

Engaging Program Participants as Active Risk Managers

Before, During and After Program

PRE-PROGRAM EDUCATION

Informational Videos

One of our favorite formats for communicating important information pre-program is via informational video. We find that families are very responsive to visual communication of a whole range of topics including the structure of our veterinary programs, how to pack and boat life on our Caribbean programs.

Health & Vaccines

Families receive a customized document that explains the specific regions that will be visited on the course, any special health considerations specifically for their course and links to the CDC pages that provide real-time important health and vaccine information.

Risk & Release

Our risk and release forms outline the various risks that students may encounter while traveling internationally and participating in program activities.

Itinerary Details

Customized itineraries help shape expectations around program activities, accommodations and special considerations.

Enrollment Follow Up Calls & Emails

This point of communication which is done right after a student submits an application is done both on the phone and via email. It is a time for families to ask questions and for us to convey potential risks/challenges students might face on their specific program.

Student Interviews

Interviews provide us with an opportunity to ask students questions as well as communicate important program information and gauge if the program is a good fit for the student.

Communication & Travel Day Information

Provides families with information for how students will be able to communicate while on program and provides students with a practical guide for travel day - including important contact information, how to fill out immigration forms, and what to do upon arrival.

Student Goals Questionnaire

Customized by program, this questionnaire is used by our instructors as a reference for students' goals and expectations before and during program and also provides the opportunity to front-load program expectations.

ON-PROGRAM INSTRUCTION

Orientations

We think it's incredibly important to set our students up for success in the first 48 hours of program and during that time we have several stages of orientations that help students learn what they need to know to be safe, successful and empowered to manage their own personal risks and the risks of the group.

Leader of the Day

Students participate as Leader of the Day during program where they have the opportunity to help with briefings, scheduling logistics, safety and more.

Briefings

Instructors, outfitters and leaders of the day give detailed safety briefings before any new activity.

Individual & Group Check-ins

Instructors meet with the group and each student individually during predetermined intervals (as well as spontaneously) during program to be sure that every student is getting enough rest, food, emotional support, etc. and are on track to meet their goals.

Travel Home Informational Video

Instructors present a video that goes over everything their students will need to know when they travel home including how to clear customs and how to contact Broadreach if they need help.

Travel Home Informational Handout

Similar to the above video, instructors hand each student a travel home sheet and go over any questions with the group the night before they travel home.

POST-PROGRAM FOLLOW UP

Follow-up Emails

Broadreach contacts each family after program to inquire about any injuries and illnesses their students may have after program. Broadreach then shares any pertinent information with the rest of that student's program to help insure everyone stays safe and healthy.

Debrief Phone Calls

During debrief, our instructors contact each family after program to check-in and answer any questions they may have. This gives families the opportunity to provide feedback and allows instructors to relay any post-program information.

End of Summer Survey

Provides families the opportunity to provide feedback to Broadreach as well as reflect on their experience as a whole from pre-application to post-program communication.

Director Phone Calls

A Broadreach Program Director calls families to check-in and discuss any feedback they have about the program.

EXPLORE YOUR PROCESS

PRE-PROGRAM EDUCATION

ON-PROGRAM INSTRUCTION

POST-PROGRAM FOLLOW UP