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## Safety & Security Guidelines

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# Common Locations

- Insert a detailed map of the city, region, country or areas of interest to visitors
- [Google Maps](#) allows programs to create a sharable map to identify common areas such as banks, markets, mobile phone stores, restaurants, government offices and areas which may be unsafe to visit.
- Special attention should be given to trusted safety and security resources, including police and fire stations, hospitals/clinics, pharmacies, and any local private security firms under contract with the program

# General Safety & Security Guidelines

- **Pre-departure**

- All travelers should register with their local embassy. U.S. citizens should register with the U.S. State Department STEP Program:  
<https://step.state.gov/step/pages/common/citizenship.aspx>
- Pre-program priority telephone numbers into mobile phone
- Register travel plans, insurance information and emergency contact on program visitor list
- Visit certified travel clinic to ensure updated immunizations and medicines

- **In country**

- Carry a copy of passport and modest amounts of cash
- Carry a fully-charged mobile phone with sufficient credit/air time
- Limit evening activities; seek to go out with at least one other person. Plan how you will return home before you leave
- Do not accept any food or drink from people you do not know
- Report any safety and security concerns to the program director or members of the organization's safety and security team

# Common Risks

- **Personal security:** Petty crime and robbery
- **Safety:** Road traffic accidents, poor healthcare facilities, weak emergency services
- **Social/Political:** Political and social turmoil
- **Terrorism:** Review persistent terrorism concerns

# SAFETY AND SECURITY PROTOCOLS



# Phone Tree

In case of emergency, attempt to reach people in this order:

Program Director

Name  
Local Number

Program Managers

Name  
Local Number  
Name  
Local Number

Local Contacts

Name  
Local Number  
Name  
Local Number

# Travel Protocol

- **Notification:** If traveling outside of the city or region, make sure your travel plans are known by at least one other person such as the Program Director, Program Managers, or your supervisor
- **Time tables:** Estimate the number of hours for travel and departure time to ensure safe arrival before dark

# Vehicle Safety Protocol

- **Private hires:** Identify trusted private transportation companies for ground transport needs
- **Seatbelts:** All drivers and passengers are required to wear seat belts
- **Night travel:** Avoid driving at night and schedule all long distance travel to conclude before dark
- **Motorbike taxis:** Staff and visitors are strictly forbidden from riding motorbikes taxis
- **Personal vehicles:** All personal vehicles are purchased and used at the risk of the owner/driver. Staff members are not allowed to transport visitors in their private cars unless pre-approved by program leadership
- **Emergency kits:** All vehicles should be equipped with emergency kits containing a spare tire, jack, first aid kit, flares, flashlight and extra mobile phone



# Checkpoint/Roadblock Protocol

- **Location:** Major roads may have random checkpoints staffed by police officers
- **Protocol:** Drive slowly through the checkpoint unless an officer flags for you to pull over. If asked to do so:
  - **Stop, if you have passengers:** Pull over slowly and present ID/paperwork if asked. Officers are allowed to check your car. If they find any contraband or your insurance is not up to date, they will confiscate your ID and issue a fine. Your ID will be returned to you after paying the fine at the local bank.
  - **Proceed if you are alone:** Feign ignorance (do a courtesy wave) and proceed through the checkpoint if possible
- **Bribes:** Checkpoints can include officers looking for bribes. Politely decline any bribe requests. If you encounter any difficulties, ask to be directed to the nearest police station or to speak to a supervisor

# Vehicle Accident Protocol

- **Note:** If you are a passenger, do not get out of the car unless absolutely necessary. Stay in the car with your seat belt fastened.
- If you are the driver, follow the guidelines below:
  - **Minor accident:**
    - **In a safe area:** Pull over and speak to the other driver in a calm manner. Typically, you will be asked to 'settle' and pay a modest amount if you are at fault
    - **In an unsafe area or if alone:** Proceed to the nearest police station and request assistance
  - **Serious accident:** Proceed directly to the nearest police station. If your car is unable to be moved, stay calm, call for assistance and remain in your car
  - **Pedestrian involvement:** It is unsafe to stop if a pedestrian is injured. Proceed directly to the nearest police station and ask for assistance. Do not get out of your car due to risk of vigilante justice

# Satellite Phone Protocol

- If your organization has satellite phones:
  - Keep 1 phone permanently at office or residential compound in a predetermined location. A 2<sup>nd</sup> phone should be available for traveling to other sites.
  - Keep phones fully charged at all times
  - Keep dialing instructions with phones
  - Satellite phones should be used only in cases of emergencies or to test their functionality

# Personal Emergency Protocol

- **Safety first:** If in an accident or attacked, get to a safe location
- **Notification:** Notify the program director or members of the organization's safety and security team if you need assistance
- **Post-incident:** Report the incident to the program director or members of the organization's safety and security team

# Nighttime Gate Protocol

- **Car safety:** Make sure your car doors are locked and your windows are rolled up
- **Stay put:** Even if you feel safe, wait for the guard to open the gate. Do not get out of the car to open it yourself.
- **Honk for < 1 minute:** At the gate, honk, wait 10 seconds and repeat honking every 10 seconds until he opens the gate or one minute passes.
- **Drive away:** After one minute, leave and drive to a safe area or to the office of the private security company
- **Call:** Call the private security company and ask them to radio the guard and then call you back to confirm he is there and waiting.
- **Honk for < 30 seconds:** Return to the gate and repeat honking. Wait up to 30 seconds.
- **Escort:** If the guard does not open the gate, leave the compound and call the private security company again. Meet at their office and ask them to escort you home.
- **Report:** Please notify the safety and security team if any of the above steps are taken.

# Medical Evacuation Protocol

- Medical referral, medical assistance, and medical evacuation should be available to all staff and visitors traveling on behalf of the organization and its entities
- Before arriving:
  - Complete the organization's visitor information form
  - Understand what types of emergency medical services are covered, and not covered, by your insurance agency
- If you are in need of medical assistance:
  - Contact the program director or members of the organization's safety and security team
  - Contact your organization's global assistance program
- When in doubt, call someone!

# Sexual Assault Protocol

- If you are a victim of sexual assault, contact the program director, members of the organization's safety and security team, or someone you trust. Do not take a shower or clean yourself before meeting him/her.
- You will be taken to a safe location and assessed for any injuries. If necessary, you will be transported to a hospital.
- If you stay in the care of the organization's physician, he/she will document the facts, obtain a medical history, conduct a basic exam, treat any injuries, and provide post-exposure prophylaxis as necessary.
- If you wish to press charges, or have the possibility to press charges, you will need to undergo a full examination by the medical officer at the police station.
- The organization's physician will discuss with you the options for return to your home country.

# Detention Protocol

- If the police come to arrest you, do not open the door right away. Stall for time and call the program director or members of the organization's safety and security team who can meet you at home.
- Do not bring your passport with you. Bring a photocopy of your passport.
- Do not resist arrest.
- Ask another person to follow you to the police station.
- Request consular notification – you are entitled to it.
- Do not sign or admit anything and do not bribe the officers.
- Explain your ties to a local organization and role in the community.