

 homes
from the heart

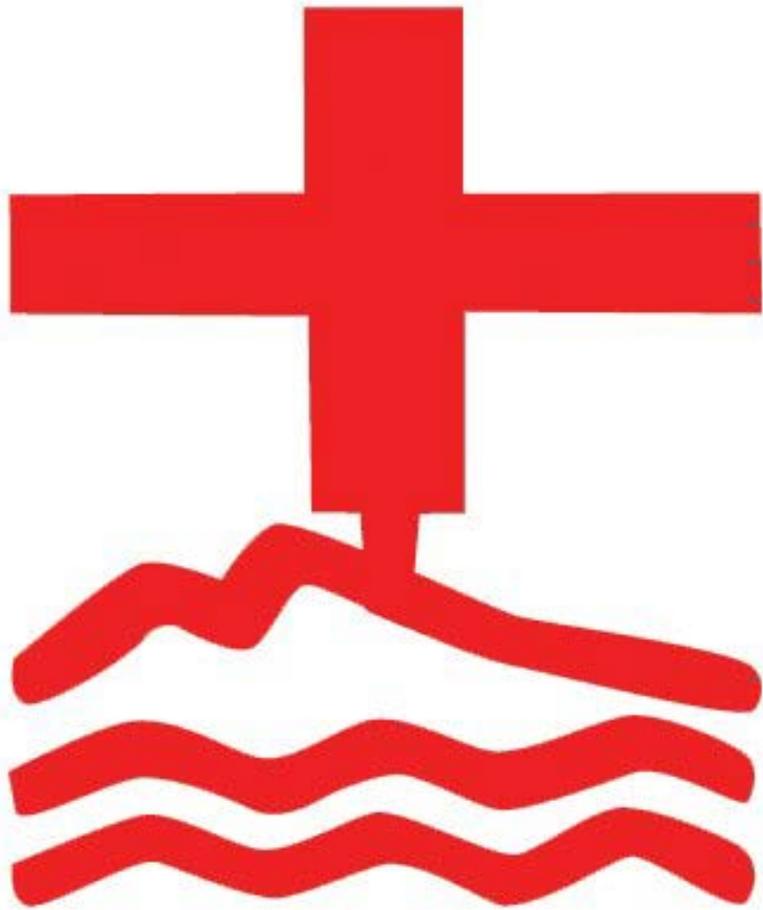




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Introduction

This manual is intended to aide team leaders and others in the event of a crisis, whether that's something as simple as a scraped knee or as serious as a political evacuation. The policies in this manual are meant to give team leaders tools to manage and respond to any event that may occur while volunteering. There are several steps you should take before your trip in order to be prepared in the event of a crisis, as well as considerations when you travel. Please familiarize yourself with this guide and take it with you on your trip, so that you are better prepared to lead your team should a crisis occur.

HFTH Emergency Numbers

U.S. Staff:

Meghan Sullivan
Executive Assistant
Office: 816.308.4554
Cell: 315.771.6652

El Salvador Staff:

Michael Bonderer
Executive Director
Cell: (011.503)* 7974.0065
Home: (011.503)* 2266.2941
U.S: 661.374.0875

Zuze Bonderer
In-Country Director
Cell: (011.503)* 7726.2088

**011.503 should only be dialed if calling El Salvador from the U.S. If already in El Salvador, simply use the local, 8-digit number.*

When you respond to a crisis, it is important to be...

- Calm
- Courteous
- Empathetic
- Professional
- Knowledgeable of Homes from the Heart response procedures
- Focused on your team's safety and security
- Understanding of why it may be best to "shelter in place."
- Aware of the resources available to you



Trip Preparation

Before you leave on your trip, there are a few steps you should take to be safe.

- **Medical Considerations:** Participants should visit their physician to discuss the CDC recommendations for travel in the host country and discuss any medical or vaccination recommendations their physician may have. Any preexisting conditions that a participant has should be listed on the volunteer application.
- **Pack and Act with Safety in Mind:** Make sure to consult the packing list in the volunteer handbook, and pack appropriate supplies including sunscreen, insect repellent, and clothing that is appropriate for the climate where you'll be staying. It is each team member's responsibility to wear appropriate safety equipment, such as work gloves, eye protection, and seatbelts in vehicles when possible.
- **Emergency Contact Information:** The team leader should make sure they have all team members' emergency contact information as well as the numbers for the project director, local law enforcement and emergency services, the US Embassy or Consulate, and Homes from the Heart's contact list. All phone numbers (except for team members') may be found in the volunteer handbook.
- **Further Documentation:** Team leaders are also responsible for keeping a copy of each team member's insurance cards, passport, and a list of team members' allergies and medical conditions listed on their applications.





Responding to a Crisis

Assess, Respond, and Document

1. Assess the Severity.	2. Emergency Response.
<p>There are many types of crises. Some may be as simple as a sunburn, while other may be as serious as an earthquake or flood.</p> <ul style="list-style-type: none"> • A minor crisis, such as a sunburn or stubbed toe, is usually handled less formally and can be addressed without disrupting the normal activities of the day. • If a severe crisis occurs, such as a natural disaster or an accident in which someone has been seriously injured, the team leader and in-country director must be notified immediately to determine the appropriate actions to take. Severe crises should also be reported to Homes from the Heart staff in the U.S. so that they are able to answer questions from volunteers, family, and loved ones. 	<p>In the event of a severe crisis, the Team Leader should respond quickly, thoroughly, and professionally, and at a minimum, complete or delegate the following tasks:</p> <ol style="list-style-type: none"> 1. <u>Evaluate injuries</u> in order to provide first aid and transportation if needed. 2. <u>Do a headcount.</u> Make sure all team members are accounted for. 3. <u>Notify the In-Country Director.</u> 4. <u>Contact the Insurance Carrier</u> for medical referral and assistance. 5. <u>Notify local law enforcement and/or emergency medical services.</u> 6. In the event of civil or political unrest, severe weather, or other situations, <u>move the team to a Safe Zone</u> for potential evacuation of the area. Upon arrival, the Team Leader should assess the area around the accommodations and work sites for potential Safe Zones. 7. <u>If possible, secure the work site or area.</u> 8. <u>Notify Homes from the Heart's U.S. staff</u> to report the conditions and for additional help. 9. <u>Notify the U.S. Embassy or Consulate</u> if necessary. 10. <u>Document the event.</u> Fill out the incident report and gather witness statements. This should be done as soon as possible following a crisis, but only after team members are safe.



Possible Emergencies

What's the worst that could happen?

While most of the time, a team will not be faced with a severe crisis, it's important to consider what types of events could occur, and what to do if they should happen. Below, you'll find some of the possible crises you might encounter, and helpful responses to them. Remember that in all crisis situations, it is important to stay calm and collected in order to provide helpful leadership to the rest of the team.

Medical Emergencies

Bodily injuries, whether minor or severe, should be addressed immediately. Minor injuries, such as scrapes, insect bites, and minor sunburn, can be treated with a First Aid Kit. Impermeable gloves should be worn by anyone cleaning or dressing open wounds and when cleaning up bodily fluids.

Severe Weather

Severe weather and natural disasters such as earthquakes or floods could occur at any time during a Homes from the Heart trip. If such an event occurs, the team leader should work with the In-Country Director and staff to decide on the best options for team members. It is often best to avoid travel and "shelter in place" in order to avoid chaotic roads, airports, and city centers. Road conditions may require cancelling work or tourist activities. During earthquakes, leaders should get team members out of buildings and onto clear ground.

If someone is injured:

1. Assess the severity. If it cannot be resolved with a First Aid Kit, then use the team's transportation or call for local medical emergency services.
2. If you are properly certified, provide care to the injured person using a First Aid Kit and/or CPR.
3. As the Team Leader, assign a team member to go with the injured person or a team member to lead in your place, if you accompany the injured person to a treatment facility.
4. Contact Homes from the Heart headquarters to complete an incident report.

**Heat Related Illness**

Teams are often working in locations that are very warm, so it is important to remember to take breaks often in the shade and to stay hydrated. If a team member begins to show signs of confusion, dizziness, muscle weakness, cramps, nausea, rapid heartbeat, or stops sweating in spite of the heat, the should stop working and move to a cool, shaded area. Provide the team member with water, ask them to remove any tight or unnecessary clothing, and place ice packs on their neck, back, armpits, and/or groin. If symptoms continue, please seek medical attention.

Vehicle Accidents

Qualified drivers are hired to provide teams transportation to and from the airport, worksites, and tourist activities. If an accident occurs with one of these vehicles, the Team Leader is responsible to take charge of the medical needs of the team. The Team Leader should move the team to a safe zone away from the accident. If anyone has sustained serious injuries, only move them if it will not cause further injury to them or yourself and if there is imminent danger such as a car fire. The driver will report the accident and handle mechanical issues as needed.

Food & Water

Traveler's diarrhea is one of the most common illnesses while traveling internationally and is caused by eating and drinking food or beverages with bacteria. Common symptoms include abdominal cramping, bloating, fever, and loose stools. If team members experiences traveler's diarrhea, it is important for them to drink plenty of water and to take anti-diarrhea medicine. To help prevent traveler's diarrhea, only drink bottled water and avoid eating uncooked fruits and vegetables.

Civil Disruption

If there is a disruptive or violent civil disturbance in the area, the Project Director should advise the Team Leader on possible courses of action to avoid conflict without jeopardizing the team's safety. It may be possible to continue the work at the worksite or to move to another project site, and if this is the case, the Project Director and Team Leader will notify the team. The team should never be put in harm's way or get involved in the political or internal actions of the locals in the host country.

**Additional Resources:**

Remember, in any crisis situation, you have many resources that can assist you.

- Local medical services and police
- The In-Country Director
- Your travel insurance provider
- The Embassy or Consulate
- Homes from the Heart headquarters
- Your fellow team members
- The staff at your accommodations

Statements to the Media

Only authorized, trained persons with experience sharing negative news with the media should provide comments to the news media or general public. The Team Leader or Team Members may be asked to comment on a crisis situation, and they should be prepared to respond with statements similar to the following examples:

“Our first priority in any situation is the safety of the team. We cannot provide any comments at this time while we’re tending to the safety of others.”

“I do not have access to the information you need and cannot offer speculative thoughts. Homes from the Heart in Kansas City, MO has been notified, and they will address your concerns as soon as all appropriate information is available.”

“I am sorry I can’t help provide the information you need. The entire Homes from the Heart organization is working hard to respond safely to this situation. A media update will be provided at the appropriate time.”



Insurance Benefit Guide

(example)

Sample Coverage:

Part A – Medical Protection	
Accident and Sickness Medical Expense	amount selected; maximum \$500,000
Deductible	amount chosen (\$100 or \$250)
Dental	\$200 / tooth to a maximum of \$1,000
Incidental Trips to Home Country sublimit	\$25,000
Extension of Benefits sublimit	\$5,000
Emergency Evacuation & Repatriation	\$100,000
Repatriation of Remains	\$20,000
Emergency Reunion	\$10,000
Return of Minor Children	\$5,000
Hazardous Sports Coverage	available to plan maximum

Part B – Travel Protection	
Trip Interruption	\$5,000

Part C – Baggage Protection	
Lost Baggage	\$250

Part D – Travel Accident Protection	
Accidental Death & Dismemberment	\$25,000



HOW TO USE TRAVMED CHOICE SERVICES

24 hours a day, 7 days a week, 365 days a year

FrontierMEDEX is Your key to travel safety. If You have a medical or travel problem, simply call Us for assistance. Our toll-free and collect-call telephone numbers are printed on Your ID card. Either dial the toll-free number of the country you are in, or call the Emergency Response Center

COLLECT at:

Baltimore, Maryland, USA +1-410-453-6330

An assistance coordinator will ask for Your name, Your company or group name, the FrontierMEDEX ID number shown on Your card, and a description of Your situation.

If the condition is an emergency, You should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center. We will then take the appropriate action to assist You and monitor Your care until the situation is resolved.

Payments arranged by FrontierMEDEX

Most Physicians and hospitals will provide you with the necessary medical treatment will either send their bill directly to MEDEX Insurance Services, or in the case of small dollar amounts, may ask You to pay at time services are rendered. Ask the hospital or Physician to contact FrontierMEDEX Assistance. FrontierMEDEX will confirm Your protection plan coverage and arrange for prompt payments. You will be asked to pay for any deductible amount or items not covered by Your plan.

Payments made by You

If You are required to pay for medical treatment, obtain a signed receipt and a signed statement by a Physician describing the problem and the treatment. Once Your other insurance has processed Your claim, submit a copy of their final disposition along with a MEDEX Insurance Services claim form and a copy of Your receipts to:

MEDEX Insurance Services

8501 LaSalle Road, Suite 200

Baltimore, MD 21286

1-800-732-5309 or 1-410-453-6380

For claim forms or questions, call between 8:00 A.M. and 5:00 P.M. Monday through Friday Eastern Time.



Homes from the Heart: Accident/Incident Report Form

First: _____ Middle Initial: _____ Last: _____

Homes from the Heart Trip Number and Country: _____

Team Leader Name: _____

Traveling Companion/Chaperone (if any): _____

Date of Incident: _____ Location: _____ Time: _____

Type of Incident: <i>(circle one)</i>	Minor Injury/Illness	Serious Injury/Illness	Hospitalization
	Natural Disaster	Vehicle Accident	Political Unrest
	Evacuation	Robbery	Others

Description of Incident:

Possible Cause of Incident:

List of Witnesses:
Please attach written, signed, and dated witness statements describing the incident/accident as they remember it, if witnesses are willing and able to provide them.

Medical Information:

Incident requires physician/hospital visit? Yes ___ No ___

Name of physician/hospital: _____

Physician/hospital address: _____

Physician/hospital phone number: _____

Did the injured party submit a claim to health insurance? Yes ___ No ___

Did participant decline medical treatment? Yes ___ No ___

signature of affected/injured volunteer *date*

I certify the above as accurate and true, to the best of my knowledge.

signature of volunteer or trip leader *printed name* *date*