

Eckerd College
Senior College
Trip Leader Guidelines

2002 Edition

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GENERAL GUIDELINES FOR TRIP LEADERS

Below are guidelines for Senior College Trip Leaders. These are only guides. Every trip is different, each experience unique. Leaders need to exercise common sense and good judgment at all times. As a Trip Leader, or Assistant Trip leader, you represent Senior College, and in the broader sense, Eckerd College, to the participants of the program. It is your task to make the Senior College trip fun, educational, and memorable. Be professional, be polite and be a leader. Familiarize yourself with the guidelines below so that you will lead with confidence and competence.

Each Senior College trip will be accompanied by a Trip Leader and an Assistant Trip Leader.

Several weeks before the trip, a Senior College staff member will schedule a meeting with the TL and the ATL. They will meet to discuss the following trip logistics and make assignments re necessary follow-up and coordination of each item so the trip will run smoothly.

- Itinerary development. A schedule of the day. Departure, and arrival times throughout the day.
- Determine where the bus may park at each location.
- Finalize contact person(s) and phone numbers for each location.
- Identify menu selections. Create a menu for participants.
- Identify restaurant contact person(s) with phone number. Review no alcohol policy.
- If it is necessary to pre order menu items each participant must be contacted and orders placed per the direction of the restaurant or food vendor.
- Determine payment arrangements as required by each location and make preparations for payment accordingly.
- Acquire necessary maps and detailed directions and travel time required.
- Identify logical sites for rest stops en route if needed.
- Contact instructors, if any, re special needs, AV equipment, etc.
- Prepare handouts and itineraries for each participant.
- Prepare name tags for participants.
- Call participants 7 days before the trip to confirm attendance, departure and return times, and any special information that will insure their comfort on the trip, e.g. walking shoes, hat, sun screen, etc.
- Acquire facts and material about the site to use as handouts or for information during the ride to the destination.
- Visit the location before the trip if practical.

TWO DAYS BEFORE TRIP

- a. Call Senior College at 864-7830 to verify assignment, get name of Assistant Trip Leader, and confirm schedule with Francine McCauley in CE 113. If no answer leave message for callback from Francine.
- b. Check if water, lunches, or other special arrangements are necessary, and if so, where will they be and who will handle.
- c. Find out where and when to pick up SC Backpack and Cell Phone (charged).

DAY OF TRIP

- a. Dress appropriately for destination and activities.
- b. Wear your nametag.
- c. Check in at Senior College Office (CE 113) one hour before scheduled departure. If trip leaves before offices are open report to WEST LODGE Lobby Desk for materials.
- d. Pick up SC Backpack. Backpack should contain:
 1. *Itinerary for the trip.
 2. *List of participants in alpha order and number.
 3. *Release forms (photo and liability).
 4. Prepared nametags.
 5. Handout materials for trip (if available).
 6. Tickets and/or vouchers, cash (be sure to sign cash receipt and count money for accuracy) check (s), or purchase order(s)
 7. Specifics regarding disbursements of checks, P.O.'s, etc. will be explained on the "Form of Payment Trip Check List".
 8. Tax Exemption Form with number (current)

9. Map and directions to destination.
10. Contact names and phone numbers for sites to be visited.
11. Set of any prior information sent or given to participants.
12. Cell phone charged with names and phone numbers of College contacts in case of emergency or other needs.
13. Sales kit consisting of SC Class Schedule, upcoming SC/Eckerd events/programs, Study Travel Program info, and ASPEC brochure.
14. Evaluation forms and pencils.
15. Extra black markers, nametags, pens, etc.
16. "Reserved For Trip Leader" sign(s)
17. Several copies current SC Catalog.

* CHECK-IN FOLDER should contain Itinerary, list of participants and release form.

AT CHECK-IN (usually in West Lodge Activity Room)

- a. Set up Check-in Table with Check-in Folder, nametags (arrange alphabetically on table), and any handouts (if available).
- b. Introduce yourself to Bus driver and Assistant Leader. Know their names.
- c. Arrange for loading of water and/or food (don't forget napkins) on bus if needed. A water cooler with ice and cold water can be placed at front of bus for easy access during longer trips.
- d. Know location of storage for water, coolers, napkins, etc. at CE.
- e. When possible familiarize self with bus audio/ video equipment BEFORE trip begins. Test/adjust audio equipment.
- f. Discuss itinerary with Driver and Assistant Leader. Make assignments to each if necessary .
- g. Check off names on Trip ~ List as participants sign in and give each his/her nametag and any handouts available.
- h. As they sign in, explain release form-"a" and "b" and have EACH participant sign BOTH releases.
- i. Welcome everyone and briefly describe the day's agenda- emphasize that the return time is approximate.
- j. Ask if there are any "special care" needs or disabilities.
- k. Arrange for appropriate seating and/or help in bus or at destination for special needs participants.
- l. Be aware of possible need for rest stop along the way and discuss with Driver .
- m. If possible, know if destinations provide for disabled and how.
- n. See that front seats of bus behind driver are reserved for Leaders/ Instructors. Use provided "Reserved For Trip Leader" signs.
- o. Confirm that driver has directions, maps, first aid kit (check for completeness), and cell phone (charged) with list of emergency numbers, on board bus.
- p. Note final number of participants and return nametags and names of "no-shows" to front desk to be forwarded to CE 113.
- q. Do head count/ roll call on bus BEFORE leaving Eckerd College.
- r. Leaders should sit directly behind driver for easy access to microphone and driver for instructions/directions.

ON THE ROAD

- a. Make sure all can hear you. Use mike if necessary and available.
- b. Welcome everyone aboard; reintroduce yourself, assistant, driver, and any special guests or instructors present.
- c. Be pleasant. Be courteous. Be friendly. Be alert.
- d. Be aware of comfort levels of group. (too cold, too hot, too long a ride without a break.)
- e. If bottled water is provided, make available to group from cooler at front of bus.
- f. Make participants aware of on board restroom (if provided).
- g. As Trip Leader always practice good safety habits (i.e. -If standing when bus is in motion hold onto steel post.

- h. Caution participants to stay in seats and if necessary to get up while bus is in motion to hold onto safety rails and be seated again as quickly as possible.
- i. Announce trip destination, give brief description of itinerary again and ask if there are any questions, comments from the participants.
- j. Find out how many are first time participants. How they found out about us.
- k. If at anytime during trip the bus stops for rest stop tell everyone the duration of the stop and TAKE A HEAD COUNT before continuing.
- l. DO NOT LEAVE REST STOP UNTIL ALL PARTICIPANTS ARE ACCOUNTED FOR AND ABOARD BUS.

AT DESTINATION

- a. BEFORE getting off bus at destination remind group of schedule/ timeframes and meeting points (when appropriate) for day's activities and WHERE and WHEN to meet bus at end of day. Once they are off the bus it may be too late.
- b. When possible, plan for a restroom stop at destination before beginning activities.
- c. Keep group on bus until arrangements have been completed, tickets and/or entry are paid for and facility is ready for group.
- d. If a problem arises AT THE DESTINATION regarding the planned event: Call TOM SANTEE at 727 864 8085
(If Tom is unavailable see numbers to call at end of Guide).
- e. Keep receipts from all activities (when provided) and turn them in Senior College with other paperwork at end of trip.
- f. Suggest that participants be aware of their seatmates and fellow travelers and watch out for each other during the day.
- g. Plan with Assistant Leader to keep group together and organized.
- h. Conduct periodic HEAD COUNTS during the day.
- i. When practical have Leader at front and Assistant at back of group during scheduled activities.
- j. Make driver aware of any instructions for special pick-up or transportation needs during course of day- (lunch, relocation, etc).
- k. Provide driver with Itinerary/ information. Verify time and location of return pick-up if not included in printed instruction.
- l. Conduct another HEAD COUNT and roll call when boarding bus for return to Eckerd.
- m. DO NOT DEPART WITHOUT ALL PARTICIPANTS ACCOUNTED FOR AND PRESENT.
- n. Tips for services rendered are usually taken care of by the College with the original payment.
- o. When paying with cash, a receipt MUST be obtained.

RETURN TRIP

- a. Suggest restroom stop BEFORE entering bus for return to Eckerd.
- b. Be aware of comfort levels of group – too hot, too cold, thirsty.
- c. Adjust AC and offer water, snacks, if still available.
- d. Recap trip experience with group to solicit good/bad impressions.
- e. When appropriate, show copy of current SC catalog and offer information on other upcoming SC trips/classes and events.
- f. Mention other EC programs. (i.e. Study Travel Program. Aspec. and any other special events on campus that may be coming up).
- g. Explain the importance of "Trip Evaluation Report" and hand out to participants. (Need not be done with pencils. Pens OK). Collect when completed.
- h. Pass thru aisles with garbage bag to collect empty water bottles, wrapper, etc.
- i. Thank everyone for coming and let them know how much you enjoyed being with them.
- j. Before group leaves bus remind all to check the overhead and under seats for their belongings.
- k. Stand outside bus and assist any who might need help in disembarking from bus.
- l. Remind them of their nametags if they have not taken them off already.
- m. Check bus yourself for forgotten articles. Turn in any found items to West Lodge Desk.

n. Make sure coolers are emptied, drained and returned to West Lodge Lobby Desk together with CELL PHONE and any other SC equipment.

AFTER TRIP

a. Put Check-In Folder, all receipts, petty cash, completed Evaluations, and any other pertinent information in SC Backpack.

b. Return Backpack to CE 113 (Senior College Office). If Office is closed, return Backpack to West Lodge Lobby Desk.

c. Prepare a brief written report pointing out any problems or suggestions; also any reactions you experienced from participants.

d. Deliver report to Senior College Office as soon as possible.

EMERGENCIES

a. In the event of an emergency it is important for YOU to remain calm and maintain control of the situation and the group.

b. If someone needs help, provide privacy (if possible) and ask the nature of the need -medication? , Doctor? , true emergency)

c. Have Assistant Leader take charge of the rest of the group.

d. If immediate assistance is needed dial 911. (Use cell phone if necessary) and stay with sick/injured.

Tell the emergency dispatcher you have an emergency.

Give location as exact as you can (address, cross streets, location in building, etc).

Tell them what the emergency is: heart attack, trauma, bleeding, etc. Give them sick/injured name and age if possible.

Provide your name and telephone number you are calling from.

If using cell phone do not turn off after call is completed, dispatcher may need to contact you for further directions or other information. Stay with sick/injured.

If there is a doctor or a nurse present and they offer assistance and it is acceptable to the sick/injured allow them to help.

If sick/injured is accompanied by a friend/spouse/companion allow them to stay with sick/injured (if requested) while awaiting 911 response.

e. As soon as sick/injured has been attended to, call: West Lodge Lobby Desk at 727 865- 7000 or Jim Frasier at 727 865 7155 or

Francine McCauley at 727 864 7830 or Campus Safety at 727 864 8260

f. Give all details including name of sick/injured, any spouse/companion/friend who accompanied sick/injured in ambulance; nature of injury/illness; name, phone number, and city of hospital patient taken to.

g. If necessary, accompany sick/injured to hospital and notify College IMMEDIATELY.

h. One Leader should stay with group and complete trip.

BUS BREAKDOWN

a. If using College bus, driver has written rules for how to handle emergencies.

b. Have him check his list of procedures and numbers and coordinate your efforts.

c. If using other than a College bus, notify the College IMMEDIATELY of location, condition and keep apprised of situation until resolved.

d. As with any emergency it is imperative that the Trip Leaders maintain calm and control of the group at all times. Take charge. Provide for the comfort and safety of all participants.

e. Be especially alert if group must leave bus. Keep everyone together . Know where everyone is at all times.

f. Give only enough information to assure group everything is under control.

f. Be flexible. Be gracious. Sometimes emergencies can be turned into "adventures" simply by the way they are handled by the Leaders.

LIST OF PERTINENT PHONE NUMBERS

Jim Frasier	727-865-7155
Francine McCauley	727-864-7830
Joan Karins	727-864-8313
Tom Santee	727-864-8085
Helen Freiday	727-864-8682
Kathy Yonce	727-864-7889
CEC Lobby Desk	727-865-7000
Campus Safety (After hours)	727-864-8260