



# Emergency Procedure

A Kindling Kiribati Internship



Kindling Kiribati

THE SMALL BUSINESS DEVELOPMENT OF KIRIBATI

# Kindling Kiribati Internship Emergency Procedure

Kindling Kiribati makes every reasonable effort to protect the safety and well-being of its program participants, staff and partners. An Emergency Response Plan has been developed in order to have clear steps in place in the case of an emergency involving any of our interns or stakeholders.

**Definition of an 'emergency'** Kindling Kiribati recognizes an emergency to be an incident whereby there is a threat to life of a participant or a risk of serious trauma (physical and/or emotional) to a participant. Emergencies may include but are not limited to the following:

- *Participant is a victim of a crime – assault, mugging, sexual assault*
- *Accident or illness resulting in a threat to life of a participant*
- *Death of a participant*
- *Participant goes missing*
- *Arrest of a participant*
- *Terrorist attack*
- *Natural disaster – tsunami, earthquake, hurricane etc*
- *Outbreak of war - political emergencies*

The aim of this plan is to ensure management and staff can react quickly and effectively in the event of an emergency and that clear reporting procedures are in place. Kindling Kiribati/s Emergency Response Plan is reviewed regularly to ensure its effectiveness and to identify if any changes are necessary.

## Emergency Response Team

Our Emergency Response Team is made up of on-site team members, on-site partners, US team members and senior management.

First Responders – On-site team members, partners and On-site Director

Communications – On-site Director, US Representative and CEO

Major Decisions – CEO

## Communication

Kindling Kiribati's provides two 24-hour emergency contacts in the US and in Kiribati

Our Emergency Phone Numbers are as follows:

### Emergency contacts in Kiribati:

Ruth Cross

- Owner of flat you will be living in, Australian ties, Rotary member
- Facebook messenger and Whatsapp +61 430 994 663

Teemari Amayam Tanentoa

- Our Kiribati translator, speaks great English
- Facebook messenger

Enii Togisala

- Our backup Kiribati translator, speaks great English
- Facebook messenger

Eritai Kateibwi

- Founder of the hydroponics project, BYU-H grad, great english as well
- Facebook messenger

Lily Brechtefeld Kumkee

- Works in the Women's Ministry also the program director of Nei Mom
- Facebook Messenger

#### **Emergency contacts in the United States:**

Andrea Gooch

- Program director
- 1-435-760-3998, [andrea@kindlingkiribati.org](mailto:andrea@kindlingkiribati.org), or FB messenger

JD Borg

- Board Member: Intern relations
- 1-435-201-7583, [jd@kindlingkiribati.org](mailto:jd@kindlingkiribati.org)

During any incident we keep open lines of communication between our team members, participants and emergency contacts where appropriate. Communication during an incident can be by phone, email, or messaging application.

#### **Student Emergency Response**

At orientation Kindling Kiribati explains all of the resources and help we can offer to the student in an emergency. Students are instructed to do the following so that we may best assist them as quickly as possible in an emergency:

#### **Health Emergency/Personal Accident**

1. Contact Emergency Services first and foremost if urgent medical attention is required
2. Contact Kindling Kiribati on-site team by calling the on-site emergency phone number
3. Communicate your status to your Emergency Contact

#### **Assault/Sexual Assault**

1. Contact Emergency Services if immediate medical attention and/or police assistance is required
2. Contact Kindling Kiribati on-site team by calling the on-site emergency phone number
3. Communicate your status to your Emergency Contact

### **Major Incident/Natural Disaster/Terrorist Attack**

1. Get to a safe place – go back to your housing/place of internship. If none of these are a safe option, make your way to the nearest public building such as hospital or police station
2. Contact Kindling Kiribati on-site team by calling the local Kindling Kiribati emergency phone number to let them know your status
3. Communicate your status to your Emergency Contact

### **Kindling Kiribati Protocols**

Our Emergency Response Plan is put into action by a number of key staff members. These include our on-site teams in each location, senior management and our US based team.

In the case of an emergency our on-site team reports directly to our CEO and US based team.

Kindling Kiribati staff follow these general protocols in the case of an emergency:

1. Information is received, and Kindling Kiribati identifies an emergency
2. Kindling Kiribati contacts the participant to confirm their current safety status, current location and/or current health status
3. Kindling Kiribati makes every reasonable effort to meet the student where they are at
4. Kindling Kiribati assists the participant in obtaining the necessary help including but not limited to emergency medical services, police assistance, transportation, guidance on safety and/or steps for evacuation
5. Kindling Kiribati on-site team reports to the CEO and US based team. As part of this report Kindling Kiribati are required to obtain the following information, where appropriate, regarding the emergency:
  - a. Student's Full Name
  - b. Date of Incident
  - c. Details of Incident
  - d. Medical symptoms
  - e. Contact information for the physician responsible for treating the student
  - f. Contact information of the hospital where the student is receiving/has received treatment
  - g. Details of any lab tests, x-rays or other diagnostic tests carried out or planned
  - h. Details of any medication administered or planned to be administered

- i. Details of any proposed further treatment including but not limited to surgery
6. Kindling Kiribati communicates with the participant's emergency contact and keeps them informed of the status of the participant
7. Where Kindling Kiribati has an agreement in place with the student's home university, Kindling Kiribati informs the student's home university that an incident has taken place involving the student and keeps them informed with regular updates
8. Kindling Kiribati completes a full incident report following any emergency incident

Our On-Site Director is the person responsible for making immediate decisions to ensure the safety and well-being of our participants and team members. The On-Site Director remains in regular contact with the CEO and US based team.

**Further protocols are followed in the case of the following emergencies:**

**Assault/Sexual Assault**

1. Kindling Kiribati receives information that a student has been assaulted
2. Kindling Kiribati contacts the student to confirm their current status i.e. are they in a safe place? Are they injured? Do they need urgent medical assistance?
3. Kindling Kiribati on-site staff member offers the student immediate assistance including but not limited to emergency medical services and/or police assistance
4. Kindling Kiribati on-site staff member offers emotional support and offers to accompany the student to seek medical treatment and/or to file a police report
5. Kindling Kiribati informs the student's Emergency Contact where consent is given by the student
6. Where Kindling Kiribati has an agreement in place with the student's home university, Kindling Kiribati informs the student's home university that an incident has taken place involving the student and keeps them informed with regular updates. The student must consent to Kindling Kiribati disclosing the nature of the incident to their home university.
7. Kindling Kiribati offers logistical assistance should the student need to change housing or arrange urgent travel back home

**Robbery**

1. Kindling Kiribati receives information that a student has been robbed i.e. purse or other personal items stolen
2. Kindling Kiribati contacts the student to confirm their current status. Are they currently in a safe place? Were they physically hurt during the robbery? Do they require urgent medical attention?
3. Kindling Kiribati on-site staff member offers the student immediate assistance including but not limited to emergency medical services and/or police assistance
4. Kindling Kiribati on-site staff member offers emotional support and offers to accompany the student to seek to file a police report

5. Kindling Kiribati informs the student's Emergency Contact
6. Where Kindling Kiribati has an agreement in place with the student's home university, Kindling Kiribati informs the student's home university that an incident has taken place involving the student and keeps them informed with regular updates
7. Kindling Kiribati offers access to counselling services should the student require same
8. Kindling Kiribati offers logistical support to cancel credit cards, obtain a new passport if necessary etc

### **Major Incident/Natural Disaster/Terrorist Attack**

1. Kindling Kiribati receives information that a major incident has taken place/is taking place
2. Kindling Kiribati contacts the student to confirm their current status
3. Kindling Kiribati assists the student to get to a designated safe place
4. Kindling Kiribati informs the student's Emergency Contact of the student's status and location
5. Kindling Kiribati consults with the US embassy and local authorities for additional advice in responding to the situation
6. Where Kindling Kiribati has an agreement in place with the student's home university, Kindling Kiribati informs the student's home university that an incident has taken place involving the student and keeps them informed with regular updates
7. In the case of a necessary evacuation from the program location Kindling Kiribati assists the student in working with SOS International Insurance

### **Death/Suicide**

1. Kindling Kiribati receives information that a student has died
2. Kindling Kiribati confirms the location of the student's body and ensures police and emergency services are contacted immediately
3. Kindling Kiribati informs the US embassy
4. U.S. consulate representative notifies the Emergency Contact. Diplomatic protocol requires that when a foreigner dies abroad, a representative of the relevant embassy notify the next- of-kin. U.S. consulate staff is specifically trained to deliver such news. Providing a thoughtful, compassionate death notification is everyone's first priority.
5. Where Kindling Kiribati has an agreement in place with the student's home university, Kindling Kiribati informs the student's home university that a student has died
6. Kindling Kiribati works with SOS International Insurance, local hospital/morgue and U.S. Embassy to arrange for the repatriation of the student's body

### **Missing Student**

1. Kindling Kiribati receives information that a student is missing

2. For the purposes of this Emergency Response Plan Kindling Kiribati defines a missing student as a student who has been out of contact for more than 24 hours
3. Kindling Kiribati enquires with the student's housemates or host family, their internship provider or on-site school, friends and acquaintances as well as trying to reach the student through all communication channels such as phone, email and social media messaging
4. Kindling Kiribati informs the Emergency Contact, local police and the US Embassy
5. Where Kindling Kiribati has an agreement in place with the student's home university, Kindling Kiribati informs the student's home university that an incident has taken place involving the student and keeps them informed with regular updates

### **Student Arrest**

1. Kindling Kiribati receives information that a student has been arrested by local police
2. Kindling Kiribati contacts local police to obtain confirmation of the wellbeing of the student
3. Kindling Kiribati requests information on the nature of the arrest from local police
4. Kindling Kiribati informs the Emergency Contact and US Embassy
5. Where Kindling Kiribati has an agreement in place with the student's home university, Kindling Kiribati informs the student's home university that an incident has taken place involving the student and keeps them informed with regular updates
6. Kindling Kiribati offers logistical support to the student and his/her Emergency Contact in obtaining legal advice where appropriate

Following an emergency Kindling Kiribati offers continued assistance to the participant including but not limited to:

1. Support and guidance
2. Assistance with travel bookings and other logistics should the participant need to return home early