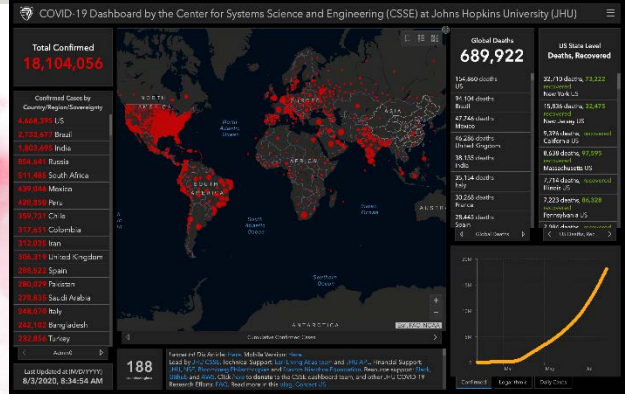
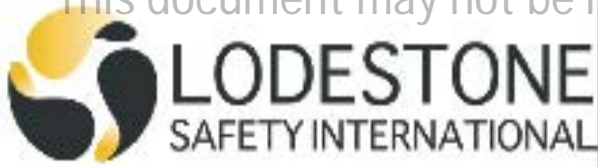


Evolving Hazards in a Different Landscape: Innovative Strategies for Developing and Running Programs Abroad

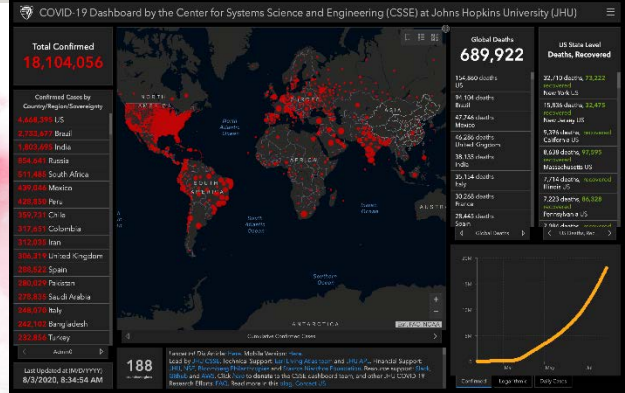
WRMC October 2020
Catherine Hansen-Stamp
Bill Frederick





Bill & Cathy: Intro/Land Acknowledgment

Note: This presentation contains general information only – not specific legal, risk management or other professional advice. Consult with legal counsel or other professionals familiar with your organization and the laws applicable to it.



Scenario 1: Plague In Madagascar

- 3rd party provider for teenagers with programs worldwide.
- Teens are on program. The annual outbreak of plague this year is very bad and spreading between humans - over 1000 cases - with a fatality rate of 8.6%.
- The data indicates that the risk is very low, but it has rec'd a lot of media attention and many parents have called to consider pulling their children off the program.



Scenario 2: Tropical Cyclone

- 3 days before program start a Cat 1 hurricane is projected to pass north of your program.
- 3rd party provider for minor teenagers has 50 students coming via S.E. US airports to Caribbean hub before taking small aircraft to program island. Some start travels early tomorrow.
- Program area not prone to flooding. There are a number of buildings that, while not certified to any particular standard, are overbuilt and regarded as “hurricane shelters”.



Scenario 3: COVID 19

- Large 3rd party provider with many programs.
- COVID 19 and attendant USDOS travel warning shut you down in the Spring, Summer and Fall.
- Furloughs, PPP, layoffs, selling assets, etc.
- Online courses, foreign student recruited to programs buys time, but the clock is ticking and you are still losing money.
- Most international program operations safer than being in the U.S.



COVID 19 Landscape



- SARS CoV 2 is likely to be with us for at least a year or two and may very well be permanent.
- There are no operational risk reduction practices (yet) that confidently eliminate the risk of getting COVID19 in the presence of a carrier.
- We are in the early stages of a worldwide experiment to optimize working, studying, and living, while attempting to minimize risk.
- We are learning quickly.

Fails: Early Lessons

Camps, Pro Sports, Secondary Schools and now Higher Ed

1. **Poor compliance with protocols** – Pro sports – individual athletes going out to bars
2. **Poor risk reduction practices** – Summer camp socially distancing during day; packs 15 students into a cabin at night,
3. **Poor alignment with latest data and research** - also PCR testing 12 days prior to arriving at camp
4. **Poor screening** – Multiple schools and camps had many staff and participants arrive to program with virus



Innovation and Change

- Mission
- Roles and relationships
- “Shared risk”
- No authoritative handrails
- Information acquisition and analysis and decision making (“aggregating the aggregators”)
- Networking



Perspective

Lots of fear. Focus on successes...and opportunities

- Goal – Running a QP – mission aligned.

A Whole New Paradigm - Tim Hare, WTBD

Evolve, Adapt, Innovate, Survive/Thrive - Linda E., CHS

- Staying Informed/Informing your Operation
- IE/Communication Collaboration and Cooperation
- Personal Commitment and Responsibility
- [Insurance]



Staying Informed/Inform Your Operation

Duty and Standard of Care – what shapes it?

Laws or authorities (local, state, federal, international)

Voluntary or mandatory licensing or permitting body

Your internal guidance; what you/your staff ‘say’ and ‘do’;

***Industry standards and practices– are those changing?**



Your Clients

Participants (and Parents)

Communication is key:

No guaranty of safety

Travel is fluid, uncertain – and different

They are Partners

- Cooperation and Collaboration
- Commitment/personal responsibility (COVID or otherwise)

***Balance:**

Brand and client loyalty with Org integrity and sustainability



Those in your Chain

Relationships with those in the Chain (example)

Clients Your Org Third Party Provider Vendor/Supplier Community/s

*Inter-relationship and inter-dependency

Disruption (and now innovation) in the supply chain

Contractual arrangement - everyone has a vested interest

