

DELIVERING ON DUTY OF CARE

URMIA NATIONAL CONFERENCE

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OVERVIEW

DELIVERING ON DUTY OF CARE

- If one were to invent a crisis uniquely and diabolically designed to undermine the foundations of traditional colleges and universities, it might look very much like the current global pandemic.
- Many colleges and universities have transitioned to an almost-universal distance learning model, sifted to remote work for most employees; cancelled collegiate athletics events; enrollments have declined and have seen international travel come to a stand still.
- But this new frontier also presents opportunities to engage in innovative ways to allow a fresh look at Duty of Care for the organization.

SECTION ONE

SECTION ONE

- EVOLVING TRAVEL PATTERNS AFFECT DUTY OF CARE
- IMPACT OF ROUND THE CLOCK CONNECTIVITY
- BEST PRACTICES IN THIS ENVIRONMENT

SECTION ONE

- Higher ed risk dynamics have changed
- Travel to more non-traditional locations
- Travelers more frequently exposed to increased safety, security and health risks
- Reputational risks and responsibilities present higher stakes and potential for significant financial and legal impacts
- Institutions must prepare for possible emergencies and stay proactively connected with travelers
- Be able to confirm their safety in a possible incident
- Need travel risk program that mitigates risk and proactively maintains a safety and communication framework

SECTION ONE

Higher ed risk dynamics have changed

Travel to more non-traditional locations

Travelers more frequently exposed to increased safety, security and health risks

- **Globalization of Higher Education Institutions**
 - May lead to higher level of scrutiny by governments increasing numerous risks for institutions
 - Care of Duty
 - Immigration
 - Taxes
 - Permanent Establishment Concerns
- **Travel to Many More and Non-Traditional Locations**
 - Faculty Led Trips/Programming
 - Services Trips
 - Sporting and Scholar trips...
 - Need for much more extensive risk assessment by host site location
 - Safety
 - Security
 - Health

Section One

Reputational risks and responsibilities present higher stakes and potential for significant financial and legal impacts

Institutions must prepare for possible emergencies and stay proactively connected with travelers

- **Reputational Risk and Implications**
 - Bad Press
 - Barred from doing business
 - Individual fined, detained, deported or barred from returning
 - Cost of emergency travel
 - Cost of emergency care
 - Where could the individual go

SECTION ONE

- **Continuous Site Risk Assessment and Connectivity**
 - Staying connected with your traveling community
 - Tracking the traveler's location
 - Proactively alert traveler to what may be going on in the host location
 - Know how to reach traveler in an emergency

Section One

- **Connectivity:**
 - NYU Traveler
 - Safe NYU
- **Collaboration:**
 - Global Programs
 - Global Services
 - Public Safety
 - Risk Management
 - Insurance
 - Travel

SECTION TWO

SECTION TWO

- SET INFORMED TRAVEL POLICIES
- STREAMLINE YOUR RISK MANAGEMENT APPROACH
- ASSESS AND UNDERSTAND INTERNATIONAL TRAVEL DATA

SECTION TWO:

Set Informed Travel Policies

What is Travel?

Undegrad, Grads,
Faculty/Staff...Oh my!

High Risk Travel &
Temporary Covid-19
Policies

Waivers and
Consistency

Pre-Travel Orientation

Trip-Leader Training

SECTION TWO: Streamline Your Risk Management Approach

Enterprise Travel Registry

Emergency “Timely Warning” Systems

Traveler Check-In Systems

Automated Global Event Notification

Review Committees, etc.

Compliance

SECTION TWO

Assess and Understand international travel data



How Are You Collecting Data?



Data Reliability



Must Connect to Travel Registration System



Who, Where, What, and Why?

SECTION THREE

SECTION THREE



DON'T DISCOUNT RISK OF
SMALLER TRIPS



MAINTAIN CONNECTION WITH
TRAVELERS



NEW DUTY OF CARE
RESPONSIBILITIES

SMALLER TRIPS

DOES NOT MEAN
LESS RISK



“BIG THINGS OFTEN
HAVE SMALL
BEGINNINGS”

Risk Management Procedures for Smaller Programs

WE HAVE ONE
APPROACH FOR ALL
INTERNATIONAL
TRAVEL

EXAMPLES:

- Alternative Spring Break
- Short Term Programs
- Individual Study Programs

EVALUATE ALL CAMPUS- SPONSORED TRAVEL

- Assessment process

- Department
- Student Activities
- Risk Management

On-campus Pre-departure orientation

- *Air travel
- *Housing
- *site Security
- *State department
- *Transportation
- *In-country partner
- *Orientation

PEER TO PEER LODGING GUIDELINES

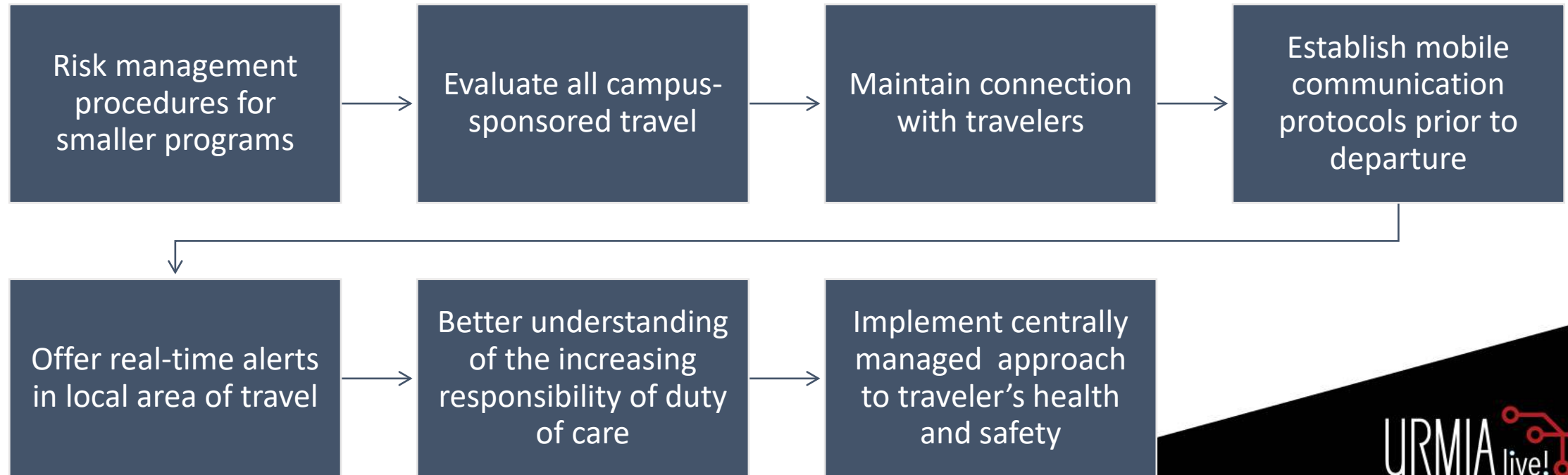
Assessment

- Life safety protection
- Sanitation concerns
- Security concerns
- Privacy concerns
- Regulations/ permits

ESTABLISH MOBILE
COMMUNICATION
PROTOCOLS PRIOR TO
DEPARTURE

NEED TO WORK IN
CONCERT WITH TRAVEL
PARTNERS

Section Three



QUESTIONS ??