

Program Leader and Chaperone Expectations

The WorldStrides program you have chosen offers many unique opportunities and experiences to change your students' lives. Each program is designed to provide an enriching educational experience. As a Program Leader or Chaperone, you are in a unique position to help make the program a positive and enjoyable experience for yourself, your students, and other adult participants. To promote safety on your program and ensure an enriching experience for all, we ask that you follow the guidelines below. With your help, WorldStrides will be able to provide you and your students an amazing educational journey.

Before departure:

- Ensure that you have thoroughly reviewed the Program Leader/Chaperone documents.
- Carefully review any student medical needs or requested special accommodations disclosed to you by participants or parents/guardians; discuss any special needs with your Account Manager.
- Program Leader's should communicate program behaviour rules as outlined in the WorldStrides Code of Conduct for student and adult participants.
- Program Leader's should establish and communicate consequences of behaviour infractions, up to and including dismissal and return home from the program at the participant's expense.
- Program Leader's should review proper behaviour expectations when visiting memorials, cemeteries, historic homes, theatre performances, museums, and places of worship.
- Program Leader's should establish a parent/guardian communication plan to be used while travelling.

During program travel:

Logistics:

- Work collaboratively with your WorldStrides On-Tour Support Team to ensure proper execution of the planned itinerary.
- Coordinate with your WorldStrides On-Tour Support Team to communicate any material program changes to participants' families (e.g., logistics delays, medical assistance, safety incidents).
- Report any major service provider quality issues to your WorldStrides On-Tour Support Team and work together toward a remedy.

Health & Safety:

- Know the total number of participants (adults and students) in your group and perform frequent headcount checks.
- Enforce the WorldStrides Code of Conduct behaviour rules for student and adult participants.



- Understand and support proper behaviour expectations when visiting memorials, cemeteries, historic homes, theatre performances, museums, and places of worship.
- Stress proper behaviour and consideration for other guests in hotels, restaurants and on public transportation.
- Ensure participants follow all COVID-19 specific rules established by WorldStrides, attractions, sites, and service providers.
- Partner with your WorldStrides On-Tour Support Team to coordinate support if a participant becomes ill, injured, detained or early program dismissal is required due to a Code of Conduct violation.
 - Illness or injury: work with your WorldStrides On-Tour Support Team to arrange medical care; a designated adult must remain with minor participants requiring medical care.
 - Dismissal: manage communications with participant, participant's parent/guardian, and school administration (if applicable); coordinate return travel arrangements with your WorldStrides On-Tour Support Team.
- Partner with onsite WorldStrides and hotel staff to ensure all participants follow established hotel courtesy and safety standards, including but not limited to appropriate behaviour in individual rooms, elevators, and common areas.
- Take appropriate action if you observe, overhear, or otherwise suspect any act of bullying, verbal or physical harassment, or sexual misconduct directed at or involving a participant during the program; report incidents to your WorldStrides On-Tour Support Team and request assistance as needed.
- Chaperone(s) should be willing to assume the Program Leader role at any time during the program if the Program Leader is unable to continue in this role due to illness, injury, or other emergency.