

uOttawa International Travel Risk Management Directive

Introduction

uOttawa is committed to internationalization and to sustaining its reputation as a world-class teaching and research institution. The benefits of international travel for research, experiential and academic placement typically far outweigh the potential risks; however it would be imprudent to ignore these risks. It is the goal of this document to outline the resources available to manage the risks of international travel conducted by our employees and students, while at the same time allowing uOttawa's business to be conducted as freely as possible.

Despite uOttawa's commitment to internationalization, the University **does NOT require** any employee or student to travel to a destination which is the subject or a current Global Affairs Canada (GAC) travel warning of "*avoid non-essential travel*" or "*avoid all travel*" for their work or for course credit.

The University reserves the right to manage its risks per Policy 54 and it may be necessary to restrict, deny, or postpone any university-sponsored or supported international travel program or activity if the determination of a detailed risk assessment determines that the risk of travel is too high.

University faculty, staff and students who do not conduct a thorough risk assessment prior to travelling, may bear full responsibility for any liability resulting from their travel and may not be entitled to any WSIB or other benefits during their trip.

Risk Assessment

All parties involved in travelling internationally on behalf of uOttawa or for uOttawa credit share the responsibility to familiarize themselves with the risks of the specific activities and countries of travel, and to make informed decisions concerning their participation. The Office of Risk Management (ORM) is available to assist with identifying and providing information on risks and suggesting mitigation measures appropriate to the nature and scope of the activity.

Several key factors must be considered in the Risk Assessment of any planned international travel. Here are a few of the broad categories that ORM look at, however not every situation will be covered by these guidelines, if you are planning a unique or unusual travel experience, please do not hesitate to contact ORM so that we may assist with your trip's risk mitigation.

Nature of the Activities proposed

While the destination is often the most scrutinized of parameters, it is also worth considering the activities planned first as this can alter the risk assessment dramatically. For example, a trip to Costa Rica, may have a relatively low risk profile, however if this trip involves hang gliding over the coastal areas or camping in the rainforest and long periods without contact, the risk profile is dramatically different. To assist in considering how these may impact your planning, we broadly categorize activities in three basic groups:

| LEVEL | TYPES OF ACTIVITIES |
|-----------------------|---|
| Low risk | Attending a conference, meetings, or giving presentations. Visiting museums or conducting research of libraries and archives. |
| Some risk | Sports competitions and meets, such as hockey tournaments or marathons |
| Moderate to high risk | Rock or mountain climbing, bungee jumping, any activity that involves being isolated from |

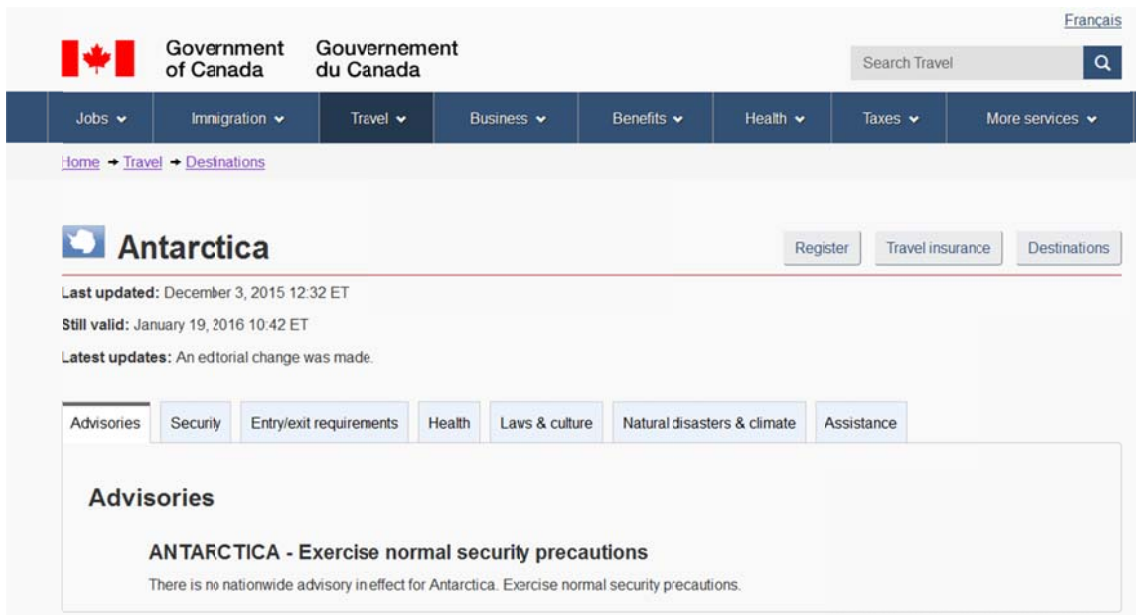
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external contact or support for long periods or extreme conditions of temperature...such as Marathon des Sables

Travel report and warning levels

Location is one of the most important considerations when determining the risk of a proposed trip. One of the best sources of information for Canadians travelling abroad is GAC's travel reports

(http://voyage.gc.ca/countries_pays/menu-eng.asp) which are updated daily or as events warrant. Participants are urged to review the material presented in these reports as an excellent backgrounder on the issues and potential problems which may be encountered. A screenshot of the GAC report for Antarctica is shown below:



As we can see from the screenshot, travel warnings are given in right on the "Advisories" tab for each destination country and uOttawa's stance on each of these is outlined below:

| WARNING LEVEL | uOttawa's stance |
|--------------------------------------|--|
| Exercise normal security precautions | No impediment to travel, provided adequate travel/medical insurance |
| Exercise high degree of caution | uOttawa's mandate is considered to be non-mandatory within the context of GAC's report, however we do acknowledge that there are rare exceptions |
| Avoid non-essential travel | |
| Avoid all travel | |

In the event that you are planning a trip to a region where the warning level is 'avoid non-essential travel' or 'avoid all travel', your Dean or Director must approve this. ORM can assist this process by providing a risk assessment of the travel arrangements and itinerary and also by working with the traveller to ensure that comprehensive security measures are in place in the rare event that travel is permitted by a Dean or Director to a high warning level region.

Waivers and Consent forms

In order to ensure that travellers are aware of the risks involved and also to protect the University's interests, a waiver form may be required for international travel to low risk destinations that involve some risks to moderate or high risk events and for travel to high risk destinations. Please contact ORM for further details.

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Risk Assessment and Mitigation Measures

While the risk assessment will attempt to take into account the entire trip planned (which is very case-specific), there are several general categories that we need to see in every case in order to assess and then mitigate the risks involved.

Insurance

The insurance coverage is crucial to any trip, and the following types might be applicable to a trip:

- Travel insurance and/or trip cancellation insurance
- Medical/ dental/health insurance allowing the traveller to get medical care and travel home as soon as possible, if is possible that the traveller may be covered by their benefits and/or WSIB but this **MUST** be confirmed with Human Resources prior to departure
- Theft/Property insurance to cover valuable equipment taken on a trip
- Liability insurance may be applicable in some instances where the traveller is handling valuable objects or equipment that may be inadvertently broken or damaged

The coverage recommended depends very much on the specifics of each trip, the coverage already in place, where they are going and the activities planned however here are a set of broad guidelines to consider when purchasing travel insurance.

| Item | Requirements |
|--|---|
| Beneficiary | Policy must be in the name of the traveller |
| Travel Assistance | Must be included |
| Trip Interruption or Delay | Recommended |
| +Emergency early return | unlimited |
| Repatriation of remains | \$10,000 <i>– or sufficient to repatriate (depends on distance/remoteness of destination)</i> |
| Cremation / burial of remains at destination | \$10,000 |
| Emergency Medical | \$5,000,000 |
| Baggage & personal effects | Recommended |
| Travel Accident | Recommended, based on planned activities. |
| +Airflight accident | Required |
| Rental vehicle damage | If rental vehicles to be used, should be to the total value of the vehicle as a minimum, about \$50,000. Liability amount as per regulatory requirements. |
| Other coverage | Based on planned activities. |

ORM can meet with you to determine if your activities and itinerary are sufficiently covered by your insurance or how to obtain necessary coverage.

Consulate registry

Canadian travellers may register with GAC so that they can provide assistance and information in the event of an emergency or problem. Other countries also provide similar services and they are well worth investigating.

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Changes to travel advisories

As the global situation changes, GAC continuously reassesses the level of danger to Canadians and will remove or change advisory levels as appropriate. In a situation where the country warning level is increased to *'avoid non-essential travel'* or *'avoid all travel'* the traveller needs to re-assess their situation.

If this is a possibility at the planned destination, the traveller should have a contingency plan with both shelter-in-place and evacuation measures. Shelter-in-place is for situations where it may be safer to wait out a disaster or crisis in place if they have a safe place to stay, the traveller should have an evacuation plan and a way to contact someone in Canada who can also summon assistance as required.

In the event that a travel advisory changes during a University-sponsored trip, it would be prudent to send a message to the University indicating if the traveller is in any difficulty and if any assistance might be needed. This helps uOttawa to know where everyone is and how they can help them.

Emergency Contacts

It is prudent that each traveller appoint a trusted colleague, friend or relative to be their emergency contact and remain in Canada. This person should be provided with copies of all travel documents, passports, special identification and itineraries, as well as a proposed contact schedule (this is especially relevant for the more isolated travellers so that someone will know when to sound the alarm should the traveller fail to check in). Should the traveller not have anyone to appoint to this role, ORM can take this on.

Due to time-zone differences, it is not always possible or convenient to catch someone back home during office hours. This is why we recommend that urgent communication to the University be done through Protection Services' programme called "uO 24-7" where they can then pass along a message to a critical contact. The non-emergency phone number for Protection Services is 613 562-5499 and it is staffed 24 hours a day, 7 days a week.

Emergency procedures

In the event of an emergency, each traveller should have identified the most likely emergencies and the mitigation measures to ensure that as much as possible can be salvaged from the travel experience. ORM can assist with building up these scenarios and providing advice on how to mitigate them. At a bare minimum, the traveller should have an idea of what they will do if any of their flights are cancelled, if their travel documents are lost or stolen, if their group gets separated, or if they are robbed or assaulted. Other situations may call for much more involved emergency procedures and knowledge of the local police force, embassy or consulate contacts and locations.

Expectations and Resources

We all have a role to play in ensuring that our international mandate is something that uOttawa can continue to take pride in. There are many resources available to travellers as well as expectations of planning to be done.

Organizer

The trip organizer is responsible for determining the itinerary and activities and selecting the site. This person should have the most knowledge about the destination and should be the most involved in emergency and contingency planning. The organizer is responsible for informing their Director or Dean about the trip and obtaining the necessary approvals well in advance of the travel date. In order to allow ORM to complete a risk assessment for a moderate to high

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risk trip, the organizer must provide ORM with details of their planned itinerary and contingency measures. A list of the typical questions/concerns is provided in Annex A, however depending on the nature of the trip, ORM may follow up with more questions to conduct their assessment. The organizer also serves as the contact person for distributing and collecting waivers from all travellers and sending them along to ORM. The organizer may travel alone or co-ordinate travel for a large group.

Participants/Travellers

The travellers are each responsible to ensure that they understand the risks and dangers involved in the trip, they must prepare their own VISA applications, if needed or arrange for any immunizations required. The traveller must familiarize themselves with itinerary and any emergency contingency plans put into place by the organizer.

Deans or Directors

Deans and Directors are ultimately responsible for the safety and well-being of all the people in their Faculty or Service. They need to be generally aware of travel plans being undertaken by their Faculty and Service and they need to be very familiar with any moderate to high risk trips being planned or undertaken. The Deans or Directors will examine the risk assessment provided by ORM and make the final determination of whether a trip should go ahead or not.

Office of Risk Management (ORM)

ORM's mandate is to manage risks without unduly impeding the business of the University. Their role is to provide assistance with travel arrangements, information on insurance, risks and organization of any trips as desired. They will also prepare a risk assessment for the Dean or Director in the event that a moderate-high risk trip is being planned in order to facilitate their decision-making process. ORM is also responsible for developing custom-made waiver forms, assisting organizers with contingency and emergency planning.

Protection Services

Protection Services is a 24 hour service that provides "uO 24-7" service to ensure that critical messages are passed along or that assistance is requested as needed.

Human Resources

Human Resources are experts in benefits coverage and should be contacted well in advance of any planned trip to determine the coverage that is in place. They can also determine if WSIB would cover any part of the planned trip. This helps the traveller to avoid buying duplicate coverage.

International Office

The International Office is a key resource for students participating in exchange programs, taking credits at another international university or other international placements. The International Office has extensive experience in dealing with international situations and assisting travellers with tips and information about various destinations.

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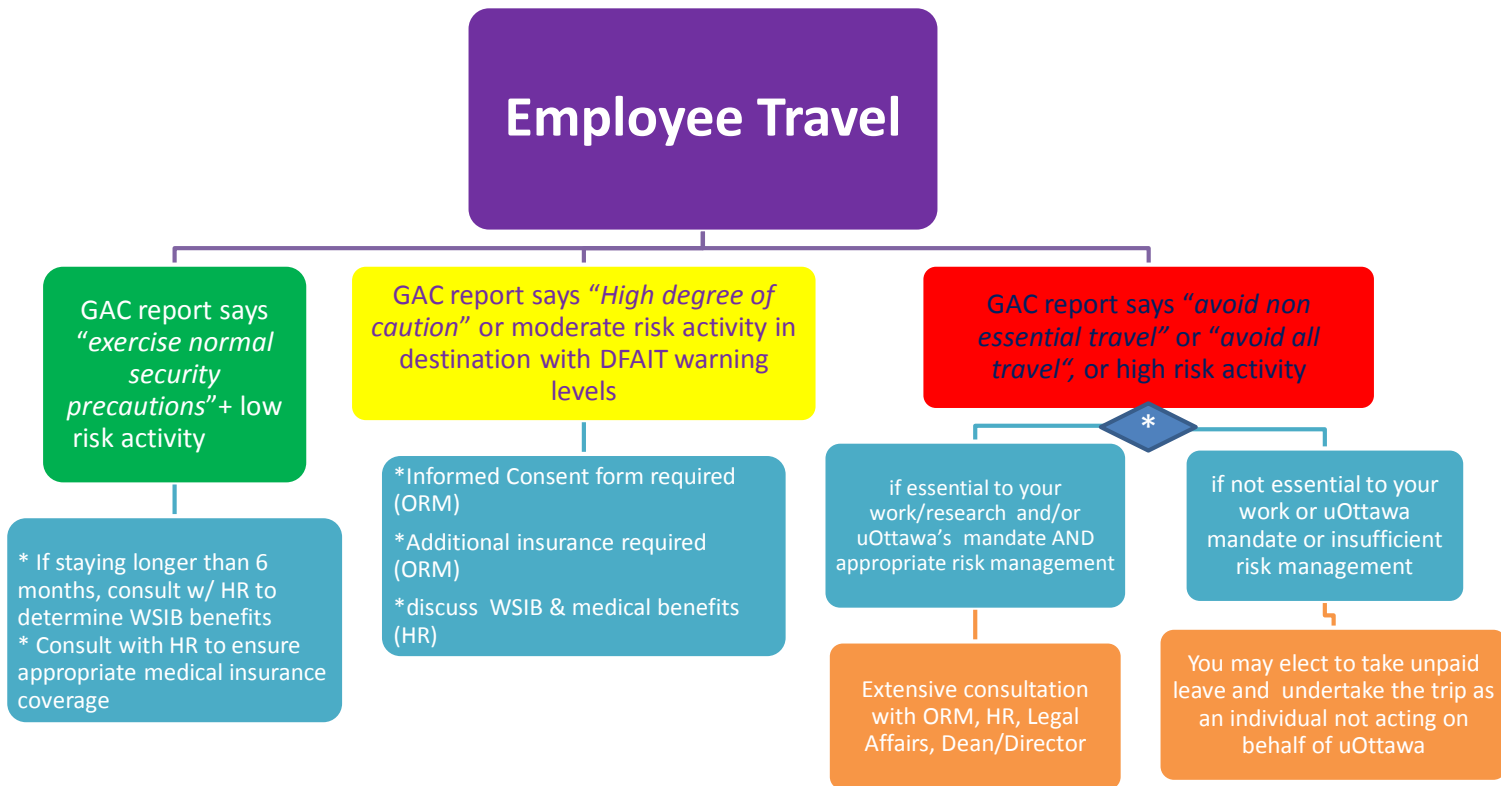
Annex A: checklist of information/considerations for the Risk Assessment

Questions to ask students wishing to travel to destinations where GAC recommends 'avoid non-essential travel':

- Proposed itinerary, locations to be visited and planned side trips
- Is the traveller able to speak the local language/dialect?
- Does the traveller have an understanding of the local culture and norms?
- Security measures that the traveller will have in place and back up measures
- Network in place at destination (friends, colleagues, etc.)
- Reason(s) that travel to the destination is critical to the project or thesis
- Alternatives to the travel (if any)
- Experience level of traveller in terms of international travel
- Is the traveller travelling alone or with a group?
- Appropriate insurance coverage
- As much as possible: detail what could possibly go wrong on the trip from illness to crime to natural disasters and planned actions or responses in these events.

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Annex B: flowchart of decision for uOttawa employee travel



•GAC –Global Affairs Canada

Specifically referring to the travel report for the country or region to be visited
http://www.voyage.gc.ca/countries_pays/menu-eng.asp

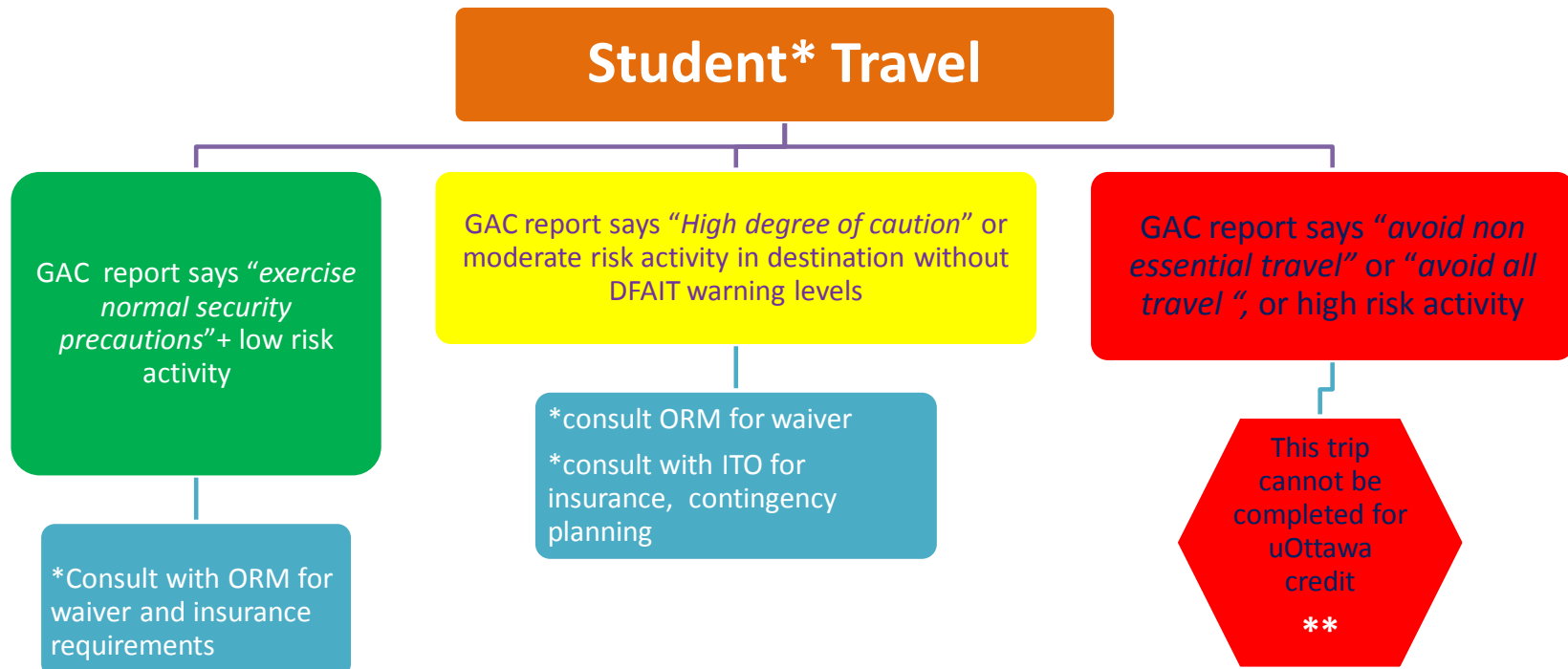
•ORM – Office of Risk Management

•HR – Human Resources

◆ *This decision is made by the Dean/Director in consultation with ORM, HR and Legal Counsel

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Annex C: flowchart of decision for uOttawa student travel



*- Students whose travel arises from their University employment duties and their status as an employee – refer to Employee Travel flow chart

** - If the Faculty is willing to consider a request by a student to make an exception, the Faculty should consult ORM, ITO and Legal Counsel for further advice and assessment

•GAC –Global Affairs Canada

Specifically referring to the travel report for the country or region to be visited

http://www.voyage.gc.ca/countries_pays/menu-eng.asp

•ORM – Office of Risk Management

•ITO – International Travel Office