

Emergency Management Guidelines for International Student Group Trips

The health and safety of trip participants and leaders is a top priority of Brock University. These Emergency Management Guidelines are the trip leaders' guide to handling accidents, illnesses and catastrophic events. These guidelines and the below plan outline the minimum response expected by a leader who encounters such emergencies, but does not limit additional response activities, as circumstances dictate.

Although the trip leader is the frontline decision maker in the event of an emergency, Brock University and any in-country partners are part of the emergency response team and need to be kept informed of all emergencies as they develop.

The Student Event Risk Management team, serma@brocku.ca and if the group is a ratified student club the BUSU Clubs Manager, clubsmgr@brockbusu.ca, must be notified as soon as possible (no later than 2 days) following any incident, accident, injury or illness:

- Requiring professional medical attention, hospitalization or evacuation;
- Resulting in any significant disruption in the trip, caused by catastrophic events – natural or manmade – which pose a threat to trip participants;
- Resulting in a team member departing the trip earlier than planned.

Trip Leader Responsibilities

The leader(s) of each trip is responsible for:

- 1) Providing a list of names and Brock emails of all students travelling with the club/group/event to the SERMA team and supervising staff who will remain on-campus
- 2) Collecting and having readily available, always, each team participant's contact information and emergency contact information form, which lists:
 - a. Participant contact information and Emergency contact information
 - b. Medical Insurance provider and contact information
 - c. Medicines to which the patient is allergic

The trip leader is responsible for keeping this information confidential.

- 3) Instructing all participants to bring with them all relevant medical documents – such as Health card and insurance information. Ahead of the trip, all participants should research the process they must follow with their insurance provide in case of incident on the trip
- 4) Designating and keeping informed a back-up trip leader in case the leader becomes incapacitated or is required to separate from the team.
- 5) Developing and presenting to trip participants an in-country orientation that includes:
 - a. Location of first aid kit (if applicable) and nearest medical facility
 - b. Contact information for local medical personnel and transport services
 - c. Procedure to be implemented when a team member is injured or becomes ill
 - d. Contact Numbers for all trip leaders
 - e. A separation contingency plan, which defines what to do if trip participants become separated during a catastrophic event. Include a regrouping plan – time and location and a procedure for when and how separated individuals should contact local partners, Brock University and/or Canadian Embassy for assistance and/or advice

Emergency Management Guidelines for International Student Group Trips

Process Flow

The Process Flow is designed to guide you through any type of emergency. Steps A1-A7 will walk you through a Minor Injury or Illness, Steps B1-B10 are designed to help you in the event of a Serious Injury or Illness and Steps C1-C6 will guide you through a Catastrophic Event. The following sections explain each step. Determining if an injury or illness is minor or serious is left to you the team leader, but the following text offers basic criteria to assist in making that decision. Please make sure you have gone through the Flow Process before you depart for the trip.

Minor Injury/Illness

Minor injury and illness are described as an occurrence that is not life threatening and does not require hospital attention – an injury/illness that can be treated on-site or at a local clinic.

Step A1: Leader Notified

During the in-country orientation instruct trip participants to notify the leader when a member is injured or suffers an illness that requires medical treatment, even if self-administered.

Step A2: Treat On-site or Medical Clinic

Some minor injuries/illnesses can be treated on-site by qualified trip participants or a local medical professional, while others might require visiting a clinic.

Step A3: Rest/Reduced Activity

Following minor injury/illness, suggest that the team member rest or at least reduce his/her level of activity until again healthy, as required.

Step A4: Prepare Incident Report

Complete an Incident Report for every minor injury/illness that requires medical attention.

Step A5: Monitor Condition

Continually monitor the condition of an injured/ill team member, s/he is back at work.

Step A6: If Condition Worsens

During the in-country orientation instruct trip participants to immediately notify the leader when the condition of a treated injury/illness worsens. **Advance to Serious Injury process.**

Emergency Management Guidelines for International Student Group Trips

Serious Injury or Illness

Serious injury and illness are described as an occurrence that may or may not be life threatening but does require hospital attention or evacuation, including ER treatment and release, hospital admittance.

Step B1: Leader Notified

During the in-country orientation instruct trip participants to immediately notify the leader when a member is injured or suffers an illness that requires medical treatment.

Step B3: Provide First Aid & Seek Medical Treatment

First priority in a serious injury or illness is to stabilize the victim and prevent further injury. At the same time, summon medical assistance.

Step B3: Contact the insurance provider for the traveler

This information should always be on-hand for all participants on the emergency contact and medical information form

Step B4: Transport the Victim

Based on the type and seriousness of injury/illness, decide how to transport the victim to a medical facility. Consider availability of EMS (Emergency Medical Services) versus transporting by private vehicle.

Step B5: Contact and Brief

At the medical facility, following the examining physician's initial evaluation, consultation and prognosis, notify the person listed on the participant's Emergency Contact form, Brock University contact (ie Risk Management team) and your local partner, if applicable. Provide all three with any insurance case numbers as appropriate.

Step B6: Hospitalize

Follow the physician's advice and admit the victim to the hospital, as recommended.

Step B7: Release

If the victim is treated and released, transport him/her as directed by the physician. Fill medical prescriptions as necessary (costs to be covered by victim). Retain all paperwork and receipts. Prepare injury/incident report form.

Step B8: File Incident Report with Brock University through the Risk Management Team

Step B9: Brief Contacts

Following hospitalization, evacuation or release, provide the victim's condition as appropriate. You may update the person listed on the victim's Emergency Contact Form, or they can obtain the information by contacting the insurance provider or Brock University contact.

Emergency Management Guidelines for International Student Group Trips

Catastrophic Events

Catastrophic events are described as significant disruptions caused by weather, natural disaster or any type of terrorism, war, insurrection or criminal activities, which pose threat to trip participants.

Step C1: Seek Safety/Advice

The first priority is to stay together and seek safety as a group. At the first indication of pending catastrophic event, review the separation contingency plan introduced in the team's in-country orientation. Designate the regrouping time and a procedure for when and how separated individuals should seek assistance and advice. Advise your Risk Management Team and the local partner of the situation at your earliest opportunity.

Step C2: Head Count/Assistance

Following a catastrophic event or upon regrouping, take a head count and assess conditions. Contact the Risk Management Team and your local partner (if applicable), it may be necessary to contact the Canadian embassy for assistance.

Step C3: Assess Injuries

If trip participants are injured and require medical attention, re-enter the process flow at **Step B2**.

Step C4: Brief Risk Management Team

Once conditions permit, brief Risk Management Team and local partners regarding the team's status, specific needs and immediate plans.

Step C5: File Incident Report

As soon as possible after calm is restored complete a Brock University Injury/Incident Report Form and send it to the Risk Management Team. A report should also be filed when a team member departs an event earlier than planned, with or without the leader's agreement.