PADI safe diving practices and statement of understanding
- Acknowledgement and assumptions of risk
 - Location: land or water
 - Scuba risks
 - Community service
 - Risks in decision making

Terms & Release Forms

Below you will find easy options for completing our required release and agreement forms. We recommend you click on the EchoSign logo which will allow you to electronically sign and submit these release forms. Alternatively you can download, print and sign the forms. If you choose to download the forms you can either scan and upload (preferred) or mail the forms back to the Broadreach office. The option to email the release is also available by clicking the 'PDF Email' icon below.

Please note: When you complete this step, the paperwork status will not change until we have had the opportunity to review your forms.



Participant

- Student ownership

Panama Photography Adventure

know before you go

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Students going on our Panama Photography Adventure should prepare for:

Life in Panama

You will be living in a mix of hostels, villa style apartments, an eco-lodge and thatched roofed cabanas throughout your travels in Panama. It is important to note that accommodations in Panama may look different from typical housing in the United States. Central air conditioning is rare and you may be asked to use mosquito nets in certain locations. Students will also be responsible for maintaining a clean housing environment and will be asked to respect community resources like electricity and water.

Food in Panama includes a lot of rice and beans but you will also have plenty of opportunities to try other local delicacies and will enjoy several 'American style' meals. Most meals on this program will be prepared by our outfitters or eaten out. You will be cooking some meals as a group. It's important to know that it's the rainy season in Panama, you can expect a refreshing, passing shower most days and then warm, humid weather when the sun is out. Don't forget to pack a lightweight raincoat.

Day by day:

Day 1: Panama City, Panama

You will fly to Panama City, Panama where your instructors will meet you at the airport. The group will collect their bags and take a short shuttle ride to the Ancon Hill district where they will settle into a little inn and eat dinner. Tonight will be filled with orientations and activities to help the group get to know one another.

Accommodation: Small Inn

Enrollment follow-up calls and emails

- Review unique aspects of the program and the risks
 - Explain booking flights
 - Share special gear considerations
 - Discuss health concerns/qualifications
 - Go over next steps
 - Insurance
-



Student Interviews & Enrollment Chats



Student goal questionnaire



travel day information

India Global Medicine

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****print this sheet and carry it with you on travel day****

WHERE TO FIND HELP

- Departure Monitors – watch the monitors for gate or time changes.
- Information Desk
- Security Personnel
- Customer Service Desk
- The Broadreach Travel Phone

CONTACT NUMBERS

Broadreach Office
Office hours: 9am-5pm EST
919.256.8200
1.888.833.1907 (toll free)

Broadreach Travel Phone

Hours: 24/7
919.256.8228
1.877.256.8228 (toll-free)

STA Travel

Office Hours: 9am-9pm EST
1.800.474.0614 (toll-free)
1.800.836.4115 (afterhours)

IMMIGRATION FORM INFORMATION

You will receive an arrival card on the plane and you should use the information below to fill out this card. If you have questions, a flight attendant can help you. There is an example of this card on the left hand side of this document.

It is important that you fill this out exactly as follows:

SURNAME: Your last name

OCCUPATION: Student

PURPOSE OF VISIT: Pleasure

PORT OF EMBARKATION: Last US city (i.e. New York)

INTENDED ADDRESS: Hotel Jeraths Villa

FLIGHT: Your flight number is on your boarding pass

UPON ARRIVAL IN DELHI (DEL)

- Follow signs to Customs and Immigration
- Pass through a passport inspection check point before claiming your bags. This is where you get the stamp in your passport!
- Collect your bags off the belt and then proceed through customs. Inspectors may search your bags.
- After clearing customs exit the customs hall and look for a Broadreach instructor holding a sign, wearing a Broadreach polo and a big smile.
- If for any reason you do not see a Broadreach instructor, wait there and call the Broadreach travel phone for assistance.

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A group of about seven divers is seen from an overhead perspective, floating in clear, shallow blue water. They are arranged in a loose circle, with their legs and fins extending outwards. The water is bright and clear, showing ripples and reflections. The text 'On-program education' is overlaid in a large, bold, dark blue font across the center of the image.

On-program education

A group of approximately 15 people are sitting in a circle on a large blue tarp outdoors. They are engaged in an orientation session, with some looking at papers or talking to each other. The setting appears to be a wooded area with trees and a tent visible in the background. The word "Orientation" is overlaid in large, bold, dark blue text on the left side of the image.

Orientation

- In airport
- First night
- Comprehensive
 - Community, goals and safety
 - Academics
 - Leader of the day
 - Culture

Daily Ops Sheet

(To be filled out with instructors the night before you are LOD)

LOD NAME: _____ Date: _____

Goal Setting: _____

What's Happening Today?

am

pm

options

What are the main risks the group might encounter today?

How will you help the instructors and group manage those risks?

How will you prepare the group for those risks?



Leader of the day

Activity briefings and the “WHY”



Individual and group check-ins

- Individual check-ins
- Pulse checks
- Day 5 check-in
- Mid-trip check-in



travel home



information

Reminders



- DO NOT CHECK TRAVEL DOCUMENTS, MONEY, PRESCRIPTION MEDICATION OR CAMERAS WITH YOUR BAGS. Put them in your carry-on.
- Please call the Broadreach Travel Phone if you are experiencing any issues while traveling.
- Make sure your cell phone is fully charged for the flight home

Travel Day Check List



- Passport
- Copy of airline itinerary
- Spending money and travel home money
- Prescription medications
- All of your personal belongings including luggage, camera, dive gear, etc.
- Make sure your name and home address are your luggage and carry-on
- If traveling as an unaccompanied minor, make sure you know the name, address, and phone number of who is picking you up

On The Plane



- You will be given a Customs Declaration Form to fill out before arriving in the United States. If you need assistance, please ask a flight attendant for help.

As You Exit The Plane



- Follow the crowd to Passport/Immigration Control where they will stamp your passport. Stand in the line for US Citizens (unless you are not a US Citizen).
- Follow the signs towards Baggage Claim and pick up your luggage.
- Proceed through Customs with your luggage and the Customs Declaration Form they gave you on the plane.
 - If you checked your luggage all the way home, place it on the conveyor belt as you exit
 - If you DID NOT CHECK your luggage all the way home, proceed directly to the check-in counter for your airline to check your bags. Ask for directions to the terminal for your next flights. Go IMMEDIATELY to the departure gate for your next flight!
- If you miss your flight, please call the Broadreach Travel Phone or the office and your family.

Contact Information

Broadreach Travel Phone
919.256.8228
888.833.1907 (toll free)

Broadreach Office
919.256.8200
888.833.1907 (toll free)

STA Travel
800.474.0614 (toll free)
800.836.4115 (after hours)

While we are available anytime on travel day, if you are calling with an update or flight change that can wait until our office opens at 9AM, we would appreciate hearing from you then.

Travel home handout

Activity Break

- Write down **WHAT** you do to engage your participants as risk managers during your programs. (2 min)
- Take one or two of the examples on your list and write down **HOW** it engages your participants as risk managers. (2 min)
- Turn to the person next you and **SHARE** your examples and **ASK** each other questions. (2 min)



Post-program follow-up

Post-program follow-up steps



Overall

- Reflection
- Opportunity to give and receive feedback
- Transference
- Continued management of risks (i.e., post-program illness)





POST-TRIP HOME PAGE

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Bali & Lombok Advanced Scuba fly dates 6/27/2018 to 7/18/2018


Item	Due	Status	Notes
Gear Rental Return ?	8/17/2018	✓	Thank you for reconciling your gear rentals!
PADI Specialties ?	8/31/2018	✓	You have selected your PADI specialties
Program Survey ?	10/1/2018	✓	Thank you for sharing your thoughts!

get social

broadreach gear

CHECK OUT OUR POST TRIP DEALS ON BROADREACH GEAR!



Broadreach Wayfarer Sunglasses
Your Price: \$110.00

Broadreach wayfarer ultra sunglasses look awesome and they fit! Get Broadreach sunglasses online from Broadreach.

MORE INFO >>>

Nargene Water Bottle
Your Price: \$16.00

A 32-ounce Nargene Water Bottle with the most perfect design!

MORE INFO >>>

Broadreach Pinabees
Your Price: \$13.00

17kg Broadreach Pinabees - Great for almost any outdoor environment!

MORE INFO >>>

Broadreach Photo CD
Your Price: \$40.00

A CD-ROM that contains all of the photos from your trip!

MORE INFO >>>

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Conclusion and action steps

Conclusion

- Learning how to manage risk is a life skill we can give our participants.
 - We have to make constant changes as programs, risks and participants evolve.
 - New technology provides us with new tools for engaging participants and managing risk. Stay current!
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Thank you!



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