

SAINT CHRISTOPHER JOURNEYS, LLC
FOREIGN AND DOMESTIC TRAVEL CRISIS MANAGEMENT PLAN

Steps to avoid and diminish crises:

Delay in travel

1. Be sure to have enough cash and credit cards to pay for lodging or alternative travel. Inform your credit cards of your travel plans before departure.
2. Have your travel insurance documents easy to reach.
3. Arrive at all airports and other points of departure early. Airports are sometimes unpleasant places because we make them unpleasant with stress and worry. Have something to read with you, arrive early, and relax.
4. Pay attention to weather reports and other things that might delay travel (strikes, added security measures, etc.). If serious problems seem to be looming, check with travel providers and adjust plans or at least make some contingency plans.
5. Have things you need handy in case of delay. Don't put important medicine in checked baggage. Consider having snacks and drinks with you. Have a change or two of clothes in your carry-on luggage. Not all public bathrooms are well-equipped; have tissue paper, alcohol wipes, and whatever you might need with you. Use the bathroom whenever you get a chance rather than waiting.

Emergency at home requiring return

1. Be sure to have enough cash and credit cards to make an unplanned return home. Inform your credit cards of your travel plans before departure.
2. If you have family or friends who are very elderly or have a serious illness, spend time with them or talk to them on the phone before you go. Don't have anything on your chest that you feel you must get out.
3. If you have family or friends who are very elderly or have a serious illness, research potential return routes in advance. Regularly check on the status of the person while traveling and/or communicate with your family if you want to be informed of a change in person's condition or if you prefer to wait until your return.
4. If you have family or friends who have a serious condition, consider if you should go on the journey at this time.
5. Have your travel insurance documents easy to reach.

Illness or injury

1. Be sure to have enough cash and credit cards to pay for medical treatment. Inform your credit cards of your travel plans before departure.
2. Each participant and leader will be provided with a brightly-colored card that has their name, medical information they provided to *Saint Christopher Journeys LLC* in the application, local name and contact information for particular journey, names of journey leaders, and contact information for the home office.
3. Each participant and leader must consult their physician before the journey and acquire all necessary medications and procedures.
4. Staying healthy is the best way to avoid problems. Probiotic pills or yogurt with live cultures can be very helpful for some people in avoiding stomach illnesses. Always drink

only bottled water. Avoid foods that have not been well-prepared. Get enough sleep before and during the journey. Do not over-consume alcohol before or during the journey. Bring with you any medications you might need. Bring insect repellent for tropical locations.

5. Pay attention to emergency exits and other emergency procedures for any lodging or mode of transportation. Ask what to do if a particular emergency might emerge, especially one with which you might be unfamiliar (such as an earthquake).
6. Do not walk alone, especially after dark.
7. Let others in your group know if you have any medical conditions. If you have a medical condition, wear jewelry that indicates the condition and write it on the back of your insurance card.
8. The trip leaders will be provided with first aid kits, which they must keep with them throughout the journey.
9. The leaders will be provided with a folder that will contain for each participant and leader a photo, copy of ID, copy of consent for medical procedures, list of medical conditions provided by the participant or leader, and emergency contact information. They must review medical conditions of participants and leaders before the journey, and they must keep the folder with them at all times. It is important to remember to respect the privacy of participants and leaders.
10. There is no “adventure travel” component of *Saint Christopher Journeys LLC*, and participants and leaders are strongly discouraged from engaging in risky activities in their free time.
11. Think before you act. If it is something you would not do at home, don’t do it on a journey. Consider the larger group and what affect your actions will have on them. These journeys are communal experiences, not simply vacation packages. Remember why you are on the journey.

Theft of valuables

1. Don’t bring anything that you would really hate to lose.
2. Avoid being a target by avoiding showing jewelry, electronics, and other items that are popular for theft. Journeys always involve visiting communities that are economically poor, and items that seem “normal” to you can present a very high temptation for others.
3. Keep your personal items organized so it is easy to locate them and you are sure of where you left them.
4. Your passport is a very valuable item, and you need to protect it.
5. Medicines can present a temptation in some communities, so you need to protect them.
6. To the extent it is possible, use locks on rooms or lockers to avoid the possibility of theft.
7. Keep items on your person when you are out and make it hard for bags to be stolen from you.
8. Stay with the group, and don’t walk alone, especially after dark.
9. Store personal information in a secure place. This should include passport and ID numbers and expiration dates, credit card numbers and expiration dates and phone numbers to call, and travel confirmation numbers and travel assistance phone numbers.

Natural disaster, political unrest, or spike in crime

1. Be sure to have enough cash and credit cards to pay for lodging or alternative travel.

2. Have your travel insurance documents easy to reach.
3. Ask local coordinators to keep you informed of local events.
4. Pay attention to weather reports and news. If serious problems seem to be looming, check with travel providers and adjust plans or at least make some contingency plans.
5. Have things you need handy. Don't put important medicine in checked baggage. Be sure to have water, toiletries, and snacks stored.
6. Stay near the group and in easy contact with group leaders.
7. Have a cell phone that works in your location so that you can easily contact journey leaders.
8. Take warnings seriously.

Missing or arrested participant or leader

1. Have a cell phone that works in your location so that you can easily contact journey leaders.
2. Tell the group leaders where you are going and when you plan to be back.
3. Take warnings about areas seriously.
4. If you would not do it at home, don't do it on a journey. Do not become intoxicated. Do not take rides from strangers. Do not take cabs or public transportation alone, especially at night. Do not walk alone, especially at night.
5. Consider the consequences of your actions on you, the group, and your family if something should go wrong. Use common sense.
6. Be aware of local laws and customs and follow them.
7. Keep your emergency information card on you at all times. Keep a photocopy of your passport and a legitimate ID with you at all times.
8. Do not carry valuables with you.
9. Avoid attracting attention to yourself. Be respectful to others around you.
10. Follow the code of conduct.
11. Remember the purpose of a *Saint Christopher Journeys, LLC*: Educational Travel Focusing on Justice through a Catholic Lens.

Interpersonal conflicts

1. Gossip is the most damaging threat to any small group. If you wouldn't say it to the person's face, don't say it behind their back.
2. Remember that this is a limited time experience. You do not have to work out every issue you have with other participants or leaders. If someone is doing something that bothers you, please try to "just let it go" for the time you are on the journey.
3. If you are on the journey with other people you know from home, try to leave problems from home at home during the journey. You might be able to see the person in a new light while on the journey if you allow yourself to.
4. It's natural to feel closer to some people than to others, but try not to form cliques. Try to spend some time with each person on the journey. Make sure that some are not left out; invite them along for your activities in free time.
5. If someone offends you in their actions or words, first consider that their intention may not be what you understood and decide if you need to "just let it go." If this doesn't seem like a good response, try to let the person know how you felt (focus on "I felt like...")

rather than “You were being sexist/racist when you...”), and try to do this in a way and setting that doesn’t embarrass them.

6. Bring appropriate clothing for the various activities. Have some “nice clothes” for visiting schools or offices. Have old clothes for work projects, hiking, or beaches. Respect the local customs regarding modesty in dress. Shorts are not common in much of the world.
7. Remember, always, that all persons are created in the Image of God and are due respect and care.

What to do when a crisis emerges:

Delay in travel

1. The leaders must communicate with travel providers to determine how long the delay will be and what accommodations the travel provider will make for the group (meals, lodging, etc.). The leaders then need to communicate this to the group.
2. The leaders must inform the persons and institutions involved in the next stage in the journey what is happening.
3. If this will cause a great deal of disruption, the leaders should seek out alternative ways to move the group ahead, such as asking if the delayed travel provider will pay for tickets on an alternative line, or if there is some other way to move the group forward. If this is a delay longer than 12 hours, it might be necessary to research local low-cost accommodations.
4. The leaders must inform the home office of what is happening and what plans of action might be taken. The leaders must remain in frequent contact with the home office and provide updates. The home office will inform participants’ emergency contacts of changes and plans.

Emergency at home requiring return of a participant

1. This can be a very confusing situation for the participant and for family at home. It is sometimes difficult to predict the trajectory and timeline of a medical emergency at home. Unfortunately, returning home can be not only costly, but also complicated. A participant can sometimes spend literally days and a great deal of money trying to re-arrange travel home only to arrive just a few hours earlier than if s/he had simply stuck to the itinerary. The leaders need to help the participant discern what the best course of action is, given the nature of the emergency at home and how soon the journey will be ending. It is ultimately the participant’s decision, and also responsibility.
2. The leaders must assist the participant in researching what is necessary in order to return home (airports, flight, bus options, etc.). The travel insurance provider should be contacted; the company can be of great assistance.
3. The leaders must engage the local coordinators to assist and give advice.
4. The leaders must inform the home office of what is happening and what plans of action might be taken. The leaders must remain in frequent contact with the home office and provide updates.
5. The leaders must assist the participant in being informed of what challenges s/he might face on the return home, given that s/he will be traveling alone. Will s/he be comfortable transitioning between modes of transport (taking a taxi or bus to the airport, for

instance)? Will s/he be comfortable with the language challenges? Does s/he have sufficient cash and credit cards to make the return?

6. The leaders must decide if one of them will make part of this return with the participant, such as going with them to the airport. The needs of the participant and the needs of the group need to be weighed in this decision, and advice from local coordinators and the central office must be taken into consideration. If local coordinators can assist with the return this might be a very good option.
7. A friend or friends of the participant might be tempted to make the return with the participant in order to provide support. This should generally be discouraged. Once the participant is home, her/his family and friends there will provide the support needed.
8. The leaders must establish a clear way for the returning participant to inform them and the home office at each point of transition in return travel. The home office will communicate changes and status of travel with the participant's emergency contacts.
9. The returning participant should be remembered in group prayer.

Emergency at home requiring return of a leader

1. This can be a very confusing situation for the leader and for family at home. It is sometimes difficult to predict the trajectory and timeline of a medical emergency at home. Unfortunately, returning home can be not only costly, but also complicated. A leader can sometimes spend literally days and a great deal of money trying to re-arrange travel home only to arrive just a few hours earlier than if s/he had simply stuck to the itinerary. The leaders need to help each other discern what the best course of action is, given the nature of the emergency at home and how soon the journey will be ending. It is ultimately the leader's decision, and also responsibility.
2. The leader must take the primary responsibility in researching what is necessary in order to return home (airports, flight, bus options, etc.). The travel insurance provider should be contacted; the company can be of great assistance.
3. The leader must engage the local coordinators to assist and give advice.
4. The leaders must inform the home office of what is happening and what plans of action might be taken. The leaders must remain in frequent contact with the home office and provide updates.
5. The leaders must take into serious consideration what challenges s/he might face on the return home, given that s/he will be traveling alone. Will s/he be comfortable transitioning between modes of transport (taking a taxi or bus to the airport, for instance)? Will s/he be comfortable with the language challenges? Does s/he have sufficient cash and credit cards to make the return?
6. Taking into consideration the local challenges and how near to the end of the journey this happens, the leaders must decide if they need to replace the returning leader. This must be done in conjunction with the local coordinators and the home office. It is possible that the local coordinators will be able to help sufficiently. It might be necessary to "promote" one or two participants to leader status. If this is the case, the rest of the participants need to be clearly informed of these persons' new roles.
7. The leaders must establish a clear way for the returning leader to inform them and the home office at each point of transition in return travel. The home office will communicate changes and status of travel with the leader's emergency contacts.
8. The returning leader should be remembered in group prayer.

Illness or injury of participant

1. It is the responsibility of the participant to communicate health problems s/he is having to the group leaders. It is best to be clear and direct and not worry too much about potentially embarrassing topics.
2. Being sick or injured while traveling can be very confusing and frightening. The leaders must help the participant discern if s/he needs the assistance of a medical professional. In general, if there is a question, it is best to err on the side of caution and see a doctor or nurse.
3. If the participant needs to be hospitalized, a leader should remain at the hospital with the participant. Taking into consideration the local challenges and how near to the end of the journey this happens, the leaders must decide if they need to replace the attending leader. This must be done in conjunction with the local coordinators and the home office. It is possible that the local coordinators will be able to help sufficiently. It might be necessary to “promote” one or two participants to leader status. If this is the case, the rest of the participants need to be clearly informed of these persons’ new roles.
4. The leaders must engage the local coordinators to assist and give advice.
5. The leaders must inform the home office of what is happening and what plans of action might be taken. The leaders must remain in frequent contact with the home office and provide updates.
6. Working with the home office, the leaders must inform the listed emergency contact for the participant and help the participant contact family.
7. The leaders must inform the travel insurance provider.
8. If a medical evacuation is necessary, the leaders need to work with the participant, local coordinators, emergency contacts, travel insurance provider, and the home office to ensure it is carried out as smoothly as possible.
9. Respecting religious diversity within the group, communal prayer should be a part of coping.

Illness or injury of leader

1. It is the responsibility of leader to communicate health problems s/he is having to the other group leaders. It is best to be clear and direct and not worry too much about potentially embarrassing topics.
2. Being sick or injured while traveling can be very confusing and frightening. The other leaders must help the leader discern if s/he needs the assistance of a medical professional. In general, if there is a question, it is best to err on the side of caution and see a doctor or nurse.
3. If the leader needs to be hospitalized, another leader should remain in frequent contact with the leader. Taking into consideration the local challenges and how near to the end of the journey this happens, the leaders must decide if they need to replace the sick or injured leader. This must be done in conjunction with the local coordinators and the home office. It is possible that the local coordinators will be able to help sufficiently. It might be necessary to “promote” one or two participants to leader status. If this is the case, the rest of the participants need to be clearly informed of these persons’ new roles.
4. The leaders must engage the local coordinators to assist and give advice.

5. The leaders must inform the home office of what is happening and what plans of action might be taken. The leaders must remain in frequent contact with the home office and provide updates.
6. Working with the home office, the leaders must inform the listed emergency contact for the sick or injured leader and help her/him contact family.
7. The leaders must inform the travel insurance provider.
8. If a medical evacuation is necessary, the other leaders need to work with the sick or injured leader, local coordinators, emergency contacts, travel insurance provider, and the home office to ensure it is carried out as smoothly as possible.
9. Respecting religious diversity within the group, communal prayer should be a part of coping.

Theft of valuables

1. Look around and make sure that the object is not just misplaced or has been moved by someone, such as housekeeping staff.
2. Participants must inform the leaders of the lost object(s). If the participant has any reason to suspect someone (who was admiring it excessively, for instance), s/he should inform the leaders. If the participant does not wish to say this to the leaders, the participant should not say it to other participants.
3. Leaders must inform local coordinators of the loss.
4. A report might be helpful to local institutions. Also, if an insurance claim will be filed on return, the insurance provider might require a report. It might be appropriate to inform administration of institutions where the loss happened (such as hotel management, bus conductor, etc.). It might be appropriate to make a police report.
5. The participant should inform the travel insurance provider.
6. The leaders must inform the home office.

Theft of passport, visa, or state ID

1. Look around and make sure that the document is not just misplaced or has been moved by someone, such as housekeeping staff.
2. Participants must inform the leaders of the lost document(s). If the participant has any reason to suspect someone, s/he should inform the leaders. If the participant does not wish to say this to the leaders, the participant should not say it to other participants.
3. Leaders must inform local coordinators and the home office of the loss.
4. The participant and leaders must make a report to local institutions. They must make a police report *and obtain a copy of the report*. They should inform administration of institutions where the loss happened (such as hotel management, bus conductor, etc.).
5. The participant and leaders must inform the travel insurance provider.
6. Traveling without passport and/or visa and/or state ID presents serious challenges. The participant and leaders must contact travel providers (airlines AND bus services) and confirm what they will require in order for the participant to travel.
7. A leader must assist the participant in obtaining whatever is necessary in order to continue travel. This could require traveling to the nearest U.S. consulate (or another consulate if the participant is not a U.S. citizen). Replacement of documents is the financial responsibility of the participant.

8. If travel to a consulate is necessary, one leader should travel with the participant. Taking into consideration the local challenges and how long the process is likely to take, the leaders must decide if they need to replace the accompanying leader. This must be done in conjunction with the local coordinators and the home office. It is possible that the local coordinators will be able to help sufficiently. It might be necessary to “promote” one or two participants to leader status. If this is the case, the rest of the participants need to be clearly informed of these persons’ new roles.

Natural disaster, political unrest, or spike in crime

1. It is very important for the leaders to model remaining calm and focused, not obsessing about the potential of the situation becoming worse.
2. The leaders must locate the participants immediately and gather them together in a central location.
3. The leaders must work with the local coordinators for advice on best ways to proceed.
4. The leaders must inform the home office of what is happening and the status of each participant. The central office will in turn inform emergency contacts at home.
5. The leaders must determine, with advice from the local coordinators, if the current lodging situation is reasonably safe.
6. The leaders must inform the local U.S. consulate of location and status of each member of the group, and provide them with names.
7. The leaders must inform the travel insurance provider.
8. The leaders must regularly inform the home office of the status of the group and each member.
9. Participants will likely want to communicate with family at home. The leaders should try to help them do this, but it might not be feasible. The priority must be on communicating with the home office, which will communicate with the listed emergency contacts regarding the status of the participants.
10. In consultation with local coordinators and the home office, the leaders must determine what aspects of the journey can continue, if any.
11. The leaders need to work at keeping the group occupied while waiting. Group games can be very helpful as well as extended reflection sessions. Respecting religious diversity within the group, communal prayer should be a part of coping.
12. In consultation with local coordinators and the home office, the leaders must determine if the group needs to return home early. If so, the leaders must work with travel providers to ensure everyone’s return. The group may need to be divided, and a group leader should be with every subgroup of participants. It might be necessary to “promote” one or two participants to leader status. If this is the case, the rest of the participants need to be clearly informed of these persons’ new roles.

Missing participant or leader

1. The leaders must inquire of the participants if they know where the missing person(s) might be. Leaders must ask staff at the lodging, sites, or other staff if they know anything about where the person might be. The leaders need to check and make sure the person did not return to her/his room.
2. Unless there is strong reason to believe there is foul play, the leaders should wait one hour for the person(s) to turn up.

3. After an hour, or immediately if there is strong reason to believe there is foul play, the leaders must inform local police and provide them with a photo(s) of the missing person(s).
4. The leaders must inform the home office.
5. Depending on local safety, the leaders should divide the group into teams of three. Each team should have a designated team chief. One team that includes a leader should remain at the central location. Other teams should check local places they believe the person(s) might be. The teams all must return to the central location within one hour.
6. After five hours, the home office must be informed, and the home office will inform emergency contacts of what is happening.
7. The leaders must inform the local U.S. consulate the missing person(s) and provide photos.
8. As the activities of the journey continue, one leader must remain at the central location and be in frequent contact with police, local coordinators, and the central office.
9. Respecting religious diversity within the group, communal prayer should be a part of coping.
10. Once the person(s) returns, disciplinary action might be necessary.

Arrested participant or leader

1. One leader must go to the local police station to determine what is happening, possibly accompanied by another leader or participant. Another leader must remain with the group.
2. The leaders must inform the local coordinators and request help obtaining an attorney.
3. The leaders must inform the home office, which will inform the emergency contacts.
4. The leaders must inform the U.S. consulate and seek advice.
5. Resolution of the problem is the responsibility of the person arrested, including paying all fines or bail and attorneys. Leaders will reasonably assist with this process, and it is likely that family will need to wire money, which leaders should assist with.
6. Respecting religious diversity within the group, communal prayer should be a part of coping.
7. Once the person(s) returns, disciplinary action will likely be necessary.

What to do if you are arrested or stopped by police

1. Ask why you are being detained. Confirm if you are under arrest. If not, ask if you may leave and return to your group.
2. Provide your ID, name, age, and nationality.
3. Ask to contact the group leaders and/or local coordinators.
4. Avoid answering further questions until the local leaders, and ideally an attorney, are present to assist you.
5. If you are stopped simply because you are a witness to a crime, provide information, but avoid being taken somewhere by the police.

Participant violation of the code of conduct

1. If a participant violates the code of conduct, it is the responsibility of the other participants to report this to the leaders. It is very important to be specific about what was witnessed, not supposing things that might or might not have happened.

2. In the case that the violation of the code is also a violation of local law, the leaders should inform the local police. The leaders must inform the home office.
3. In case the violation is not a violation of local law, the leaders, together, must present the accused participant with the evidence that was presented to them. They must hear the participant's response.
4. The leaders must inform the accused participant of behaviors they themselves have witnessed of the accused participant, and how those negatively or positively influence their perception of the accusation.
5. Unless it is a major violation, the leaders should caution the accused participant to not violate the code of conduct or create the appearance of potentially violating the code of conduct. Together, they should form a plan of how to move forward with the participant interacting with the group.
6. If there is a second accusation following the meeting, the leaders must again meet and inform the accused participant that the matter is becoming serious. Together, they should form a plan of how to move forward with the participant interacting with the group. This will likely include some diminishment of freedoms of the accused and restrictions of interactions with other participants. The leaders must inform the home office.
7. If there is a third accusation, the leaders will meet with the accused participant. Expulsion from the journey must be seriously considered. At the least, there needs to be strong restrictions of freedoms and interactions with the other participants, with a description of consequences of further violations.
8. If there is a fourth accusation, expulsion from the journey is the assumed consequence unless there is good reason otherwise.
9. In the case of major violation of the code of conduct, expulsion from the journey is necessary. The only exception is lack of clear evidence that the accused did in fact violate the code of conduct. The home office must be informed.
10. If expulsion is necessary, the leaders will research reasonable ways for the accused participant to return home that day, or the next if necessary. The leaders will present these options to the accused participant, who may chose which means, but with strong preference for sooner rather than later.
11. One of the leaders will accompany the participant to the airport or bus station and see to it that the accused participant begins her/his return. The accused must pay for the return travel. The home office must be informed of what plans were made, and the home office will inform the emergency contacts of the return plan. The returning participant should be remembered in group prayer.
12. If an expelled participant refuses to return home, s/he will be banned from residing with the group or participating in activities. The home office must be informed, and the home office will inform the emergency contacts that the participant has been expelled from the journey and is responsible for her/himself.

Leader violation of the code of conduct

1. If a leader violates the code of conduct, it is the responsibility of the participants to report this to the other leader(s). It is very important to be specific about what was witnessed, not supposing things that might or might not have happened.
2. In the case that the violation of the code is also a violation of local law, the leaders should inform the local police. The leaders must inform the home office.

3. In case the violation is not a violation of local law, the other leader(s) must present the accused leader with the evidence that was presented to her/him. S/he must hear the accused leader's response.
4. The leader must inform the accused leader of behaviors s/he has witnessed of the accused leader, and how those negatively or positively influence her/his perception of the accusation.
5. Unless it is a major violation, the leader should caution the accused leader to not violate the code of conduct or create the appearance of potentially violating the code of conduct. Together, they should form a plan of how to move forward with the leader interacting with the group.
6. If there is a second accusation, the leader will meet with the accused leader. The leader(s) and the accused leader must both inform the home office of what has happened. Expulsion must be seriously considered.
7. If there is a third accusation, expulsion from the journey is the assumed consequence unless there is good reason otherwise.
8. In the case of major violation of the code of conduct, expulsion from the journey is necessary. The only exception is lack of clear evidence that the accused did in fact violate the code of conduct. The home office must be informed.
9. If expulsion is necessary, the leader(s) will research reasonable ways for the accused leader to return home that day, or the next if necessary. The leader(s) will present these options to the accused leader, who may chose which means, but with strong preference for sooner rather than later.
10. One of the leaders will accompany the accused leader to the airport or bus station and see to it that the accused leader begins her/his return. The accused must pay for the return travel. The home office must be informed of what plans were made. The returning leader should be remembered in group prayer.
11. If the accused leader refuses to return home, s/he will be banned from residing with the group or participating in activities. The home office must be informed.
12. Taking into consideration the local challenges and how near to the end of the journey this happens, the leaders must decide if they need to replace the returning leader. This must be done in conjunction with the local coordinators and the home office. It is possible that the local coordinators will be able to help sufficiently. It might be necessary to "promote" one or two participants to leader status. If this is the case, the rest of the participants need to be clearly informed of these persons' new roles.

Interpersonal conflicts

1. If it comes to the attention of the leaders that there is an interpersonal conflict between participants, the leaders should speak individually to the participants involved and try to understand the source of the conflict.
2. The leaders should suggest ways of remedying the conflict and propose different perspectives to those involved. Leaders should not take sides in the conflict. Emphasis should be on the participants remedying the situation on their own, as adults.
3. If necessary, the leaders might bring together the persons involved and facilitate a discussion between them. If several people are involved, it should be avoided that one of the participants feels "ganged up on." Possibly, one or two people should be identified to represent one side of the conflict rather than everyone involved.

4. Resolution should involve both sides pledging to change some behaviors to avoid further conflict.
5. Group unity should be regularly remembered in communal prayer.