

This document is intended for the short-term volunteer trip team leader, when dealing with medical and other emergency incidents. During the welcome orientation, instruct team members to notify the team leader whenever an incident occurs.

The following sections explain how to address four specific scenarios:

- A. Incident With No Injury**
- B. Minor Injury/Illness**
- C. Serious Injury/Illness**
- D. Catastrophic Events**

Determining if an injury or illness is minor or serious is decided by the host and the team leader. The following offers basic criteria to assist in making that decision.

## **A. INCIDENT WITH NO INJURY**

### **Step A1: Definition**

Described as a 'near miss,' this category would include slips and falls which do not result in injury.

### **Step A2: Leader Notified**

Team leader should be notified of any incident with no injury.

### **Step A3: Incident Report**

Complete a Volunteer Incident Report for each incident with no injury, and provide copies to host and sending coordinators as soon as possible.

## **B. MINOR INJURY/ILLNESS**

### **Step B1: Definition**

A minor injury or illness is not life threatening and does not require hospital attention. It can be treated on-site or at a local clinic.

### **Step B2: Leader Notified**

Team leader should be notified of any injury or illness.

### **Step B3: Treat On-site and Cover Medical Cost**

Minor injuries/illnesses may be treated on-site by a qualified team member, while others might require visiting a clinic. The cost of such medical treatment may be paid by the victim or team leader. Retain all receipts and documentation.

**Step B4: Minor – Parental Consent for Medical Treatment**

For minors, the “Parental Consent for Medical Treatment” is included in the waiver form and held by the team leader and the sending coordinator.

**Step B5: Rest/Reduced Activity**

Following minor injury/illness, suggest that the team member stay off the job and rest or at least reduce the level of activity until again healthy.

**Step B6: Incident Report**

Complete a Volunteer Incident Report for each minor injury/illness that requires medical attention, and provide copies to host and sending coordinators as soon as possible.

**Step B7: Monitor Condition**

Continually monitor the condition of an injured/ill team member, until back at work.

**Step B8: If Condition Worsens**

If the condition of a treated injury/illness worsens, advance to **Step C3**.

**C. SERIOUS INJURY/ILLNESS****Step C1: Definition**

A serious injury or illness requires hospital attention, including emergency room treatment and release, or hospital admittance.

**Step C2: Leader Notified**

Team leader should be notified of any injury or illness.

**Step C3: Seek Medical Attention**

First priority in a serious injury/illness is to provide first aid, stabilize the victim and prevent further injury. At the same time, summon medical assistance.

**Step C4: Contact Travel Assistance Provider**

The travel assistance provider will help you locate the nearest, most appropriate medical facility for the type of injury/illness involved. Once contacted, the representative will assign a case number and will continue to monitor and provide assistance during the situation, while maintaining up-to-date patient information. Clarify the payment method for medical expenses with the representative. In the case of a minor, contact the parent.

**Step C5: Transport the Victim**

Based upon the type and seriousness of the injury/illness, decide how to transport the victim to a medical facility, unless the travel assistance provider has made those arrangements.

**Step C6: Minor – Parental Consent for Medical Treatment**

For minors the “Parental Consent for Medical Treatment” is included in the waiver form and held by the team leader and the sending coordinator.

**Step C7: Contact and Brief**

At the medical facility, following the examining physician’s initial evaluation, consultation and prognosis, notify the person listed on the victim’s emergency contact form, providing the travel assistance case number.

**Step C8: Hospitalize**

Follow the physician’s advice and admit the victim to the hospital, if recommended. Maintain contact with the travel assistance provider. Request a written physician report for documentation. Retain all receipts and documentation.

**Step C9: Evacuate**

If the physician advises evacuation, skip to **Section F: Evacuation**.

**Step C10: Release**

If the victim is treated and released, transport as directed by the physician. Fill medical prescriptions as needed and cover the cost out of team funds, to be later reimbursed by the insurance company. Retain all receipts and documentation.

**Step C11: Brief Emergency Contact**

Following hospitalization or release, provide the victim’s condition and prognosis to the in-country emergency contact.

**Step C12: Incident Report**

Complete a Volunteer Incident Report and provide copies to host and sending coordinators as soon as possible.

**Step C13: Monitor and Provide Daily Updates**

Continue to monitor the situation and provide daily updates to in-country emergency contact and victim’s emergency contact.

**D: CATASTROPHIC EVENTS****Step D1: Definition**

Catastrophic events include any disruption in the volunteer event caused by weather, natural disaster or any type of terrorism, war, potential kidnapping, insurrection or criminal activities, which pose a threat to team members.

**Step D2: Seek Safety and Advice**

At the first indication of an impending catastrophic event, notify host which triggers the Order of Call on page five. The first priority is to stay together and seek safety as a group.

**Step D3: Head Count/Assistance**

Following a catastrophic event or upon regrouping, take a head count and assess conditions. Contact the travel assistance provider. If in danger and unable to communicate with the travel assistance provider, it may be necessary to contact the relevant embassy for assistance.

**Step D4: Assess Injuries**

If team members are injured and require medical attention, re-enter the process flow at **Step C3**.

**Step D5: Shelter in Place**

When the decision has been made to remain in the country, the team may be directed to shelter in place. The team may be moved to a safe house or another safe location, such as a military base, embassy or school.

**Step D6: Evacuate**

If evacuation is considered, skip to **Section E: Evacuation**.

**Step D7: Brief Sending Coordinator**

When conditions permit, brief sending coordinator and in-country emergency contact regarding the team's status, specific needs and immediate plans.

**Step D8: File Incident Report**

As soon as possible after calm is restored, the team leader will complete a Volunteer Incident Report and provide copies to the host and sending coordinators.

**E. EVACUATION – *The decision to remain or to evacuate is made collectively by HFHI management staff in conjunction with the insurance company, travel assistance provider, host and sending programs. The sending program and team leader may choose to evacuate the team prior to receiving the above authorization; however, cost of the evacuation may be the responsibility of the sending program and team leader.***

**When the decision has been made to evacuate an individual or the team:**

The travel assistance provider will specify a time and pickup point and whether/how much luggage will be allowed. Usually only one suitcase plus carry-on bag will be allowed.

The following items will be useful to pack:

- Medications (prescription and over-the-counter) medical/dental records, immunization cards, extra glasses and prescriptions. Remember to keep all prescription drugs in their proper pharmacy containers.

- Passport and driver's license
- Currency and credit cards
- Cell phone including names and addresses of doctors, dentists, lawyers
- Personal items and a change of clothing for each traveler
- Non-perishable food

**F. TEAM MEMBER DEPARTURE**

The team leader will complete a Volunteer Incident Report when a team member departs an event earlier than planned, with or without the team leader's concurrence. A copy will be provided to the host and sending coordinators.

**ORDER OF CALL – If the person below you is not available, make those calls, too.**

| Position of Person                                       | Responsible for Calls to:   |
|--|---|
| <b>Host Coordinator</b>                                  | In-Country Emergency Contact<br>Area Office Volunteer Programs<br>Sending Coordinator                             |
| <b>In-Country Emergency Contact</b>                      | National Director   |
| <b>National Director</b>                                 | HFHI Security Manager<br>Embassy<br>Area Vice President   |
| <b>Area Office Volunteer Programs Manager</b>            | Area Office Legal Representative<br>Area Office Communications<br>Director, Global Volunteer Engagement & Support |
| <b>HFHI Security Manager</b>                             | HFHI Legal<br>HFHI Communications   |
| <b>Director, Global Volunteer Engagement and Support</b> | Vice President, Volunteer & Institutional Engagement  |