

SCHOOL DISTRICT #83 (NORTH OKANAGAN-SHUSWAP)

FIELD TRIP INFORMATION FORM
(To be completed by Teacher/Sponsor)

- To be completed for activities as referred to in *Field Trip Regulation & Handbook*.
- Check appropriate notice and approval requirements:

- ☐ By principal – day trip – 1 week notice
- ☐ By superintendent or designate – overnight within the province – 2 weeks notice
- ☐ By Board – overnight out of province, in North America – 2 months notice to Zone Director
- ☒ By board – out of North America – 6 months notice to Zone Director

Departure date of trip:

16 MARCH '24
day month year

Return date of trip:

25 MAR 24
day month year

(POSSIBLE DATES - SPRING BREAK)

SCHOOL:

JACKSON SECONDARY (MAYBE SULLIVAN)

DESTINATION:

SPAIN + PARIS

ORGANIZING TEACHERS:

ELAINE HOLMES

IDENTIFY GROUP OR CLASS OF STUDENTS:

GRADE (s):

9-11

TOTAL NUMBER OF STUDENTS:

approx 12

TOTAL NUMBER OF SUPERVISORS:

2 teachers

CURRICULUM PURPOSE:

ART HISTORY

ACTIVITIES:

SEE ITINERARY ATTACHED

For a co-educational overnight field trip and both male and female supervisors will accompany the students on this field trip:

☒ Yes

SUPERVISOR(s):

Teacher(s):

ELAINE HOLMES

CHRIS IVERSON

Parent(s):

TRANSPORTATION:

☐

School Bus

☒

Private Vehicle

Other (eg: foot or bike):

PLANE, BUS

ACCOMMODATION:

ARRANGED BY EXPLORICA

Funding Source:

PARTICIPANTS, FUND-RAISING ACTIVITIES (PURDY'S?)

☐ or see attached

Teacher:

EMHOLMES

Date:

OCT. 5, 2023

Principal:

[Signature]

Date:

OCT 6, 2023

Superintendent / Designate:

Donna L. Kriger

Digitally signed by Donna L. Kriger
Date: 2023.10.06 09:37:48 -07'00'

Date:



Spain & Paris

explorica.ca/Holmes-2709

March 16 - March 25, 2024

Day 1 Start tour

Day 2 Hola Madrid

Meet your tour director and check into hotel
Madrid city walk: Puerta del Sol, Plaza Mayor, Plaza de España
Reina Sofia Museum visit

Day 3 Madrid landmarks

Madrid guided sightseeing tour: Calle Mayor, Gran Vía, Cibeles Fountain, Puerta de Alcalá, Columbus Square, Royal Palace visit
Optional Toledo guided excursion: Toledo Cathedral visit, Church of Santo Tomé visit, St. Mary's Synagogue visit

Day 4 Madrid

Flamenco Evening
Optional El Escorial & Segovia guided excursion: El Escorial visit, Segovia Alcázar visit

Day 5 Madrid-Barcelona

Full-day transfer via Zaragoza to Barcelona
Basilica of the Virgin of Pilar visit
Tapas dinner

Day 6 Barcelona landmarks

Barcelona guided sightseeing tour: Gaudí's Sagrada Família, Montjuïc Hill visit, Park Güell visit
Barcelona city walk: Mercat de la Boqueria, Las Ramblas, Columbus Monument
Paella dinner

Day 7 Barcelona--Paris

Travel to Paris on the TGV
Paris city walk: Île de la Cité, Notre-Dame Cathedral, Île St. Louis, Latin Quarter
Dinner in Latin Quarter

Day 8 Paris landmarks

Paris guided sightseeing tour: Arc de Triomphe, Champs-Élysées, Eiffel Tower, Champ de Mars, École Militaire, Les Invalides, Conciergerie, Tuileries Garden, Place Vendôme, Opera House
Optional Versailles guided excursion: State Apartments, Hall of Mirrors, Gardens of Versailles

Day 9 The art of Paris

Louvre visit
Seine River cruise
Montmartre tour director-led sightseeing : Sacré Coeur, Place du Tertre, Moulin Rouge
Farewell dinner in Montmartre

Day 10 End tour

Reserve your Spot!

Tour Center ID: Holmes-2709

Initial registration deadline: June 22, 2023

What's included

We provide everything you need for a remarkable trip:

- Round-trip airfare
- 8 overnight stays (11 with extension) in hotels with private bathrooms
- Full European breakfast daily
- Dinner daily
- Full-time services of a professional tour director
- Guided sightseeing tours and city walks as per itinerary
- Visits to select attractions as per itinerary
- High-speed TGV train
- Tour Diary™
- Local Guide and Local Bus Driver tips; see note regarding other important tips
- Note: On arrival day only dinner is provided; on departure day, only breakfast is provided
- Note: Tour cost does not include airline-imposed baggage fees, or fees for any required passport or visa. Optional excursions, optional pre-paid Tour Director and multi-day bus driver tipping, among other individual and group customizations will be listed as separate line items in the total trip cost, if included.

Tour investment

Students (travellers under the age of 23): \$5,278

Adults (age 23 and over): \$5,763

Automatic monthly payment plan

Pay \$50 upon enrolment and the balance will be divided into equal monthly payments, charged automatically to your chequing account. As of September 05, 2023, your monthly payment would be just \$995.60. Manual plan also available; learn more on explorica.ca/paymentplans.

Travel protection

Most Explorica travellers protect their investment with our Travel Protection Plan Plus, which includes a Cancel For Any Reason waiver for only \$25 per day. To learn more, visit explorica.ca/cfar.

Carbon neutral travel with Choose Earth

Our Choose Earth program enables travellers to offset the carbon emissions generated by their travel for \$19, plus our 100% company match. To learn more, visit worldstrides.ca/carbonoffset.

Enrol online,
by phone, or by mail



explorica.ca/Holmes-2709



1.888.378.8845



Download and complete
a paper application on
explorica.ca/resources


by WorldStrides

3280 Bloor Street West
Suite 901,
Toronto, ON M8X 2X3

Safety and Security Plan

2022-2023



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About WorldStrides Canada

Education and personal growth are at the heart of WorldStrides Canada's mission. We aim to be the leader in experiential learning for students of all ages throughout their lifetime learning journey, allowing them to develop independence, leadership, problem-solving skills, compassion, and worldliness. In short, we encourage students and teachers to see the world—and themselves—in new ways.

We see every day as an opportunity to learn, grow, and inspire. Led by our expert Tour Directors, your students will discover new destinations, broaden their horizons, and participate in hands-on educational activities that stimulate critical thinking and personal growth. We're steadfast in our goal of making educational travel easy, fun, and safe for both students and teachers.

When it comes to safety, our record is exceptional

Our Health and Safety team continues to work behind the scenes to make sure your students are able to squeeze every ounce of learning and excitement out of your trip—after all, what's travel without fun? From safety briefings and adjusted itineraries to cleaning protocols and more, you can rest assured that we've thought of it all—and we continue to review, revise, and implement updated procedures to keep our travellers safe, no matter where in the world their learning takes them.

We've spent the last couple of years working hard to get travellers back on the road, and we're more excited than ever to continue bringing immersive educational adventures to you and your students. You'll travel with confidence knowing that you're backed by a global network of support, industry-leading innovation, and more than half a century of experience keeping travellers safe.

About WorldStrides Canada continues on the next page.



We proudly offer you and your students the following, included on all tours:

Comprehensive liability coverage	When you travel with WorldStrides Canada, your tour is backed by our industry-leading policy, protecting third parties such as your school and school board.
24/7 emergency support	For any problems that may arise, our dedicated WorldAssist Team is always ready to provide assistance.
Global presence	With more than 70 offices around the world, you can rest assured that we're always nearby and ready to help if the need arises.
Doctors on Call Program	Exclusive partnership with the George Washington University Department of Emergency Medicine.
Exlog Global partnership	An international risk management organization providing premium travel security and crisis response services.

In addition, students have the option to include a travel protection plan because, as we know, unexpected things may cause you to cancel your travel plans or cut them short. Without adequate protection, you could lose your travel investment. With insurance, your child can travel while you remain stress-free knowing they're protected.

Travel Protection Plan Plus - WorldStrides Canada

Our Travel Protection Plan Plus covers school board cancellations and common mishaps like misplaced tickets or passports, lost luggage, sickness or injury during the tour, and more. Along with providing a range of insured benefits from TuGo, the Travel Protection Plan Plus also includes the WorldStrides exclusive Cancel For Any Reason (CFAR) Waiver benefit. This CFAR Waiver allows you to cancel your trip for any reason not otherwise covered by your insurance policy.

Travel Guard - Brightspark

Brightspark offers the opportunity to protect both your child and your financial investment in their trip. This plan includes full reimbursement in the case of a cancellation due to a school board ruling or covered cancellation prior to departure; partial reimbursement for trip interruption; complete medical coverage while away; and lost, stolen, or damaged baggage.*

**The policy does have terms and conditions. It is the passenger's or passenger guardian's responsibility to contact Travel Guard for clarification of coverage. For a detailed copy of the policy, please speak with your Program Consultant.*

Please take some time to read through this plan and familiarize yourself with our company policies regarding safety and security. If you have any further questions or concerns, please call us at 1-888-378-8845 or 1-800-267-6425.



Associations and Partners

Associations

We're proud to be members in good standing with some of the top travel organizations in the industry.

- ✱ **Ontario Motor Coach Association (OMCA)**
- ✱ **Travel Industry Council of Ontario (TICO)**
- ✱ **Office de la Protection du Consommateur (OPC)**
- ✱ **Student Youth Travel Association (SYTA)**
- ✱ **National Tour Association (NTA)**
- ✱ **European Tour Operators Association (ETOA)**
- ✱ **The Better Business Bureau (BBB)**
- ✱ **International Air Transportation Association (IATA)**
- ✱ **World Youth Student & Educational Travel Confederation (WYSETC)**
- ✱ **United States Tour Operators Association (USTOA)**

Partners

As part of our partnership with **Exlog Global**, WorldStrides offers a global network of support, including industry-leading risk management services. Exlog is a premier global security company that enables you to travel the world safely and efficiently. Their state-of-the-art technology identifies and monitors current and potential threats, providing you with the most up-to-date intelligence and insights available. Our travellers, staff, and partners can rest easy knowing that risks are anticipated, monitored, and addressed in real time.

Our **Doctors on Call** program is an exclusive partnership with George Washington University Hospital physicians to provide 24/7 access to medical support for travellers in the Washington, D.C. metro area and around the world. Dr. Neal Sikka, Chief of Innovative Practice at the George Washington University Department of Emergency Medicine, serves as WorldStrides' Medical Director and heads the Doctors on Call program. He and his team oversee medical response planning and case management for the organization.

We work directly with the best suppliers in the business, communicating with them constantly to ensure that the accommodations, activities, transportation, and meals for our student groups are second to none. United Airlines, Coach Canada, Marriott, and Hard Rock Cafe are just a few of our premium partners.



Your WorldStrides Canada Tour

We work with you every step of the way to ensure that every aspect of your tour goes your way, from the preliminary planning process to your students' safe arrival home. That's why our dedicated staff works around the clock, so that you can get back to doing what you do best: changing lives one student at a time.

Tour Directors

With WorldStrides Canada, you never work alone. Our professional Tour Directors provide 24/7 support for our travellers, accompanying them every step of the way from arrival to departure. They know the cities our tours visit by heart, are fluent in the local languages and customs, and will advise travellers to support their personal safety and the safety of their belongings. Every WorldStrides Canada Tour Director is thoroughly trained in safety procedures and how to handle any situation that may arise. We maintain regular contact with all WorldStrides Canada field staff to provide up-to-date information on local conditions.

Requirements for all WorldStrides Canada Tour Directors:

- * Regular criminal background checks
- * Introductory first-aid certification
- * Intensive annual trainings in safety and security
- * References before hire

Tour Director responsibilities:

- * Lead and coordinate tours, ensuring the itinerary runs smoothly and on time
- * Advise students on safety practices, such as keeping hotel doors locked, securing valuables, locating emergency exits, and implementing the "buddy" system
- * Liaise effectively with WorldStrides Canada's operations and emergency departments

Tour Director department support from WorldStrides Canada:

- * Organize annual Tour Director conferences to communicate safety and security updates
- * Organize on-tour support visits, sending senior Tour Directors to assist for quality control and emergency assistance purposes



Ground Transportation

WorldStrides Canada's emergency and land departments are available 24/7 and routinely deal with transportation issues. Itineraries can be rescheduled accordingly to make up for any missed activities where possible.

Public transportation

When travelling via public transit, students are organized into sub-groups with chaperones. Our student-to-chaperone ratio—6:1 internationally and 10:1 domestically—supports safety when travelling in this fashion. Every group travels with a Tour Director familiar with cities visited and corresponding public transit systems.

Rail transportation

We work with railway companies with the highest safety ratings, including Eurostar, AVE, TGV, and a number of other international rail transit lines.

Coach safety features and equipment

- ✱ All of our motor coaches are equipped with standard safety features to protect passengers.
- ✱ Seatbelts may be present for the comfort and safety of passengers—in fact, wearing them is compulsory in most European countries. In Canada, seatbelts are less common in spaces where transportation has been deemed safe without.
- ✱ Fire extinguishers are usually located at the front of the vehicle.
- ✱ Emergency exits include instructions for use in an emergency. Most coaches also have roof hatches that can be used as emergency exits.
- ✱ First aid kits are often located in the overhead compartment above the first row of seats. They should be in a container clearly marked with the Red Cross symbol.
- ✱ Strict adherence to current driving hours legislation.

Flights

Airline partners

We only work with the most reliable airlines. Our airline partners include most major airlines, such as KLM, Air France, Air Canada, British Airways, Lufthansa, Iberia, and Delta Airlines.

Flight delays and cancellations

Our WorldAssist team is available 24/7/365 for any problems that may arise. We also recommend purchasing an insurance plan that includes trip cancellation or interruption, as well as coverage for any additional costs incurred due to delays and cancellations. Itineraries will be rescheduled where possible to make up for any missed activities.



Activities

Water safety (swimming, kayaking, boating, canoeing, etc.)

Life jackets are provided for all water-based activities by the activity provider.

Adventure activities

For adventure activities such as zip-lining, snorkelling, hiking, circus school, or others, proper safety equipment (helmets, belays, snorkels, etc.) is required for all participants. The activity provider may require participants, or chaperones in the case of minors, to sign a waiver or release agreement. Participants are not required by WorldStrides Canada to participate in this or in any activity, and may choose not to do so. Program Leaders should advise their Tour Directors of any students who are afraid of heights or water, or are uncomfortable participating in any activity, in which case non-participation may be the best option.

NOTE: If required, all selected on-tour activities must first be approved by your school board.

Meals and Accommodations

Food safety

All restaurants must pass a safety inspection. We partner with restaurants with a variety of food options in order to accommodate food allergies, as well as cultural and religious needs. We collect and send allergy lists to restaurants in advance.

On Brightspark tours, Tour Directors will inform restaurant staff of allergies so students are served appropriate meals. At buffets, the Tour Director will explain the options for students who have allergies or restrictions.

Hotel safety

All hotels must pass a safety inspection. In most cases, specific floor supervision and nighttime security can be provided upon request. Teachers, chaperones, and students will be placed on the same floors to provide additional supervision when possible.



Code of Conduct

Learning about the local culture. Before jetting off across the world, students should do a little research. How do the locals dress? What do they eat? How do they say “hello”? This will help them adjust to the new environment and keep them from looking like tourists.

X marks the spot. Students should be where they need to be when they need to be there. Being prepared with local maps, essential phone numbers, and a watch can help them get to designated meeting spots on time. Scheduled activities are mandatory. If a student needs to be excused from an activity for any reason, they should ask their Program Leader for permission in advance.

Paying attention to surroundings. In a new environment, there’s a lot to take in, but it’s crucial to stay alert. Students are advised to remain mindful of their safety and belongings at all times to avoid any mishaps while travelling.

Listening to the Program Leader and Tour Director. The group’s Program Leader is responsible for students’ safety, and the Tour Director is an expert in every aspect of their destination. Arriving on time, respecting curfew, and following all rules help ensure everyone can have a fun and safe experience. Quiet hours should be observed at the hotel from 10 p.m. until 6 a.m. Students are expected to follow all COVID-19 specific rules established by WorldStrides Canada, as well as any rules established by attractions, sites, and service providers.

Organizing free time responsibly. Throughout the trip, students will have periods of free time. During this time, they should always be with a small group and never stray too far from the meeting place. They should be encouraged to wear a watch, carry a map, and allot plenty of time to get to the meeting place early so the group doesn’t have to wait.

Respecting the people and the culture. When travelling, students should think of themselves as guests in someone else’s home. Even if foods, clothes, or behaviours seem strange, it’s important to be understanding and accepting of the culture. Physical, verbal, or virtual violence, bullying, cyberbullying, inappropriate language, or inappropriate interactions with others will not be tolerated.

Illegal activities will not be tolerated. The laws abroad may be very different from the laws back home, but no matter how strange they may seem, students must follow them! If not, they are subject to the legal consequences and immediate dismissal from the tour.

Consumption of hard alcohol will not be tolerated. We do not permit excessive drinking on our tours. The allowance of a glass of wine or beer at meals is up to the discretion of Program Leaders for students over 18 and of legal drinking age in the country they are visiting.

Offering help and support to peers, Program Leader, and Tour Director. We’re all in this together! Whether a friend needs a hand lifting a suitcase, a Program Leader needs to get everyone quiet, or a Tour Director needs help learning someone’s name, students should lend a helping hand to whoever needs it.

Damages are students’ personal responsibility. If you break it, you buy it. Damages to anything in the hotel or bus or any additional fees incurred by students (e.g. phone calls, room service, etc.) will be their financial responsibility. If students notice any damage upon arrival, they should notify their Tour Director immediately.

Experience the world and have fun! These rules are in place to keep the entire group safe, healthy, and happy on tour. Following them allows everyone to get out there and enjoy the experience of a lifetime.



Communication on Tour

We promise to keep our student travellers as safe as possible, but we understand that most parents want to check in for themselves. To ensure that student travellers can contact their families as much as possible, we make sure that there are a number of communication options available. This way students can share their adventures with those at home, and parents can personally verify that their children are safe and secure while on your program.

WorldAssist

We believe it's important to be prepared for any emergencies that might arise while travelling on your program. With WorldStrides Canada's worldwide network, internationally located offices, and 24/7/365 on-program support, our 20 full-time professionals are ready to assist with any problem, at any time, in any country. If a problem or emergency occurs on your tour, we will respond swiftly and appropriately to minimize any disruption to your program. Our support team can be reached at 1-800-999-4542 or +1-416-545-5845.

Brightspark's customer care

Our 24-hour on-tour customer service line is always staffed and ready to provide rapid response. If you have an emergency anywhere or at any time, please call 1-800-267-6425 ext 5.

Worldwide network

Our Vice President of Health and Safety, supported by our team of risk management professionals, continually assesses all travel destinations and situations. We partner with Exlog Global, a leading worldwide security and risk management organization, for additional assistance monitoring and evaluating global conditions.

We operate more than 70 offices on six continents. While on tour, our international network of offices enables us to react swiftly to any situation requiring immediate on-site assistance.

Calling home

While travellers should be careful about flaunting expensive smartphones, it can be a great safety asset to have a working phone while travelling. On international tours, consider purchasing a local SIM card or an appropriate roaming package from your cell phone provider to keep in touch with your group and your family at home.



Travel Protection

Protect yourself, your belongings, and your tour investment with the best insurance in educational travel. We offer your choice of protection plans in partnership with two industry-leading travel insurance companies.

Although not required, we highly suggest all travellers purchase travel protection, so they are covered for lost bags, misplaced tickets or passports, or illness during the tour.

Travel Protection Plan Plus - WorldStrides Canada

The Travel Protection Plan Plus, which includes the “Explorer” insurance package from TuGo, covers you for a range of events, including:

- * **A traveller’s injury, sickness, or death of a family member;**
- * **Theft of passport or visas;**
- * **Flight cancellations and delays;**
- * **Loss of luggage and personal effects;**
- * **Trip cancellation or trip interruption due to covered reasons such as illness, injury, death, acts of terror;**
- * **Trip cancellation due to Government of Canada travel advisory for “avoid all travel” or “avoid non-essential travel”;**
- * **School Board or governing organization-enforced trip cancellations**

Cancel For Any Reason Waiver

Along with providing you with the above insured benefits from TuGo, the Travel Protection Plan Plus also includes the WorldStrides exclusive Cancel For Any Reason (CFAR) Waiver Benefit. This CFAR waiver allows you to cancel your trip for any reason not otherwise covered by your insurance policy. WorldStrides will reimburse you for 75% of the applicable non-refundable cancellation fees, provided you cancel more than 2 days before your scheduled trip departure date.

The Cancel For Any Reason Waiver Benefit does not cover:

- * **Penalties associated with any air or other travel arrangements not provided by WorldStrides; or**
- * **The failure of WorldStrides to provide the bargained-for travel arrangements due to cessation of operations for any reason**

The Cancel For Any Reason Waiver Benefit is provided by WorldStrides and is not a TuGo insurance policy benefit. If you have questions about your coverage, please call TuGo at 1-855-929-8846 and refer to the “Explorer” insurance package.

Travel Protection continues on the next page.



Travel Guard - Brightspark

As a TICO-registered agency, Brightspark offers the opportunity to protect both your child and your financial investment in their trip. Coverage includes:

- * **Changed school board rulings:** full reimbursement if the school board cancels the trip due to a travel advisory to the destination, mandated labour strike, or any other reason
- * **Cancellation prior to departure for covered situations:** illness, family death, etc.
- * **Complete medical coverage while away:** includes expenses OHIP may not cover, like bedside companion should the child be hospitalized and the parent needs to travel to be with them
- * **Trip interruption:** reimbursement for the unused portion of a tour in the event the child's trip is shortened for a covered reason
- * **Baggage and personal effects:** reimbursement for lost, stolen, or damaged baggage

School Board Ruling Waiver

If you must cancel your trip due to a school board ruling as a result of a union mandated teachers' labour strike or a school board or principal of the school determines that there is a risk of harm to students travelling to a specific region of a country included in your trip, you will be reimbursed for the non-refundable prepaid travel arrangement cost up to the limits selected on your application for insurance.

In addition, should the school board cancel the trip for any other reason, or the principal of the school advises of cancellation, you will be reimbursed for the non-refundable prepaid travel arrangement cost up to the limits selected on your application for insurance.

The policy does have restricted benefits. It is the passenger's or passenger's guardian's responsibility to contact Travel Guard for clarification of coverage. For a detailed copy of the policy, please talk to your Program Consultant.

WorldStrides Canada tours are underwritten by TuGo/Industrial Alliance Insurance. Brightspark tours are underwritten by Travel Guard/IAG.



Liability

We understand that many school officials are concerned about allowing their students to travel, but we assure you that safety is WorldStrides Canada's number-one priority. We have taken all precautions to protect students and other tour participants, and we have policies in place to protect the school, school board, teachers, and participants involved with our tours.

WorldStrides Canada has an exceptional safety record, but in the unlikely event of injuries or damages resulting from our negligence, we have industry-leading liability insurance that protects third parties such as the school and school board. For additional information on our liability insurance, or to receive proof of coverage, please contact your WorldStrides Canada program consultant or call 1-888-378-8845.



Travel With Confidence

WorldStrides Canada has built a decades-long reputation for industry-leading commitment to health and safety. Our experienced team is leading the way in innovating and evolving to make sure your next travel experience is safe and fun-filled. We're committed to your health, safety, and WorldClass Flexibility—for you, for your group, and for these unprecedented times.

The following COVID-19 safety protocols are reviewed regularly in conjunction with our Medical Director and are adjusted as needed. We are committed to keeping current measures in place for as long as they are helpful in mitigating the risk of contracting COVID-19 while participating on a WorldStrides Canada program. As we journey forward, we look forward to having you join us soon on your next educational travel adventure!

WorldStrides Canada's Back to Travel Task Force leverages decades of experience across our company to assess the safety of the destinations we travel, stay abreast of openings/closings, understand new protocols and regulations from our partners, and create trainings and detailed safety plans to manage the risk associated with COVID-19. The Back to Travel group, led by Chief Health and Safety and Academics Officer Terri Morgoglione, is also informed by the CDC, the Government of Canada, and our Doctors on Call staff at The University of George Washington Department of Emergency Medicine. We are closely monitoring the evolving standards of the education community and the travel industry and will continue to update our plans as new information on COVID-19 comes to light.

The values that underpin our commitment to health and safety are unchanged: a dedication to scenario and contingency planning that relies on a rich network of partners, plus a do-what-it-takes commitment to respond to whatever the world hands out.

Adaptations for safety

WorldStrides Canada will continue to rely on our deep network of safety resources, including our exclusive Doctors on Call program, 24/7/365 WorldAssist Team, and age-appropriate adult supervision to adapt in this changing environment. Our staff is fully vaccinated, and all our protocols detailed below will be continuously evaluated. They may differ slightly from group to group and city to city, because we are committed to getting it right.

- ✱ **An in-depth safety briefing upon arrival**
- ✱ **Deep cleaning and modified check-in at hotels**
- ✱ **Adjusted itineraries to account for capacity management**
- ✱ **Advanced cleaning protocols on motorcoaches**
- ✱ **Carefully vetted restaurants that adhere to local guidelines and hygiene practices**



Safety Committee

WorldStrides employs a Vice President of Health and Safety, who leads a department of employees fully focused on health and safety support. This executive also chairs a committee that meets biweekly to review current issues and incidents and to prioritize initiatives for incremental improvement. The committee includes seven executives with over 100 years of collective experience in educational travel.

The purpose of the Global Health and Safety Department is to look after every aspect of safety and security related to WorldStrides Canada's tours. This includes, but is not limited to, the following:

- ✱ **Advising on tour itinerary development;**
- ✱ **Eliminating or issuing warnings on risks related to activities;**
- ✱ **Creating standards and compliance for selecting Tour Directors, partners, and suppliers;**
- ✱ **Providing safety training for Tour Directors;**
- ✱ **Visiting suppliers to review safety checklists and liability insurance;**
- ✱ **Drafting and reviewing contracts;**
- ✱ **Overseeing processes and policies for Customer Service and Emergency Service;**
- ✱ **Reviewing and updating communication tools during an emergency;**
- ✱ **Updating WorldStrides Canada's safety and security manual; and**
- ✱ **Ensuring training and compliance with WorldStrides Canada's major and minor incidents management plan.**

Our foremost priority as a company is to invest in resources to provide for the safety of all our travellers while on an WorldStrides Canada tour. All appropriate measures are taken to maintain our current high standard of safety.



Proactive Security Steps

To ensure the highest level of safety for our travellers in every scenario:

- › We have a global presence with more than 70 offices around the world to monitor situations and assist in the event that safety issues arise.
- › Our VP of Health and Safety, supported by our 24/7 team of dedicated risk management professionals, continually assesses all travel destinations and situations.
- › We partner with Exlog Global, a leading worldwide security and risk management organization, for additional assistance in evaluating global conditions, and we actively monitor any security issues with them.
- › Our Tour Directors are extremely familiar with the cities our students visit and are available at all times to support their groups. We are in regular contact with all of our staff on the ground to provide up-to-date information on local conditions.

Some important guidance for major incident management:

If a terror event or natural disaster occurs in your city during travel (if group is together with the Tour Director):

- › The Tour Director and Program Leader should determine whether to shelter in place, to return to the hotel, or to move to a safer location.

If a terror event or natural disaster occurs in your city during travel (if group is together without the Tour Director):

- › If you are at a location/activity, follow the instructions of local officials if possible, and determine whether it is best to shelter in place, return to the hotel, or move to a safer location.
- › If you are at a restaurant/other public location, you can consult with locals for their recommendations.
- › Contact WorldStrides Canada as soon as practical (as well as your school). Use the 24/7 number listed below.

If a terror event or natural disaster event occurs in your city during travel (if during free time):

- › During free time, it is likely your group will be fragmented and in multiple locations. Your top priority as Program Leader is to determine the safety of your students.
- › All group participants (students, chaperones) must understand that if there is an incident in the city at time of travel, they must either immediately return to the hotel for headcount, or contact you indicating they are safe but unable to safely return to the hotel at the time.
- › You may choose to share a secondary meeting location if your hotel is unsafe for return.
- › If participants assess that it is not safe for them to return to the hotel, they can shelter in place. They should then reach out to you via phone/text, email, or through social media posts. Students without phones may need to borrow one from local residents.
- › Contact WorldStrides Canada as soon as practical (as well as your school). Use the 24/7 number listed below.

How to reach us in an emergency:

- * **WorldAssist (On-Program Incidents): Within Canada: 1-800-999-4542 or outside of Canada: +1-416-545-5845**
- * **Brightspark Emergency Contact Line: 1-800-267-6425 ext 5**
- * **Please program the above numbers and your school's number into your phone prior to travel.**



Emergency Management

Tour Directors are trained on how to address emergency situations at the onset of every travel season. WorldStrides Canada provides an emergency phone number to all participants, parents, chaperones, Tour Directors, and anyone else associated with the trip. WorldStrides Canada's emergency and operations staff conduct drills and trainings on an annual basis to test all processes and procedures.

Minor incidents

Tour Directors report any minor accident to our WorldAssist Team at the onset of the incident. Depending on the situation, appropriate personnel are informed via our Tour Centre Incident Management System, which alerts multiple departments, allowing them to work quickly and efficiently to resolve the issue. Incidents are not resolved until labelled as closed in the system.

Major incidents

All information regarding a major accident is reported via our Tour Centre Incident Management System, following established protocols for escalation of information to appropriate senior leaders of the organization. In a major accident situation, our safety and security officer is contacted immediately to ensure the situation is communicated accordingly to all parties. Tour Directors and staff work with the Program Leader to accommodate the groups' needs for the remainder of the tour. We will contact the insurance provider when necessary.

Extreme weather or natural disasters

In the case of extreme weather or natural disasters, the Tour Director will report the situation via our Tour Centre Incident Management System and notify our Safety and Security Officer. Arrangements will be made to accommodate the needs of the students on tour.

Allergies

WorldStrides Canada advises the Tour Director and all relevant suppliers of any traveller allergies provided by the traveller online or by the Program Leader through completed allergy forms. The Tour Director will work with chaperones to accommodate the students' needs.

Prevention and action plan for missing students

Head counts are performed at each meeting point on tour, and each time the group boards a bus or other form of transportation. All students receive the hotel's name, address, and phone numbers. In the event of a missing student, our emergency procedures would be activated, and all parties on location would support efforts in finding the student. Teachers are also accountable for assisting in these efforts.

Lost or stolen passport

In the event of a lost or stolen passport, your group's Tour Director and the WorldAssist Team will assist you in the proper procedures for obtaining a new one. WorldStrides Canada is not liable for lost or stolen passports. For coverage in such an event, please purchase a travel protection plan.



Emergency Response Plan

WorldStrides Canada's approach to safety and security is to be prepared. We always plan not to have a crisis, but we prepare for everything just in case. WorldStrides Canada has a very comprehensive internal response plan (including a major and minor incident response plan) regarding the many emergency situations that may occur while on tour.

We conduct emergency drills with our WorldAssist Team, Tour Directors, and select staff yearly in order to practice handling emergencies. The teacher and chaperones, along with the WorldStrides Canada Tour Director, are responsible for the safety of the students while on tour.

In the event of a crisis, our emergency plans are immediately activated. Every emergency situation is tracked in our Tour Centre Incident Management System, and no issue is closed until the emergency is completely resolved. All levels of the company are involved in order to resolve any situation. This includes the direct involvement of the Tour Director, their communications to the Health and Safety Department, Tour Director supervisors, the Emergency Support Department, the Operations Department, and our Customer Care Department. There is a corresponding priority and escalation process, with senior executive involvement only a mobile phone call away, 24 hours per day.

At WorldStrides Canada, we consider an emergency as follows:

- ✱ **A serious, unexpected, and often dangerous situation requiring immediate action.**
- ✱ **A situation that poses an immediate risk to health, life, property, or environment.**
- ✱ **A situation or event that has caused unexpected consequences, changes, or has affected the tour, the participants, or the Program Leaders and the ability of the tour to continue to run as planned. For us, these can also be quality concerns or tour flow concerns in addition to traditional "emergency" situations.**

We believe that each incident requires a customized approach, which is why we dedicate substantial resources to incident and emergency management. The examples provided in the subsequent pages detail our individual approach to situations we have managed in the past. While these examples provide an outline, we recognize that every situation is unique and will be approached as such.

Some examples of crises we have handled where there were tour participants impacted include grounded flights due to Icelandic volcano eruption (2010); Arab Spring (2011); Japanese Tsunami (2011); Paris bombing (2015); Brussels and Nice bombing (2016).

WorldStrides Canada partners with Exlog Global, an elite international risk management agency that uses protective intelligence to anticipate threats, keep travellers informed of current or potential crises, and intervene rapidly if necessary.



Emergency Example 1

Missing participant

In a situation where a participant has been separated from the group, our team has taken the following action steps:*

- › Speak to the rest of the group and ask when they last saw the missing tour member.
- › Institute the buddy system and have the group check likely locations (room, bathroom, meal room, lobby, bus). Ensure buddy teams contact the Tour Director and return to the group immediately if the participant is located.
- › Contact hotel staff if there is a possibility the missing person is in their hotel room.
- › Contact event or venue staff to arrange for the tour member to be contacted.
- › Contact the local police. Once police are involved, do not leave them without first advising them, and make sure they have an itinerary and number where they can reach you.
- › If police contact is made, contact WorldAssist immediately. The Program Leader or WorldAssist personnel can contact the nearest relative if the missing tour member is travelling alone.
- › Explain to the Program Leader that the Tour Director's responsibility is to the group and that once the student is located (e.g., back at hotel) the tour should go on as scheduled for the other tour members—this could mean a missed site for the student and Program Leader.
- › Have the Program Leader assume responsibility for working with the local police and determine who will remain behind or who will come to the police station to assist them with searching for the missing person.
- › Prepare the major incident report on what has happened, outlining contacts made with hotel, event/attraction staff, police and relatives.

Each student will be informed of detailed safety guidelines for each location by their Program Leader and Tour Director.

**Please note, we recognize there is no one-size-fits-all response to an emergency. This event occurred in the past and serves as an example, not a guideline, of how the situation may be handled.*



Emergency Example 2

Hospitalization

In a situation where a participant requires significant medical intervention, our team has taken the following action steps:*

- › Contact the WorldAssist Team immediately. The Program Leader can contact the nearest relative if the passenger is travelling alone.
- › Explain to the Program Leader your responsibilities to the group, and that the tour must go on as scheduled (e.g. while student is at hospital, tour to museum continues).
- › The Program Leader must assume responsibility for the care and attention appropriate for the ill passenger and determine who will remain behind with the ill passenger or who will come to join the person at the hospital.
- › Do not depart the hospital and resume the tour until all appropriate papers are signed.
- › Make sure the ill person is under proper medical care and that there is a clear understanding with the Program Leader as to who will be looking after the passenger.
- › Do not give out any medication.
- › If you are at a hotel, advise hotel staff of the situation immediately and ask them to call an ambulance.
- › If the passenger becomes ill whilst on the coach, depending on the degree of illness, try to reach the next designated lunch or rest stop.
- › If the illness appears serious, consider proceeding directly to the nearest hospital or medical centre immediately.
- › The passengers could be let off the coach at a nearby restaurant or shopping centre, rather than having to wait at the hospital.
- › The primary priority is the ill passenger; we make sure he or she is getting the necessary medical care. After that, the tour can be resumed as normal.
- › Make sure you fill in the 'Major Incident Form' about what transpired giving informed details of what happened, and make sure you give your home/office contact details.
- › Please inform the local Canadian Embassy when any Canadian Citizen is hospitalized.

Additional Information—We have services available to our participants:

- › **TuGo insurance:** included in your insurance package is an International Assistance Service. To learn more about this service please refer to the "Explorer" insurance package or call TuGo at 1-855-929-8846.
- › **Travel Guard Insurance:** included in your insurance package is 24-hour Emergency Medical Assistance. To learn more about this service please refer to the Travel Guard brochure or call at 1-866-648-8425.
- › **Doctors on Call Program:** an exclusive partnership with the George Washington University Medical Centre. In the event of a surgery, we could arrange for a conference call with parents, teachers, and the student with our on-call medical doctors. This call could be arranged in as short as 30 minutes, and can involve translation services from over 100 countries. Therefore, if a local doctor in Italy was recommending a specific surgery, we could clarify in English for the parents, and the George Washington University medical doctor on call could provide their feedback for the parents. After the call, we would work on transportation for a/both parent(s) if they desired. This program is included in tour costs.

** Please note, we recognize there is no one-size-fits-all response to an emergency. This event occurred in the past and serves as an example, not a guideline, of how the situation may be handled.*



Contact Information

General information

1-888-378-8845 or 1-800-267-6425

WorldAssist (on-program incidents)

Within Canada: 1-800-999-4542

Outside of Canada: +1-416-545-5845

Brightspark emergency information

Emergency Line: 1-800-267-6425 ext 5

TuGo insurance

1-855-929-8846

Travel Guard insurance

1-866-648-8425

This is confidential information and is not to be distributed to parents or students.

As part of our mission to make experiential travel a reality for as many young people as possible, WorldStrides Canada is dedicated to creating inclusive opportunities for individuals to participate in our programs. To support this vision, elementary and secondary school students are eligible to receive financial assistance through the **WorldStrides Canada Financial Assistance Program**.

Candidates for financial assistance may have undergone family financial hardships that prevent them from joining their classmates on tour, identify as a member of an underrepresented group (Black/African, Hispanic/Latinx, Asian, Indigenous Peoples, LGBTQIA+), or they have a disability. To be considered, **the participant's school** must complete an application form and an educator statement for each applicant.

- Individuals travelling on a coach tour could receive up to \$250
- Individuals travelling on a flight tour could receive up to \$1,000

INSTRUCTIONS AND NOTES

Application Eligibility

All schools must travel with WorldStrides Canada to be eligible for a scholarship. Tours should be sponsored by the school and approved by the Board of Education. Each student is eligible for a scholarship only once during their elementary and high school tenure.

Application Process

[Please click here to submit your application](#), which includes a short form and an educator statement.

Incomplete applications will not be considered.

Schools with multiple applicants should submit a new form for each applicant, indicating the dollar amount requested per student (up to \$2,000 per school). Applications will be reviewed as they are received and funds allocated on a first-come, first-served basis.

The status of the application will be emailed within six weeks of the review date. Successful applicants will receive the scholarship funds through WorldStrides Canada in the form of a credit on their final invoice. The financial assistance application process is completely confidential.

Terms and Conditions

Participation in the Financial Assistance Program is subject to the participant remaining in good academic standing and attending the program for which they are registered. A limited number of scholarships are available each year. Funds are awarded based on eligibility and on a first-come, first-served basis until the total available funds of \$50,000 have been distributed.

WorldStrides Canada reserves the right to suspend the program at any time. Awards may not be sold, transferred, deferred, or assigned, nor are they convertible to cash. If a trip is cancelled and refunded for any reason, award recipients will not be entitled to an additional cash amount equivalent to that of the scholarship.

All information provided above will be held in confidence.

EDUCATOR STATEMENT CRITERIA

A letter, written by an educator on school letterhead, must be uploaded to each application form. Letters from the participant or parent cannot be accepted; therefore, interested parents should speak with their school. The content of the letter should include the information outlined below.

Elementary School Participants

1. Reasons the participant is deserving of a scholarship:
 - Demonstration of academic achievement based on ability.
 - Demonstration of contributions to the school or local community.
 - Expected benefits to the student by participating in the tour.
2. Fundraising efforts by the participant:
 - Demonstration of participation in school fundraising projects for the tour.
 - In cases where fundraising is not available through the school, demonstration of independent efforts by the participant to subsidize their trip.
3. Financial circumstances:
 - Explanation of the inability of the family to support the participant financially, either in whole or in part. Please be specific. **Note: Proof of financial information is not required.**
4. Self-Identification:
 - Participants identify as a member of an underrepresented group (Black/African, Hispanic/Latinx, Asian, Indigenous Peoples, LGBTQIA+) or have a disability.

Secondary School Participants

1. Reasons the participant is deserving of a scholarship:
 - Demonstration of enthusiasm for the subject matter that inspired the tour.
 - Demonstration of contribution to the school or local community, over and above the required community service hours.
 - Expected benefits to the participant by participation in the tour.
2. Fundraising efforts by the participant:
 - Demonstration of efforts to raise some or all of the funds necessary to pay for the tour.
3. Financial circumstances:
 - Explanation of the inability of the family to support the participant financially, either in whole or in part. Please be specific. **Note: Proof of financial information is not required.**
 - Please be advised, saving for post-secondary education is not an acceptable demonstration of financial need.
4. Self-Identification:
 - Participants identify as a member of an underrepresented group (Black/African, Hispanic/Latinx, Asian, Indigenous Peoples, LGBTQIA+) or have a disability.

FOR MORE INFORMATION

If you have any questions, please contact FAP@worldstrides.ca.