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

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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]
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