



INSPIRED ROUTES CRITICAL INCIDENT MANAGEMENT

Managing Critical Incidents

Crises will arise in tourism, potentially harming tours and travellers. Though unpredictable, scenarios can be envisioned and policies developed to mitigate chaos. Comprehensive protocols enable swift, compassionate response, clarifying responsibilities. With caring coordination more lives can be spared, even amid calamity.

Below is Inspired Routes' response to managing critical incidents and clear steps to be followed by our guides on the road and office team.

South Africa only (SECURA Travel):

Depending on the severity of the situation, guide to press our panic button which is linked via a GPS coordinate and directs our calls straight to a 24/7 National Tourism Emergency Hotline: 083 318 2475.

Inspired Routes works with "SECURA Traveller". They connect us to the largest network of emergency response and tourism support services in South Africa. Driven by state-of-the-art technology with GPS location, the app ensures rapid dispatch of the nearest response unit when we activate the emergency button.

Whether we need medical emergency support, or the security of a "stand by me" service, help comes wherever we are.

Regional Incident Coordinator picks up panic button alert and:

- 1.Contact Guide (panic button is linked to his/her cell phone) and establishes information about the situation.
- 2.Activate and dispatch support service as needed (armed response companies, emergency medical service).
- 3.Create what's app Group with all stakeholders (Office, provincial support, SATSA).
- 4.Dispatch translator (if needed).
- 5.Dispatch nearest Traveller Ambassador.
- 6.Update What's app group.

Traveller Ambassador make sure to help travellers in need. This could be from offering a meal and shower, to helping cancel credit cards, offering trauma counselling, re-work travel arrangements. They update the app group. They help assist with police statements or travel insurance are contacted and keep the what's app group updated on medical & security information.

In addition to SECURA Travel, we will also call SATIB24, our public liability insurance.



Inspired Routes Office calls SATIB24 emergency number (our public liability insurance): **+27 311 002 370**

SATIB24

SATIB24 Crisis Call which provides you with immediate access to a team of specialist doctors and incident managers. Together with you they create an incident action plan and take control of the situation by accessing and co-ordinating multiple resources, service providers, assistance companies, hospitals and insurers to ensure the smoothest and best outcome. In addition, they will provide guidelines in media management .

Emergency Phone Numbers in South Africa:

South Africa General	Number
Emergency from Mobile	112
Emergencies from Landline	107
South African Police Service	10111
ER24	084 124
NetCare 911	082 911
Fire Brigade	988/999
South African Tourism Help Line	083 123 6789
Medical & Fire	021 535 1100
National Sea Rescue Institute	087 094 9774
Ambulance	10177
Cape Town Specific	
Cape Town City Emergency	021 480 7700
Table Mountain NP Emergencies	+27 (0)86 110 6417
Sea and Mountain Rescue	021 937 0300
Shark Spotters Cape Town	078 174 4244
Baboon Monitors Cape Town	071 588 6540

*** Other emergency numbers will be provided by the Office depending on the location of the tour. ***



Responding to Critical Tour Incidents:

When crises occur, passenger safety is paramount. Provide urgent care for the injured. Key scenarios include:

1. Uncontrollable events
2. Minor passenger injury
3. Major passenger injury/illness
4. Passenger fatality

Inspired Routes gives a clear breakdown of action steps for the different scenarios in this document below.

The following summarizes considerations for each situation. Care, communication and compassion empower the best outcomes, even in devastating circumstances. By working skilfully together, healing can begin.

Additional resources:

- **Appendix A:** Gathering Information in a Crisis
- **Appendix B:** Applying Psychological First Aid and Practical Response
- **Appendix C:** Communicating with Victims' Families
- **Appendix D:** Responding to Assault
- **Appendix E:** Understanding Grief
- **Appendix F:** Contacting Embassies and Consulates

The appendices empower thoughtful care for those affected. With compassion and practical support, we can aid healing even in darkness.

1) Responding to Uncontrollable Events:

Uncontrollable events like natural disasters and civil unrest can significantly disrupt tours. Although unpredictable, thoughtful preparation allows for an effective response:

Guide's responsibility and action points:

1. Keep calm and evaluate the severity of the situation (if necessary press panic button).
2. Gather information about the unfolding situation (see Appendix A).
3. Notify Office (see Appendix B).
4. Establish clear communication channels between the Tour Leader and Office.
5. Encourage passengers to contact home and confirm their immediate safety.
6. Provide psychological first aid to those affected (see Appendix C). If needed, request support from the office.
7. Document the incident for the Office.

Office responsibilities and action points:



1. Provide guidance to the tour guide regarding next steps with the tour (this might include additional or modify bookings depending on the situation).
2. Develop a public relations strategy (press releases together with SATSA South African Tourism Services Association).
3. Connect with embassies, consulates, etc. as appropriate.
4. Keep overseas tour operators updated and well informed (if booking is made via an overseas travel agent or operator).

With compassionate care for those affected, difficult circumstances can be navigated well.

2) Responding to Minor Passenger Injury:

Minor passenger injuries are unfortunate but common occurrences in travel. We define minor injuries as those requiring medical treatment but not overnight hospitalization. Examples include broken bones, cuts, bruises, dental issues, illness, and food allergies.

Guide's responsibility and action points:

1. Keep calm and evaluate the severity of the situation.
2. Provide immediate First Aid, if necessary.
3. Gather information about the injury (see Appendix A).
4. Contact a medical service provider and arrange a visit, if necessary.
5. Contact the passenger's insurance provider as appropriate.
6. Establish clear communication between yourself and the Office (see Appendix B).
7. Encourage the passenger to update loved ones on the situation and their safety.
8. Document the incident for the Office.
9. Provide psychological first aid if warranted (see Appendix C). If needed, request counselling support from the Office.

With compassion and coordination, we can support those impacted by unforeseen harm. Our goal is to handle adversity with competence and care.

Office responsibilities and action points:

1. Provide guidance to the tour guide regarding next steps with the tour (this might include additional or modify bookings depending on the situation).
2. Keep overseas tour operators updated and well informed (if booking is made via an overseas travel agent or operator).

3) Responding to Major Injury or Illness

Major injuries or illnesses require a passenger to leave the trip for an extended time or altogether. Examples include hospitalisation, head/back trauma, comas, etc. Compassionate care for the affected traveller is key:

Guide's responsibility and action points:

1. Keep calm and evaluate the severity of the situation.



2. Provide immediate First Aid, if necessary.
3. Gather information on the situation (See Appendix A).
4. Notify Office and call National Tourism Emergency Hotline (24/7: +27(0)83 318 2475 or press panic button (See Appendix B and intro) and STAIB24.
5. Contact the passenger's insurance provider.
6. Notify the local embassy/consulate (See Appendix F).
7. Establish clear communication between all parties.
8. Ask the traveller to update loved ones or request permission for Inspired Routes to do so.

Office responsibilities and action points:

1. Help Guide where needed (logistically and emotionally).
2. Make sure SATIB24 is contacted and that you are in the SECURA Traveller WhatsApp group to be kept updated.
3. Communicate with the passenger's family/agent if permitted.
4. Have an Inspired Routes representative stay at the hospital.
5. Involve legal representation if necessary (through SATSA).
6. Offer the patient logistical assistance (See Appendix D).
7. Craft a public statement if appropriate (help through SATSA).
8. Develop a public relations strategy (press releases together with SATSA South African Tourism Services Association).
9. Set up hotlines/forums to address questions if useful.
10. Coordinate tour continuation for others.
11. Provide psychological support for the group or individuals or the one affected (See Appendix C).
12. Document the incident and keep the overseas tour operator updated and well informed (if booking is made via an overseas travel agent or operator).

With coordination and care, we can support those impacted by misfortune. Our goal is to respond thoughtfully even amidst uncertainty.

4) Responding to Passenger Fatality

Nothing can fully prepare us for the devastating loss of passenger life. Death may result from existing medical issues or unexpected tour incidents. Care for those affected is our foremost priority.

Guide's responsibility and action points:

1. Keep calm and evaluate the severity of the situation.
2. Gather situation details (See Appendix A).
3. Notify the Office immediately and call National Tourism Emergency Hotline 24/7: +27(0)83 318 2475 or press the panic button (See Appendix B and intro) and SATIB24.



4. Secure death certificates and police reports.
5. Contact insurance providers.
6. Inform embassies/consulates (See Appendix F).
7. Maintain clear communication between all parties.
8. Provide psychological support (See Appendices C and E).
9. Embassies will contact next of kin.
10. Send a senior manager from the office to assist.
11. Involve company insurance/legal.
12. Offer logistical aid to grieving families.
13. Have an Inspired Routes representative remain present until the family arrives.

Office responsibilities and action points:

1. Help Guide where needed (logistically and emotionally).
2. Make sure SATIB24 is contacted and that you are in the SECURA Traveller WhatsApp group to be kept updated.
3. Arrangements for Senior Management to arrive at site and to communicate with family/next of kin.
4. Involve legal representation if necessary (through SATSA).
5. Craft a public statement if appropriate (help through SATSA).
6. Develop a public relations strategy (press releases together with SATSA South African Tourism Services Association).
7. Set up hotlines/forums to address questions if useful.
8. Coordinate tour continuation for others.
9. Send funeral flowers/condolences.
10. Continually assess psychological support needs (See Appendix C).
11. Complete an incident report and keep the overseas tour operator updated and well informed (if booking is made via an overseas travel agent or operator).

Through compassion and coordination, we can support those grieving loss. Our goal is to respond with wisdom, empathy and care even in devastating times.



APPENDIX A

Gathering Information Amidst Crisis

Early details about emergencies may be sparse. However, some key facts are vital:

- * Tour name
- * Group leader
- * Incident location and time
- * Those directly involved
- * Tour leader/group location and condition
- * Passenger list with emergency contacts and insurance
- * Witness accounts if available

The goal is to reasonably understand:

- * The incident
- * Affected traveller health/status
- * Location and emotional state of the larger group

This overview empowers the Office and other parties to determine next best steps. Compassionate truth-seeking helps guide caring, wise decisions amidst the fog of unfolding tragedy.



APPENDIX B

Offering Psychological First Aid

Emotional support is as vital as physical care after a crisis. Psychological first aid builds resilience until specialized mental health treatment is available. Simple, compassionate presence makes a powerful difference.

Guidelines:

- Accept all feelings without judgement. Avoid communicating blame or minimizing reactions.
- Empathize and encourage expression of emotion. Trauma healing requires processing.
- Suggest relaxation techniques like deep breathing or visualization for extreme anxiety.
- Reassure that intense reactions are normal and will likely improve shortly. Provide information on common stress responses.
- Let them tell their story as often as needed. Repeated sharing is part of healing.
- Help them connect with loved ones. Social support aids coping.
- Gently encourage participation in group activities when possible.
- Limit exposure to stressful stimuli like sights, sounds and smells associated with the event.
- Promote ample rest, hydration and healthy food. Discourage alcohol and caffeine.
- Protect privacy from media and curious onlookers.
- Appreciate their courage. Do nothing to embarrass.
- Assist with decisions and scheduling if concentration is impaired.
- Suggest light exercise followed by relaxation.
- In time, support re-establishing normal routines. But patience is essential.
- If helpful, encourage journaling about the experience.
- Provide clear, concise direction with compassionate firmness.
- Consider supplements like vitamin C, calcium and magnesium.

Through non-judgmental listening and stabilizing care, psychological recovery can begin, even amidst deep grief. Emotional first aid sets the stage for hope and meaning's return.



APPENDIX C

Communicating with Grieving Families

Conveying condolences after tragic loss requires sensitivity and care. While no guidelines can ease this emotional labor, compassionate presence provides some solace.

Before Contact:

1. Process your own feelings so you can be fully available to families without projecting personal reactions.
2. Confirm all circumstances accurately. Erroneous details compound pain.

In Person:

3. Introduce yourself/credentials respectfully and ask to enter.
4. Use the deceased's name directly along with clear language - "died," "death." Avoid euphemisms that obscure truth.
5. Express sorrow for their loss. This models vulnerability, inviting their emotions forward.
6. Do not imply the deceased was at fault, even partially.
7. Make space for all feelings without judgement or minimization. Trauma reactions are normal and typically intense initially.
8. Answer questions honestly and patiently, even repetitively. Uncertainty complicates grief. If information is unavailable, apologize and offer to investigate specific questions.
9. Do not say:
 - "I know how you feel."
 - "Time heals all wounds."
 - "You must go on with your life."

Each grief journey is unique. Simply listen and affirm.

10. Ask how you might assist them. Follow their lead respectfully regarding possessions.
11. If applicable, gently share positive details about final moments to provide comfort. But do not speculate beyond facts.
12. Attend services if possible to demonstrate caring.

While nothing eases loss, compassionate communication bestows dignity and hope. Grieving families will long remember those who listened well in the valley of shadows. We cannot hurry healing but can walk beside.



APPENDIX D

Responding to Assault and Rape

Sexual violence inflicts severe psychological trauma. Compassionate care promotes healing:

Definitions:

Rape - Non-consensual sex involving threat/force.

Attempted Rape - Threat/force without penetration.

Aggravated Assault - Attack with weapon, injury or not.

Simple Assault - Physical attack without weapon.

Immediate Support:

1. Apply psychological first aid principles (See Appendix B).
2. Let the victim guide what they disclose, without pressure.
3. Communicate compassionately:
 - I believe you.
 - You were not to blame.
 - You are not alone.
 - You will get through this.
 - We are so sorry this happened.
 - What can we do to help?
4. Encourage medical examination for health/evidence. Evidence preservation may include retaining clothing and avoiding bathing. Desires of the victim are paramount.
5. Remind the victim that embassy staff can provide assistance navigating local processes. Prosecution remains an option but may require quick evidence collection.

Documentation Should Include:

- Brief incident summary
- Where/when it occurred, circumstances
- Any assailant details
- Medical care information
- Victim's prosecution inclinations
- Authorities involved
- Notifications made, personnel assisting
- Notify Office (See Appendix B)

Other Considerations:

- Written communications should protect victim confidentiality.
- Discuss with the victim what is shared with others. Prevent further loss of control.
- Assess tour continuation versus evacuation for healing.



- Encourage counselling upon return home.
- Support witnesses were also impacted.

Common Psychological Impacts:

- Repeatedly reliving event in thoughts/dreams
- Emotional numbness
- Avoiding associated stimuli
- Hypervigilance and exaggerated startle response
- Sleep difficulties, concentration impairments
- Irritability, anger, isolation

With patient care and support, healing can occur. With compassion during suffering, we carry one another's burdens.



APPENDIX E

Understanding the grief process

Grief is a natural multifaceted response to loss - emotional, physical, cognitive, behavioural, social, philosophical. While unique to each relationship and person, common patterns emerge.

****Progress through stages varies greatly by individual and circumstance.****

Denial & Shock:

- Difficulty accepting the reality of loss at first.
- Denial gradually gives way to expression of complex feelings.

Anger:

- "Why me?" Fairness is questioned.
- With care and respect, projection onto others lessens.

Bargaining:

- Attempts to negotiate with deity/universe for restored health or life.

Guilt:

- Regret over unrealized intentions.
- Encourage self-forgiveness; we are all human.

Depression:

- Overwhelming sadness, isolation. Fluctuates.
- Gradual re-engagement in life.

Loneliness/Fear:

- Feeling afraid and alone.
- Developing new connections eases solitude.

Acceptance:

- Adjusting to the reality of loss.
- Not the same as happiness.

Grief reminds us of bonds formed in life and love – even as these change form. Within suffering, meaning waits to be uncovered. May we walk together.



APPENDIX F

Seeking Support from Diplomatic Outposts

High commissions, consulates and embassies represent home governments abroad. All fulfill diplomatic functions, assisting citizens navigating difficulties. Notification is warranted when citizens experience:

- Arrests, legal issues
- Disappearance, death
- Sexual assault
- Natural disasters, civil unrest

Key emergency support offered:

1. Advice, advocacy, next-of-kin notification for accidents, illness, death and crime victimization.
2. Local and international counselling service referrals.
3. Prison visits and family contact for arrests.
4. Doctor/lawyer referrals.
5. Guidance amid civil unrest and natural disasters.
6. Limited financial assistance in crises.

Diplomatic outposts walk with citizens through darkness - leveraging insider knowledge of culture, language and systems. In disasters, we need not feel alone. Support awaits from those sworn to service. Together hope is found amid the ashes.