



CN

Work at Earthwatch

Roles

Duration

IMT

Today, we are going to discuss an incident with you that took place about a year ago. We will share: what happened, what we did, what we learned and what you can take away from this experience to apply to your organization.



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Environmental non-profit

Partner with scientists around the world

Run scientific research expeditions all over the world

Connect public to science

Work with individuals, corporates, and teachers/students

EARTHWATCH

EXPEDITION MAP

WHERE WILL EARTHWATCH TAKE YOU IN 2018?

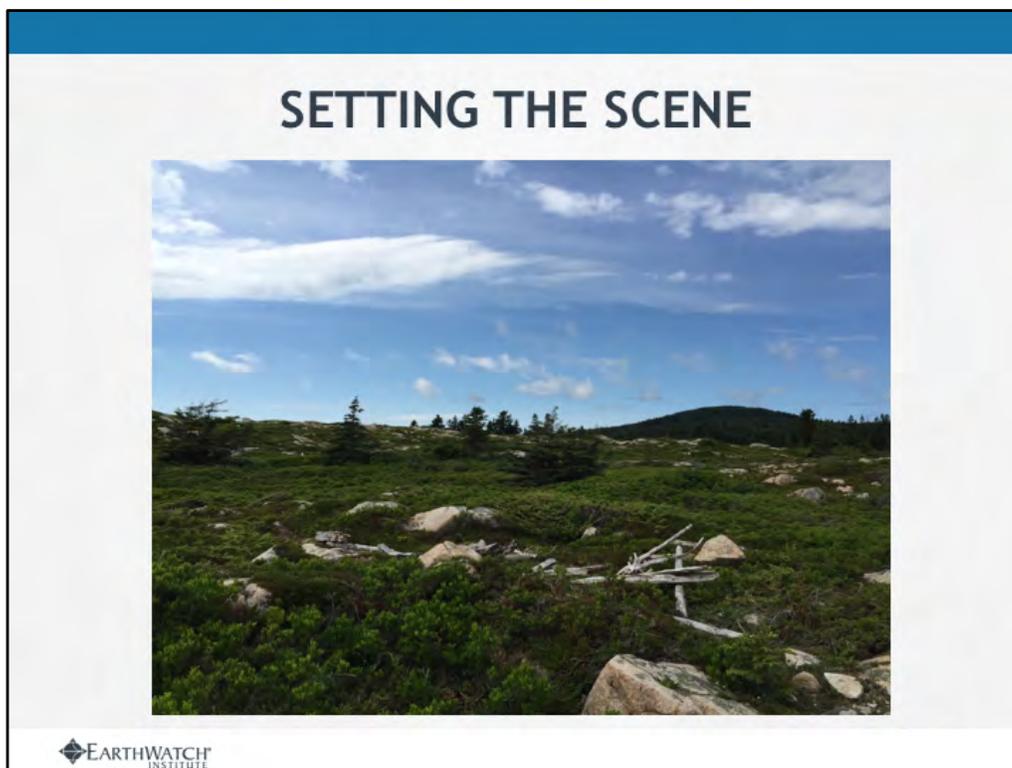
- ✓ Step off the beaten path.
- ✓ Immerse yourself in the natural world.
- ✓ Conserve a planet that needs you.



The map displays various expedition locations across the globe, marked with numbered icons. The locations are color-coded by region: North America (teal), South America (orange), Europe (yellow), Africa (green), Asia (grey), and Australia (dark red). The map is overlaid with a white grid. A small 'EXPEDITION MAP' label is visible in the top right corner of the map area.

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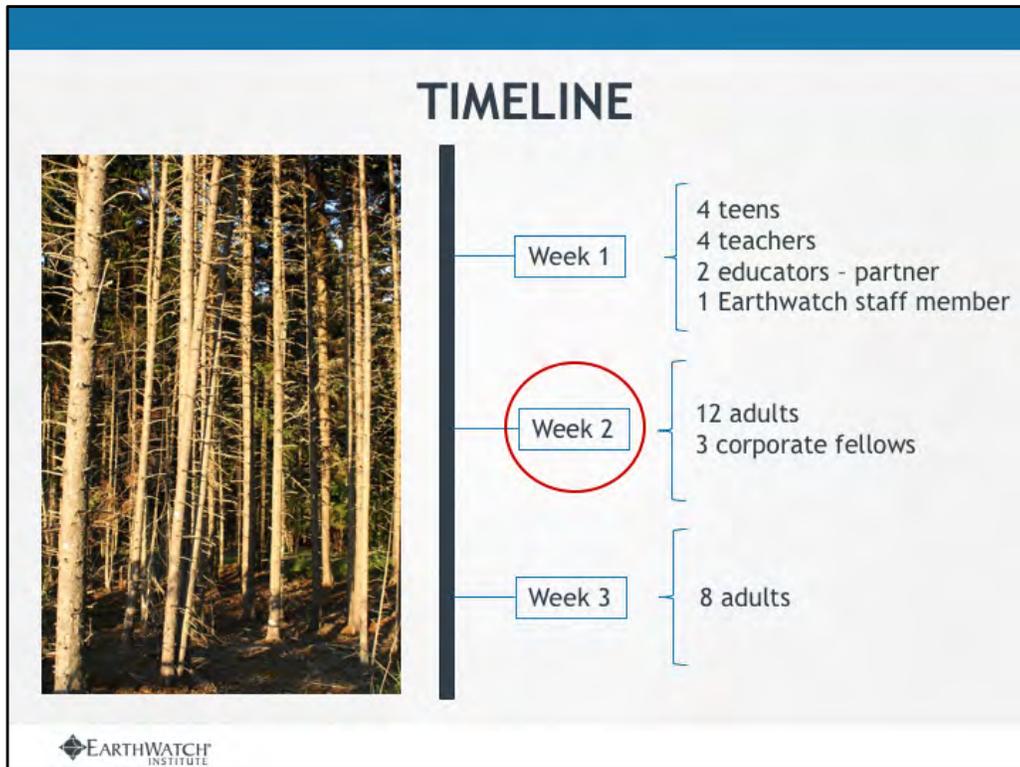


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Talk about expedition, versus trip, team – internal lingo

7 day team

Working in a national park, assisting researcher



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WHAT HAPPENED?



Our educational partner called to inform us that Sarah was at a hospital and had been diagnosed with Hepatitis A.

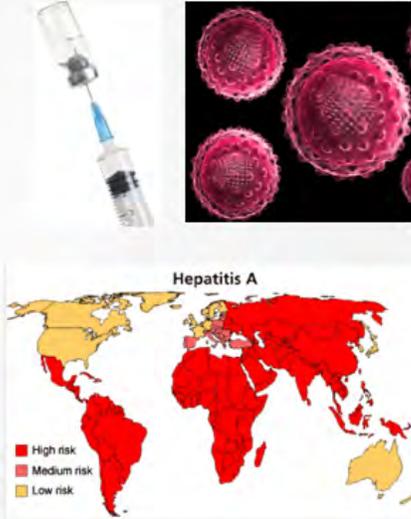


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Ask Audience who knows what HepA is?

HEPATITIS A

- Hepatitis A is an infectious liver disease caused by infection with the Hepatitis A virus (HAV).
- HAV is usually spread via food or drinks.
- Incubation period of 15-50 days.
- A person not exhibiting symptoms can still be contagious.
- Treatment: Taking the Hep A vaccine within two weeks of exposure.
- HAV can live on surfaces for many months - can only be destroyed by bleach and very high temperatures (185°F).



The composite image includes a syringe on the left, three spherical virus particles in the top right, and a world map titled 'Hepatitis A' in the bottom right. The map uses a color-coded legend: red for 'High risk' (covering most of Africa, South America, and parts of Asia and Europe), pink for 'Medium risk' (covering parts of Europe and Asia), and yellow for 'Low risk' (covering North America and Australia).

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Hep A is an infectious disease caused by the HAV

Explain incubation period

Incubation period is important to know because it gives a clue to when Sarah could have been infected with the virus. It had been 13 days since the beginning of the project, so it is pretty much not possible that she contracted the virus at the project. However, there is a possibility that Sarah could have unknowingly spread HAV to others while fielding.

All meals, in this project were taken together in a cafeteria/buffet style

She had her own room but share bathroom and cafeteria

The team that fielded with Sarah had both teens and adults and all interacted with her throughout the week, as well as staff members from the field station

One of the reason we acted so quickly was to makes sure we give any participants the chance to get treatment if they were indeed exposed to the virus.

- Due to the nature of this virus – live on surfaces for months - This could become a bigger incident – more people can become contaminated
- Something that can start as a very small thing – can escalate. We need to be

observant, and act fast. This is a good example, but we have other situations that this approach should also be applicable.

FIRST STEPS

- Gather Information
- Assemble an Incident Management Team
- Start an Incident Report



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WHAT DO WE KNOW?

- Sarah had just finished fielding on our team for 7 days, returned home, and got hospitalized a couple of days later - HepA?
- Sarah had been feeling “under the weather” during the expedition, but thought it was from the food (was vegetarian and did not eat adequately.)
- She worked during the day, but skipped night learning sessions.
- She kept getting headaches throughout the week.
- Departure day: she could not wake up for breakfast and threw up. Thought she was sick from the lobster that she ate the night before.
- Sarah mentioned she has food sensitivities when traveling, but usually gets better a few days after being home.
- Sarah had traveled to Egypt earlier in the year and felt very sick for 3 weeks upon returning to the US, but did not consult a doctor at the time.



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At this point we do not know if it is HepA for a fact. Need to confirm with Sarah or educational partner or hospital. This was because it was communicated through 3 people.

We do have a colleague at that point that fielded with Sarah and she gave us some factual information.

Sarah kept refusing medical care

Discuss our collection of forms

WHO DID WE CONSULT?

- ❖ Sarah/Hospital
- ❖ Health and Medical Insurance Provider
- ❖ Educational Partner
- ❖ Field staff at project



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We tried calling Sarah – check on her health and confirm diagnosis – we still don't know it is Hep A at that point. We were not able to reach her. We tried the hospital and again we could not reach her. The hospital was not letting us talk to her or give us info. So we still do not know, but we have to act under the assumption that it is HepA and we have to keep moving because if others got contaminated, there is a small window for them to get treatment

Health and Medical Insurance Provider: start a case for Sarah – Learn more about HepA. What I explained to you guys, it was confirmed from them in particular the incubation period

Educational partner: They were our source. We asked for confirmation of diagnosis. Also, we kept in constant contact and updates. Ask if we can contact their participants. Hesitant at first

Field staff at project: How are they? Let them know of Sarah- we will delve into this a little bit further. Could not reach at first

INCIDENT MANAGEMENT TEAM

- ✓ Incident Manager
- ✓ Deputy
- ✓ Note Taker - reporting
- ✓ Participant and Partner Liaison
- ✓ Family Liaison (for teens that fielded)
- ✓ Field Staff Liaison
- ✓ Hospital and Medical Insurer Liaison
- ✓ Point of contact at our organization



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□ RG –

- We assembled a team to deal with this incident and attributed different roles to different staff members. We have an Incident management team composed of about 15 people – mix of voluntary and part of job role membership. We are highly trained in Risk management, incident management and wilderness first aid, and can easily switch roles or be assigned a different role depending on the incident. This is very helpful because we can cover for each other, or take on multiple roles in one incident.
- For this specific incident we have the following roles:
 - Incident manager - Caroline was our incident manager. She made all the hard decisions. She was updated constantly by everyone on their steps. She would be meeting with our executive and informing them, and then meeting with us and getting another update. She was constantly juggling responsibilities and keeping an oversight of the whole incident.

- Deputy - Caroline's right hand. The person helped make decisions. Took over for Caroline in specific meetings, informed members of the team on decisions. Supported anyone that needed extra support.

- Note Taker - This person kept accurate and very detailed records of all the different tasks happening at once. Once we meet and updated each of our action items, this person would take the notes.

- Participant and Educational partner - Our partner liaison called our other 3 teachers on the team and told them about the incident.

- Family Liaison - because we had 4 teens, we also had 4 sets of parents. Very sensitive. So we have someone getting in touch with them. She asked if they were feeling healthy, asked about the vaccination status. One parent did not know about the vaccination of their kid, also the kid was feeling that he was coming down with the flu - very tense!

- Field Staff Liaison - This staff member called our field staff numerous time. For that first evening she could not get a hold of anyone. This added to the stress of course.

- Hospital and Medical insurer Liaison - So our medical liaison both attempted to call Sarah and the hospital to get information on her status - without avail. This staff member also connected with our insurer, tried to get more info on HepA, on the incubation period of this virus, on any health updates.

- Point of contact - This person was basically on call with our team to get any calls that Earthwatch got related with this incident. Calls would be directed to this person.

NEXT STEPS

<input type="checkbox"/> Communicate with field staff	<input type="checkbox"/> Speak with Department of Public Health
<input type="checkbox"/> Contact our participants	<input type="checkbox"/> Convene Incident Management Team
<input type="checkbox"/> Inform our internal staff	<input type="checkbox"/> Consult our medical provider
<input type="checkbox"/> Update our partners	<input type="checkbox"/> Keep detailed records

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Activity – In groups discussion what they would do for next steps

Reveal what we did – and hand out timeline at the moment

We are going to go over the big items that we did, but there are small details that we did to keep the org running, such as switch DO away from Stacey to Caroline, etc.

Timeline was updated by note taker that gathered info from all members on the incident management team

Constant contact with Medical provider – updates

Meet regularly with IMT – Check ins

COMMUNICATE WITH FIELD STAFF

- Brief staff on situation
- Staff's health?
- Guide them through their own briefing to current team
- Questions?
- Team in the field
- Plan cleaning process of facilities and vehicle



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Team in the field – were they okay? Ask about vaccinations

Talk in more detail about cleaning, especially the vehicle



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Make sure participants know they can call and ask questions, updates, etc...

Confidential – we never told them it was Sarah who was sick, but on week 1 we assumed they would figure it out so we asked for them to keep it confidential

Week 3 – didn't want them to find out they got into the field

All participants let us know they either already had their vaccine or they were going to receive the preventative treatment. No one got Hep A!

INFORM OUR INTERNAL STAFF

This message is an internal message only. It is confidential and should not be discussed openly or distributed.

- What happened - Keep it short and sweet
- IMT - our location and please give space
- Where to direct questions/calls

- Updates and answering questions -
Examples:
 - Where it was contracted
 - What we are doing
 - Informing about staff member

- “Please continue to respect the sensitivity and confidentiality of this incident.”

Regular updates to an executive



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Exec – CEO but Scott not there so KK is backup

UPDATE OUR PARTNERS

Educational Partner



Corporate Partner



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Earthwatch partners with organizations across all sectors of business to improve both environmental and corporate sustainability

Week 1: educational partner

Week 2: corporate partner

Participants: included educational partner participants



STATE DEPARTMENT OF PUBLIC HEALTH

1 st Call	2 nd Call
<ul style="list-style-type: none">• Informed by hospital• Asked questions• Needed list of those in contact with Sarah• Will reach out to inform department of public health where exposure took place	<ul style="list-style-type: none">• Confirmed Hep A was not contracted at field site• Provided letter to prepare participants for call• Asked us not to try to contact Sarah anymore• Shared list

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Hospital confirmed diagnosis. Due to exposure needed to inform dept of public health. Going through their protocols

Ex questions:

How was food prepared?

How many people in contact with Sarah?

How did we inform those in contact with her?

Has anyone shown any symptoms?

How is the location being cleaned?

Needed list in order to follow protocol of reaching out to everyone

Reach out to field location to discuss cleaning procedure

Contracted likely from trip to Egypt

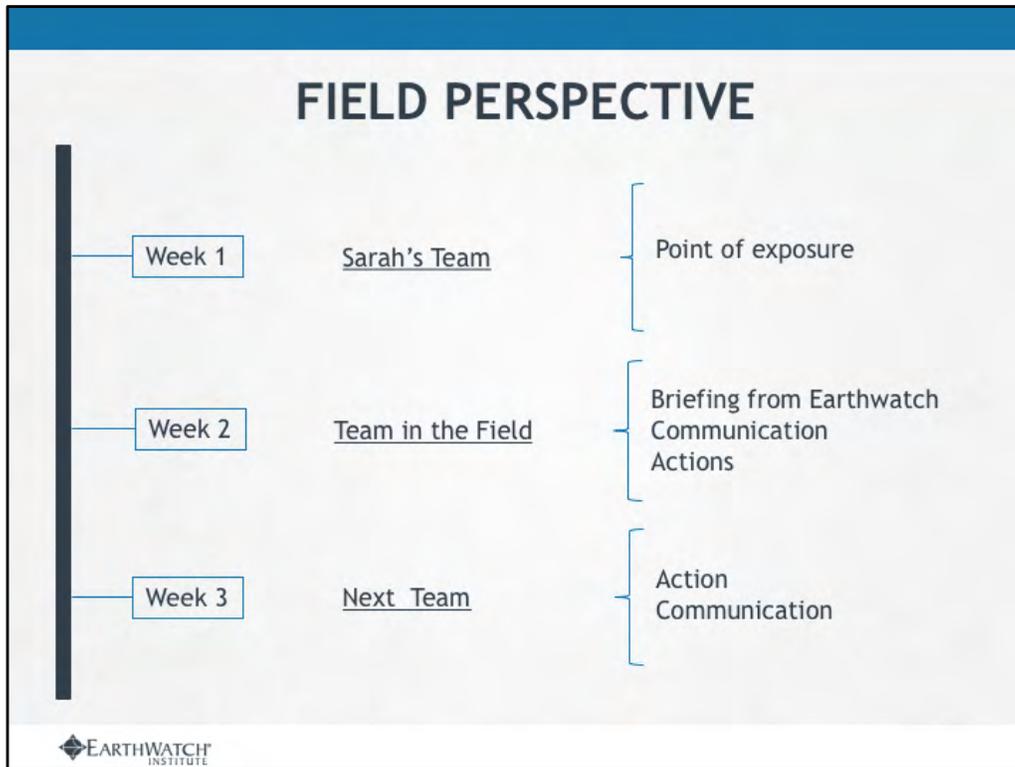
List: password protected for confidentiality

OUR RESPONSE

<input checked="" type="checkbox"/> Communicated with field staff	<input checked="" type="checkbox"/> Spoke with Department of Public Health
<input checked="" type="checkbox"/> Contacted our participants	<input checked="" type="checkbox"/> Convened Incident Management Team
<input checked="" type="checkbox"/> Informed our internal staff	<input checked="" type="checkbox"/> Consulted our medical provider
<input checked="" type="checkbox"/> Updated our partners	<input checked="" type="checkbox"/> Kept detailed records

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FIELD PERSPECTIVE: WEEK 2

<u>Communication</u>	<u>Action</u>
<ul style="list-style-type: none">➤ Partners (local clinic, NPS, hosting institute)➤ Earthwatch➤ Field staff➤ Current field team	<ul style="list-style-type: none">➤ Facilitating needs of current team➤ Minimizing exposure



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Earthwatch partners with organizations across all sectors of business to improve both environmental and corporate sustainability

Week 1: educational partner

Week 2: corporate partner

Participants: included educational partner participants

FIELD PERSPECTIVE: LESSONS LEARNED

Communication
Only share what you know

Prioritize
Can only control what you can control

Keep calm
 Put your health and safety first



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Takeaways for you!

LESSONS LEARNED

It's only a
failure
if you don't
learn
something

- In a case of a contagion, proactively contact the Public Health Department
- Need to introduce Earthwatch to partner participants
- Include in partner contracts that Earthwatch is responsible for incident management
- Assure field staff is accessible at all time for the duration of the team
- If staff involved in incident need to consider their own well-being and remove them from assisting with the incident

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Introduce EW to partner participants, co brand challenging, but can introduce as org that takes care of RM and IM, safety etc

Formalize internal policies and how IM happens with partners, part of contract

Not able to contact field staff on the first night, need to resolve that and have a plan

Staff member trying to help at first but better for her to step back as she was also a participant and needed to care for her self

IT COULDN'T GET ANY WORSE...

Media



Contracting virus at project





Legal implications

Infecting others



Worse pathogen -> more contagious





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Activity: Introduce 4 scenarios and ask groups to talk about what additional steps they would need to take (all must have legal and financial implications)

- Media
- Contracting virus at project
- Infecting others
- Worse pathogen
- Legal implications

TAKEAWAYS



Reporting Create an incident report template	Roles Create a list of roles and responsibilities
Informing Figure out who needs to be informed and when	Training Create and give regular trainings to your staff

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Takeaways for you!



Questions?

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