Student Activities
Trip Advisor Protocol
2015-2016
Expectations

Ultimately, the student organizations are student-driven and are a valuable learning laboratory. While we certainly want trip advisors/chaperones to assist where needed with trips, the bulk of the coordination and management is the responsibility of the student trip coordinator(s). Potentially, this may involve them making some decisions that you would not make if you were the leader of the group, and/or them taking a longer time to arrive at certain decisions than you would take. If their decision will result in a hazardous situation, it is expected that you will step in and suggest a different approach. Otherwise, we encourage advisors to let the students figure things out for themselves.

Faculty/Staff Trip Advisors are:
- Responsible for adding their valuable experience to the trip and its participants whenever possible.
- Not meant to micromanage the trip, but provide leadership in the event of a crisis and help ensure all students are abiding by expectations and the student code of conduct.

Expectations of the Trip Chaperone/Advisor
- Participate in pre-trip information meetings (if applicable).
- Be available as a sounding board to trip coordinators during the trip.
- Communicate and collaborate effectively with trip coordinator(s).
- Be prepared to facilitate conflict resolution strategies.
- Be familiar with the student code of conduct and university policies/expectations.
- Assist students in the event of an emergency.

Incident/Accident Reporting

In an effort to receive consistent information regarding situations that may arise during student organization events or trips, the Student Organization Incident/Accident Reporting Form should be completed by the organization's advisor after an accident or incident occurs. If you have any questions regarding this form, please contact Chris Ambrosio at ambrosioc@easternct.edu.

The reporting form can be found at bit.ly/StudentOrgReporting.

This report will ask for information including the names of students involved, specific dates and times of events, a description of the incident/accident, actions taken, police/department information, doctor/hospital information, symptoms and injuries. Please be sure to collect this information during the incident/accident.
Crisis Protocol:

It is important to note that only in the rarest of instances should you be required to use this protocol. Issues of this magnitude on trips are extremely infrequent.

1. **Address Immediate Situation and Document:**
   - Ensure safety and well-being of participants
   - Bring to appropriate treatment center (hospital, police, etc…)
   - Keep calm and keep others calm
   - Begin Incident Report: See Page 3

2. **Notify Emergency Contacts (as soon as possible):**
   - Call emergency contacts listed on emergency documents until you speak to a person
   - Leave a message on all numbers with how you can be reached

3. **Discuss Next Steps with Emergency Contacts & Student Leaders/Participants:**
   - Make decisions together to decide if situation warrants students being sent home, staying in lock down in safe location, altering travel plans, contacting host organizations, emailing or contacting student parents/families, or other appropriate response.

4. **Considerations in Deciding Whether to Send a Student Home:**
   - Can student continue with trip?
   - What is their physical or mental condition?
   - Immediate threat: Are they a risk to themselves or others?
   - Is there a potential to be arrested or have legal action taken if they remain?
   - Availability of seats on a flight? Cost: Eastern will cover the cost and charge student account later.

5. **Make appropriate arrangements for group, for example:**
   - Call travel agent/airline
   - Stay with sick or injured student

6. **Debrief with appropriate parties:**
   - Debrief with Office of Student Activities staff upon return to campus
   - Assist in deciding if student disciplinary action is needed.
State Vehicles

Mechanical Issues
Any and all mechanical or physical problems with any of the vehicles should be reported promptly to University Police and the University Vehicle Coordinator so that appropriate work orders may be submitted. Every effort will be made to provide an alternate vehicle in case of a sudden mechanical or physical problem, but may not be possible given scheduling conflicts. If a vehicle is removed from service for a mechanical or physical problem, as much notice as possible will be given to those affected by its removal. If available, a substitute vehicle will be provided. This is not always possible, however due to the large volume of requests.

Accident or Damage
1. At the scene:
   - Call police.
   - Get other driver information (license, registration number, and phone numbers).
   - Collect insurance information.
   - Document any damage or injuries – take photographs is possible.
   - Report to University Police at 860.465.5310 for towing and emergency transportation needs.
   - If the vehicle must be towed, be sure to get the name of the towing company and the address of where the vehicle is being towed to.
   - Obtain a copy of any written accident report to provide to the University Police.

2. Immediately following:
   - Report the accident to your direct supervisor.
   - Complete the Student Organization Incident/Accident Reporting Form online at bit.ly/StudentOrgReporting.