



Royal Roads
UNIVERSITY

EXPERIENTIAL LEARNING TEAM LEAD HANDBOOK

FIELD EXPERIENCES: STUDY, TRIPS, RESEARCH & SCHOOLS

A RESOURCE FOR FACULTY, COURSE
INSTRUCTORS AND STAFF

LIFE.CHANGING

Pre-Arrival Checklist

- Review Orientation Presented to Students and forward to students any updates.
- Check all submitted student forms for any identified student needs, ensure you have access either via secure Wi-Fi or with an encrypted USB to these forms.
- You have connected with Accessibility Services for any students requests for accommodation and have planned all activities accordingly.
- Ensure Emergency Plan is current and sent to students, program admin team, Directors, CARE team and Risk Committee.
- A What's Ap or similar means of in country communication has been created and all students have responded they are able to view the chat.
- You have completed your ISOS registration (for those traveling outside of Canada) and is complete with dates and locations identified, and you can easily access the ap to input your location when a new one is reached.
- You have distributed the ISOS emergency contact cards to students and have multiple resources for where you can find the emergency number and membership number.
- You are familiar with the Emergency Protocols.
- You are carrying a current first aid kit or other supplies as noted in the Emergency Plan.
- You are familiar with the nearest Canadian consulate for situations such as lost passports.

Emergency Protocols

Staff in an international EL opportunity experiencing:

- an emergency:
 - contact the country's equivalent to 911 emergency number,
 - notify International SOS via the emergency number—noting our membership number.
 - notify CARE if able, in tandem with accompanying RRU staff if present.
- a disaster situation:
 - follow local emergency responder instructions and call International SOS.
 - call CARE if able, at the soonest possibility in tandem with accompanying RRU staff if present.

Staff in a domestic off campus EL opportunity experiencing:

- an emergency or feel in imminent danger,
 - call 911,
 - followed by CARE if able.
- a disaster situation
 - will follow the instructions of local police and emergency response authorities, followed by CARE if able.

Bullying and Harassment

A student who reports activities of bullying or harassment during their off campus EL opportunity will be taken seriously and investigated by the University.

If students disclose or report bullying or harassment to you, and you both have determined they are no longer in danger, please encourage students to connect to their Program Office or CARE Team as soon as possible.

If students disclose or report bullying or harassment to you, and you both have determined they are still in danger, please remove the student to a safe location and contact the CARE Team and Program Office for further steps.

Students on their own or with a group in an international environment may also contact ISOS for counselling available in multiple languages.

Accommodations

If an Accessibility need is disclosed while on location:

- Discuss the itinerary with the student.
- If barriers are identified, discuss opportunities to co create an alternate learning experience.
- In country Team Leads should also request supports of their Program Office and Accessibility Office to book or plan potential alternate learning experiences that align with the location learning.

*One staff member on the trip should always accompany students doing an alternate learning experience outside of the group.

ISOS Information

Call International SOS Global Assistance Program (ISOS)

Call ISOS 24/7 at +1 215 942-8478. Be ready to provide:

- your first and last name
- International SOS membership number (27ASCA8422970)
- that you are travelling on behalf of Royal Roads University
- phone number where you can be reached.
- reason for your call



MEDICAL AND TRAVEL SECURITY ASSISTANCE

ROYAL ROADS UNIVERSITY
Membership No: **27ASCA842970**
Dedicated Tel: **+1 215 942 8478**

Call our medical and travel security experts 24/7.
Call for preventive or emergency enquiries.
Call before, during and after travel or assignment.

Download the free Assistance App from app.internationalsos.com

Emergency Information

To complete:

Canadian Embassy Location:

Address:

Tel.:

Email:

To complete from Emergency Plan:

Meeting place in an emergency:

Emergency Information

Emergency process for Evacuation (also covered in Orientation):

In the event of the need for an emergency evacuation due to imminent danger, ISOS will arrange emergency transportation out of the country.

In the event of a need for evacuation where staff and students are not in imminent danger, we will endeavor to get all students to an international airport, where they can purchase their own tickets to leave the country.

*As with any international travel, please ensure you have an easily accessible bank account with enough funds to purchase an alternate return ticket if needed for any reason. Travel insurance will not likely be automatic.

Incident Form

Incident Reminder:

A reminder, any medical or incident reports will be shared with the CARE team at Royal Roads University for follow up if required but remains highly confidential.

<http://www.royalroads.ca/current-students/care-team>

Questions to anticipate for the form:

- Program
- Today's date
- Incident date

- Name of person requiring medical attention
- Time and place of Incident
- Descriptions of injury or symptoms presented.
- Description of care sought and provided (include prognosis, any medications administered, or x-rays taken)
- Medical provider (name, address & phone number of hospital/clinic; doctor's name):
- Follow up required (if applicable, including notifications to Emergency Contacts):

Key Language Terms

Insert basic phrases for quick reference of non familiar language at location: