



# Safety and Security Manual

## for Parents and Volunteers

We hope you and your child are excited about your upcoming service trip! For most of our volunteers (and their parents), providing healthcare, education and development to hundreds of people in impoverished communities, while interacting with and living among people of a different culture, is an experience unlike any other. As you prepare for your/your child's arrival in the weeks to come, you can rest easy knowing that MEDLIFE takes our volunteers' safety and security very seriously, and never loses sight of the fact that you are entrusting us with your child. If you still have questions after reading this manual, please do not hesitate to call our office at 1-844-MEDLIFE (1-844-633-5433).

### **MEDLIFE Trip Leaders**

Trip Leaders are responsible for our volunteers and ensure a safe travel and volunteer experience. They will meet all of the students at the airport, and will stay with them for the duration of the volunteer trip. They will coordinate bus transportation, accommodations, meals and all other logistics, and are prepared to handle any emergencies that may arise. Our Trip Leaders are professionally trained and can anticipate the needs of our volunteers. They will stay in the hotels overnight to provide 24-hour support and will carry a mobile phone to be able to reach our local offices, on-call staff, and MEDLIFE headquarters at any time. The Trip Leaders are also able to provide insight into the local culture and fun additional activities. From restaurant suggestions to popular tourist site recommendations, they are available as a source of local knowledge for our volunteers.

- General health and safety

The Trip Leaders for each trip will explain to the volunteers any relevant health issues upon arrival, such as the need for bottled drinking water, or the potential of stomach upsets. We recommend that volunteers carry toilet paper and water bottles with them at all times. Volunteers who have pre-existing medical conditions, e.g. diabetes or asthma, should notify their Trip Leader at the start of the trip about their condition. This information will be kept confidential.

- Our legal responsibility

Running international service trips carries a legal responsibility and duty to care for our volunteers that MEDLIFE takes very seriously. When booking a trip with us, our volunteers sign a VOLUNTEER AGREEMENT, RELEASE OF LIABILITY AND ASSUMPTION OF RISK and CANCELLATION POLICY (Section 9 pages 12, 13, 14 and 15). Each Trip Leader is familiar with these documents and we recommend that volunteers read through these conditions thoroughly in order to get an understanding of MEDLIFE's legal responsibility.



## **MEDLIFE Volunteers**

While our Trip Leaders work hard to provide an enjoyable and safe travel experience, it is very important that volunteers are proactive, cooperative, and use common sense to ensure safety while traveling. Volunteers should be respectful of each other and their Trip Leaders at all times. We strongly recommend leaving expensive looking clothing and jewelry at home, staying in groups of five or more at all times, and being aware of your surroundings. MEDLIFE also advises leaving valuables out of site, using lockers where available, and hiding money and passports in travel pouches under your clothes while in tourist sites and the impoverished communities we work in. Volunteers should also keep the contact information for their hotel and Trip Leaders on them at all times, as well as our 24-hour emergency contact number. This information will be emailed to all volunteers one week prior to the start of the clinic.

## **Emergency Protocols**

- MEDLIFE Emergency Protocols

MEDLIFE has developed detailed Emergency Protocols. The document details the procedures to be adopted by MEDLIFE, our On-Site Ground Operators and the Trip Leaders in the event of a serious incident, accident, injury or illness on a trip operated by MEDLIFE. Although each incident will be unique, the guidelines are designed to ensure that emergencies are managed in the most effective way, therefore ensuring the best possible outcome. All Trip Leaders are trained in the content of the document, and details of the protocols can be requested by emailing [volunteeraffairs@medlifeweb.org](mailto:volunteeraffairs@medlifeweb.org).

- Injury, illness and evacuation

In the event of an injury or illness, volunteers will receive immediate medical attention. Trip Leaders will provide emergency care and first aid when required, provide support and make arrangements for those in the group not physically affected by the incident.

Evacuation can be a serious, demanding and time consuming task and will not be undertaken unless there are adequate resources to complete the job in a manner that will not further threaten the condition of the victim or risk safety of any participant or staff member.

All injuries or incidents that require medical attention or hospitalization will be reported to our operations offices who will then communicate with parents and family as quickly as possible.

## **Welcome Meeting**

The welcome meeting is extremely important and will take place on the Sunday before the clinic week. If any volunteer misses the briefing, it is their responsibility to sit down with their Trip Leader at the earliest opportunity and ensure that they are filled in on all important points. MEDLIFE staff members will have an informational powerpoint presentation as part of the welcome meeting as well. Volunteers should bring an extra



copy of their passport and travel insurance details to turn give to the Trip Leader at the meeting.

The following topics will be covered:

Introduction: The Trip Leaders will introduce themselves and provide the group with a some personal information about themselves.

Trip Itinerary: Brief outline of the trip itinerary, expectations and optional tour activities.

Cultural Sensitivity: Because the culture and traditions in these countries are drastically different than those that we live in, it is important to be culturally sensitive when visiting the communities. You will be given recommendations on respectful speech and appropriate behavior while you are in the field.

Mobile Clinic Overview: You will be receiving a brief overview of what to expect and what you will be doing at each station during clinic. The stations include triage, education, medicine, dental, OB/GYN, pharmacy, and toothbrushing.

History: You will be debriefed on the rich history of the diverse location in which you will be working in.

Dietary restrictions or medical concerns: MEDLIFE accommodates for dietary restrictions or health restrictions as long as we are informed prior to the start of the clinic date. Volunteers should confirm with Trip Leaders at this time about any dietary restrictions, as well as allergies or other health-related issues that might affect them while on the trip. If volunteers are carrying an EpiPen or prescription medicine, we recommend discussing with Trip Leaders where the medicines are kept and how to administer them in case of emergency. Volunteers should also be aware that while MEDLIFE does not restrict anyone from coming on the trip, there is some physical labor involved in community development projects and clinic volunteering. Volunteers should notify us at this time if there are any pre-existing conditions that may limit their ability to participate in some aspects of the volunteer work. All information will be kept confidential.

Safety issues: Trip Leaders will discuss with volunteers any relevant safety issues such as the likelihood of theft, walking the streets at night, avoiding civil disturbances, checking for fire exits in hotels, safety on vehicles, etc at this time.



## Emergency Contacts/Resources by Location

In the case of robbery or loss of credit cards while abroad, you may call the following numbers to immediately block the card:

- Mastercard: 1-636-722-7111 (re-routed to U.S.)
- Visa Emergency Cash: 1-999-119 or 1-800-225-528 or 800-847-2911
- Visa Replacement Card: 1-999-119 or 1-800-225-528 or 800-847-2911

### **TANZANIA:**

Neema Lyimo

Cell: (+255) 68-557- 4680

Emergency Clinic:

- KCMC  
Kilimanjaro Christian Medical Center  
Moshi, Tanzania

Doctors on Call for Non-Emergency Medical Situations (Clinic Doctors)

- Dr. Alan Minja - 255 754 560 592
- Dr. Gloria Temu - 255 763 074 613
- Dr. Eileen Lirhunde - 255 688 398 818

U.S. Embassy

- 686 Old Bagamoyo Road,  
Msasani  
P.O. Box 9123,  
Dar es Salaam  
Tel: 255-22-229-4000  
Fax: 255-22-229-4970 or 4971

### **ECUADOR:**

Martha Chicaiza:

- Office: 802-698-0157
- Cell: 011-593-995-656-237

National Resources in Emergency/Disaster Situations:

- ECU 911: 911
  - National Police: 91
  - Department: 102
  - Red Cross: 131
  - National Transportation Agency (ANT):103
  - Ministry of Health: 173

### **Tena**

Emergency Clinic, Tena:

- Hospital Stadler Richter  
Rocafuerte 445, Archidona, Napo  
Phone: (593) (6) 2889129
- Patronato de Tena  
(593) (6) 2887765



### **Riobamba**

Emergency Clinic, Riobamba:  
Clinica Metropolitana  
Junín 25-28 y España, Riobamba, Ecuador  
Teléfono: 032-941-930 / 032-954-497 / 032-960-157  
Fax: Extensión 259  
Movil: 0992795447

Hospital Boutique Riobamba  
Av. Riobamba No 927 Col. Lindavista, México D.F.  
Tel: 6553-0047 - 6553-0055

### **Esmeraldas**

Emergency Clinic, Esmeraldas:  
Clinica Alfa, Manuela Cañizares entre Sucre y Olmedo, Esmeraldas  
Teléfono: 062723717  
Teléfonos 2: 062-721037  
Celular: 098-176555

Doctors on Call for Non-Emergency Medical Situations (All Clinic Doctors for Ecuador):

- Dra. Miriam Chacha 0984872830
- Dra. Eulalia Robalino 0987747561
- Dra. Veronica Cabascango 0995820569
- Dr. Jorge Mejia 0984186428
- Dr. Pedro Ortiz (Dentista) 0998183156

U.S. Embassy in Quito

- Ave. Avigiras E12-170 y Ave. Eloy Alfaro (next to SOLCA)  
Quito, Ecuador  
(+593) 2-398-5000 (from provinces)  
398-5000 (from Pichincha and Quito)  
593-2-398-5000 (international line)

### **PERU:**

Alberto Paredes:

- Office: 207-433-0576 (ext. 410 to speak directly with Alberto)
- Cell: (+51) 989197541

National Resources in Emergency/Disaster Situations:

- Firefighters: 116
- National Police: 105
- Urgent Medical Attention: 117

For Medical Attention:

- Ambulances: 470-5000
- Medical Alerts: 261-0502
- Clave Médica: 265-8783
- Red Cross: 475-5787
- Green Cross: 372-7272
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### **Lima:**

Doctors on Call for Non-Emergency Medical Situations (All Clinic Doctors for Lima):

- Melissa Liezbeth Romero Ochoa (Nurse): 995035464
- Aguado Muñoz Ivonne Zulema (Obstetrician): 992455850
- Cynthia Lissette Bejarano Campos (Triage Nurse): 257-0411
- Luis Marcos Ventura Castillo (Clinic Coordinator): 996084635
- Teresa Ascate Sarmiento (Clinic Education Promotor): 570-3628
- Luque Molleapaza Nancy (Community Coordinator): 994962884
- Janet Raquel Reynoso Flores: (Clinic Coordinator): 989876392
- Liz Ivonne Sanchez Plasencia (Nurse)
- Raul Renato Barrantes Cuya (Dentist): 967743039
- Marya Katya la Torre Uribe (Surgical Doctor): 944210307
- Gustavo Benjamin Arnao Garcia (Surgical Doctor): 997333389
- Jorge Vidal (Dentist): 2254252
- Analida Palacios Dulanto (Surgical Doctor): 998896127

Emergency Clinics:

- Clínica Angloamericana  
Calle Alfredo Salazar  
(01) 616-8900
- Hospital María Auxiliadora (for emergencies in the field during clinic/project)  
Av. Miguel Iglesias 968, San Juan de Miraflores, Perú  
Tel.: (+51)1 217-1818  
Fax: (+51)1 217-1828

U.S. Embassy in Lima:

- Avenida Encalada, Cuadra 17  
Monterrico - Surco, Lima, Peru  
Phone: [011] (51-1) 618-2000  
Fax: [011] (51-1) 618-2724

### **Cusco:**

Doctors on Call for Non-Emergency Medical Situations (All Clinic Doctors for Cusco):

- Corbacho Trujillo Lula Kruscaya (Obstetrician): 984644277
- Misme Pantigozo Pilar (Lab Technician): 984411773/974308678
- Oros Camargo Tula (Dentist): 95473899
- Misme Pantigozo Rosa Luz
- Farfán Quispe Geerlitte Ruth (Surgical Doctor): 984732214
- Sanchez Lezama Ronald (Surgical Doctor)

Emergency Clinics:

- Hospital Antonio Lorena  
Urb Primavera, Calle Carlos Ugarte s/n Huancaro, Santiago  
Tel.: 084-226511
- Clínica Pardo  
Av. de la Cultura 710  
Wanchaq, Cusco  
Tel.: (+51) 84 240387; (+51) 984 115669 (24 hours)

U.S. Consular Agent in Cusco:

*The consular agent is available 24 hours a day, 7 days a week, for emergency assistance in Cusco or the surrounding area.*



- Avenida Pardo 845  
Cusco, Peru  
Phone: (+51) 84 231-474  
Mobile: (+51) 984-621-369  
Fax: (+51) 84 245-102

## **INDIA**

**New Delhi**