Maximum Impact
Managing the Risks
Of Study Abroad Programs

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(QUIC)
What risks are you willing to take in your life?
What is Risk?

Risk is the uncertainty embodied in any event that threatens to do harm to a person or an organization and their property.

Mitchell and Myles, 2009
‘Hazard’ is an activity or technology [or circumstance] that poses a threat to humans and what they value.

Measuring Risk

We can measure the extent of this risk (low or high) by considering both the *probability* of something negative happening *and* the *severity* of the outcome.
A key to managing the risks and responsibilities of international travel is to increase our “risk sense”.
Which are you more afraid of?

Why?
## Risk at Home

<table>
<thead>
<tr>
<th>Risk</th>
<th>Injuries</th>
<th>Chances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beds, mattresses &amp; pillows</td>
<td>400,000</td>
<td>1 in 650</td>
</tr>
<tr>
<td>Shower</td>
<td>170,000</td>
<td>1 in 1,500</td>
</tr>
<tr>
<td>Zippers, buttons &amp; other</td>
<td>140,000</td>
<td>1 in 2,900</td>
</tr>
<tr>
<td>Toilet and sink</td>
<td>60,000</td>
<td>1 in 4,500</td>
</tr>
<tr>
<td>Jewelry</td>
<td>55,000</td>
<td>1 in 5,450</td>
</tr>
<tr>
<td>Shaving</td>
<td>40,000</td>
<td>1 in 7,000</td>
</tr>
<tr>
<td>Bedroom to bathroom</td>
<td>2 million</td>
<td>1 in 30,000</td>
</tr>
</tbody>
</table>

Overall chances of injury at home in a day 1 in 36

### Average annual risk of death as a consequence of an activity

<table>
<thead>
<tr>
<th>Activity</th>
<th>Annual Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maternal death in pregnancy</td>
<td>1 in 8,200 maternities</td>
</tr>
<tr>
<td>Hang-gliding</td>
<td>1 in 116,000 flights</td>
</tr>
<tr>
<td>Surgical anesthesia</td>
<td>1 in 185,000 operations</td>
</tr>
<tr>
<td>Scuba Diving</td>
<td>1 in 200,000 dives</td>
</tr>
<tr>
<td>Rock climbing</td>
<td>1 in 320,000 climbs</td>
</tr>
<tr>
<td>Canoeing</td>
<td>1 in 750,000 outings</td>
</tr>
<tr>
<td>Fairground rides</td>
<td>1 in 834,000,000 rides</td>
</tr>
<tr>
<td>Rail travel accidents</td>
<td>1 in 43,000,000 passenger journeys</td>
</tr>
<tr>
<td>Aircraft accidents</td>
<td>1 in 125,000,000 passenger journeys</td>
</tr>
</tbody>
</table>

Perception Of Risk

- Degree of Risk
- Age of Person

- Perceived Risk
- Measurable Risk
Good Practice

Use policy to deal with real risks

&

Use education to deal with perceived risks
Why should we manage risk?
Risk Management Goals

- Meet moral and legal obligations
- Raise awareness of safety issues
- Manage risks and deal effectively with emergencies
How can we manage risk?
Definition

‘Risk Management’ is a discipline for dealing with uncertainty.

White, Patterson and Herman. 1998
Approaches to Risk Management

- Risk avoidance
- Risk mitigation
- Risk retention
- Risk transfer
Approaches to Risk Management

Risk Avoidance
Approaches to Risk Management

Risk Mitigation
Approaches to Risk Management

Risk Retention
Risk Transfer
Framing Risk Management

![Graph showing activity risk level with risk takers on the y-axis and activity risk level on the x-axis. The low risk area is shaded and includes legal approach which consists of orientation, health insurance, and emergency protocol.]
What tools do we have to protect us from liability?

- Waivers
- Informed consent
- Code of Conduct
- Indemnification
- Disclaimers
Framing Risk Management

Activity Risk Level

- Extreme
- Normal

Low

Legal Approach
- Orientation
- Health Insurance
- Emergency Protocol

Higher

Crisis Management

Risk Takers
Emergency Support Program (ESP)

- Emergency Management Committee
- Well-defined Emergency Response Protocol
- Emergency Contact Card
- 24-hour Emergency Telephone Hotline
- On-line Pre-Departure Orientation
- On-line Enrolment Form
- Emergency Contact Database
- In-Field Support
- Re-entry and Emergency Incident Follow-up
Framing Risk Management

- **Legal Approach**
  - Orientation
  - Health Insurance
  - Emergency Protocol

- **Comprehensive Policy & Program Audit**

- **Crisis Management**

Activity Risk Level

- **Risk Takers**
  - Extreme
  - Normal

- **Low**
- **Higher**
Policy & Program Audit

The Center for Global Education
SAFETI Clearinghouse
SAFETI Program Audit Checklist

http://globaled.us/safeti/program_audit_checklist.asp
Framing Risk Management

Activity Risk Level

- Risk Takers
  - Extreme
  - Normal

- Low
  - Legal Approach
    - Orientation
    - Health Insurance
    - Emergency Protocol

- Higher
  - Comprehensive Policy & Program Audit
  - Crisis Management

Health and Safety: Partnership in Assuming Risks & Responsibilities
**Off Campus Activity Safety Policy**

**Planner: Safety Planning Record**

**Hazards & Risks**

It is the planner's responsibility to identify all hazards and risks associated with their activity and destination country of activity, and describe action plans intended to minimize or manage those risks.

<table>
<thead>
<tr>
<th>The Section Title (in grey) identifies the type of hazards and risks to identify:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hazard</strong> - something causing danger, peril, risk, or difficulty</td>
</tr>
<tr>
<td><strong>Risks</strong> - to you and/or to the successful completion of your activity that might result from this category of Hazard.</td>
</tr>
<tr>
<td><strong>Risk Management Plan</strong> - to mitigate against the Hazard and Risks you have identified.</td>
</tr>
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</table>

**HAZARDS and RISKS related specifically to your travel and Activity outside Canada:**

You have indicated that you will be conducting an Activity outside Canada. You must now identify all of the Hazards and related Risks, and prepare mitigation plans, related to travel to and from your Host country [or countries], as well as any implications of living and conducting your planned Activity in that location.

Using the [DFAIT Travel Reports and Warnings](#) for your Host Country [or Host Countries], address any Hazards and related Risks in each of the following DFAIT Section that you will find outlined there. Indicate where any Section does not apply to your Activity so the Reviewer[s]/Approver know that you have considered the Section.

**DFAIT Section 1: Recent Updates**

*Using the link above, identify the following:*

<table>
<thead>
<tr>
<th><strong>HAZARD</strong> related to DFAIT Recent Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="HAZARD" /></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th><strong>RISKS</strong> to you and/or to the successful completion of your Activity that might result from this category of HAZARD</th>
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<tbody>
<tr>
<td><img src="image" alt="RISKS" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Your <strong>RISK MANAGEMENT PLAN</strong> to mitigate against the Hazard and Risks you have identified</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="RISK MANAGEMENT PLAN" /></td>
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</table>
The ability to understand, interpret, and communicate effectively and appropriately in a variety of cultural contexts.

Bennett, J. (2004)
Create a bias toward better decision making in that we wish students to go out and come back safely because they make better decisions when they are confronted with risky choices.
Framing Risk Management

Risk Takers

- Extreme
- Normal

Activity Risk Level

- Low
- Higher

Constrain Negative Activity

Health and Safety: Partnership in Assuming Risks & Responsibilities

Comprehensive Policy & Program Audit

Legal Approach
- Orientation
- Health Insurance
- Emergency Protocol

Crisis Management

No Go Zone