

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.

Pre-program education



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	Curacao		fly dates 2/2/2019 to 2/9/2019	НАТ	
m	Due	Status	Notes	100 DAYS UNTIL DEPARTURE	
arent/Guardian Terms & elease Forms 🛞	10/25/2018	~	You have successfully completed your forms on 10/24/2018.	Download Course Info:	
articipant Agreement Forms 🚱	10/25/2018	-	Participants please sign these forms.	Flight & Travel Information	>
Iditional Information 🔞	10/25/2018	V.	You have successfully completed your additional info.	Packing Information	>
edical Forms 🕜	12/ <mark>4</mark> /2018	V	We are reviewing the changes you noted on 10/25/2018.	Communication Information	>
ssport Information 🙆	12/4/2018	~	You have successfully completed your passport information.	Health and Vaccines	>
ident Questionnaire 🚱	12/4/2018	~	You submitted the questionnaire on .	Pre-Travel Expectations	>
ergency Contact 🚱	12/19/2018	_	Please confirm that your emergency contact list is still valid.	Itinerary Details	>
• Trip Update Notifications 🚱	2/1/2019	-	Please confirm that your trip update list is still valid.	Your Broadreach Office Contact: Nate Trappe	

nate@gobroadreach.com 919-256-8208 (direct line)



READ BIO »»

BROADREACH

Engaging participants pre-program



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health & vaccine information Costa Rica вкоаркеасн

CDC recommendations for traveling to Costa Rica

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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



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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 BROADREACH**

Students going on our Panama Photography Adventure should prepare for:

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Life in Panama

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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.

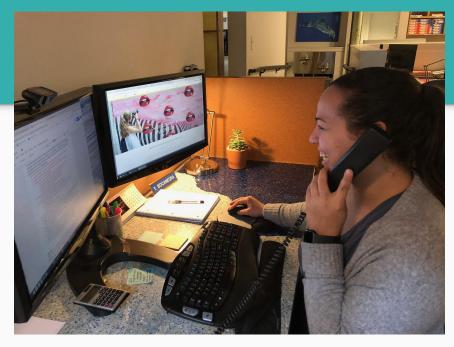
Accommodation: Small Inn

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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



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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.

On-program education



Orientation

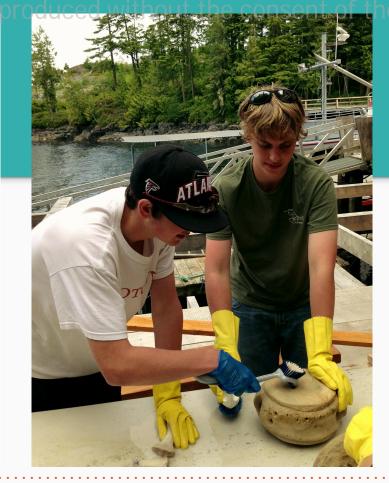
- In airport
- First night
- Comprehensive
 - Community, goals and safety
 - Academics
 - Leader of the day
 - Culture

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						
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

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

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Travel Day Check List

D Passport

- Copy of airline itinerary
 Spending money and travel home money
 Prescription medications
 - a All of your personal belongings including luggage, camera, dive gear, etc.

information

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- 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

PYou 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

Pollow 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).
 Pollow 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.



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

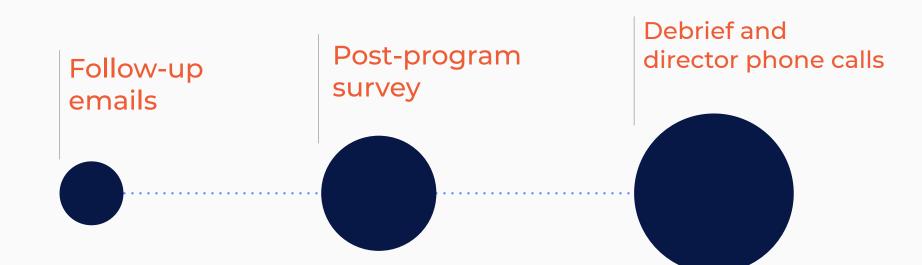
Activity Break

- 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



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Overall

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

POST-TRIP HOME PAGE



Bali & Lombok Advanced Scuba

fly dates 6/27/2018 to 7/18/2018



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!



Thank you!

Kate Farthing

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