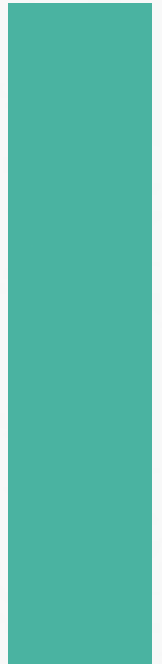


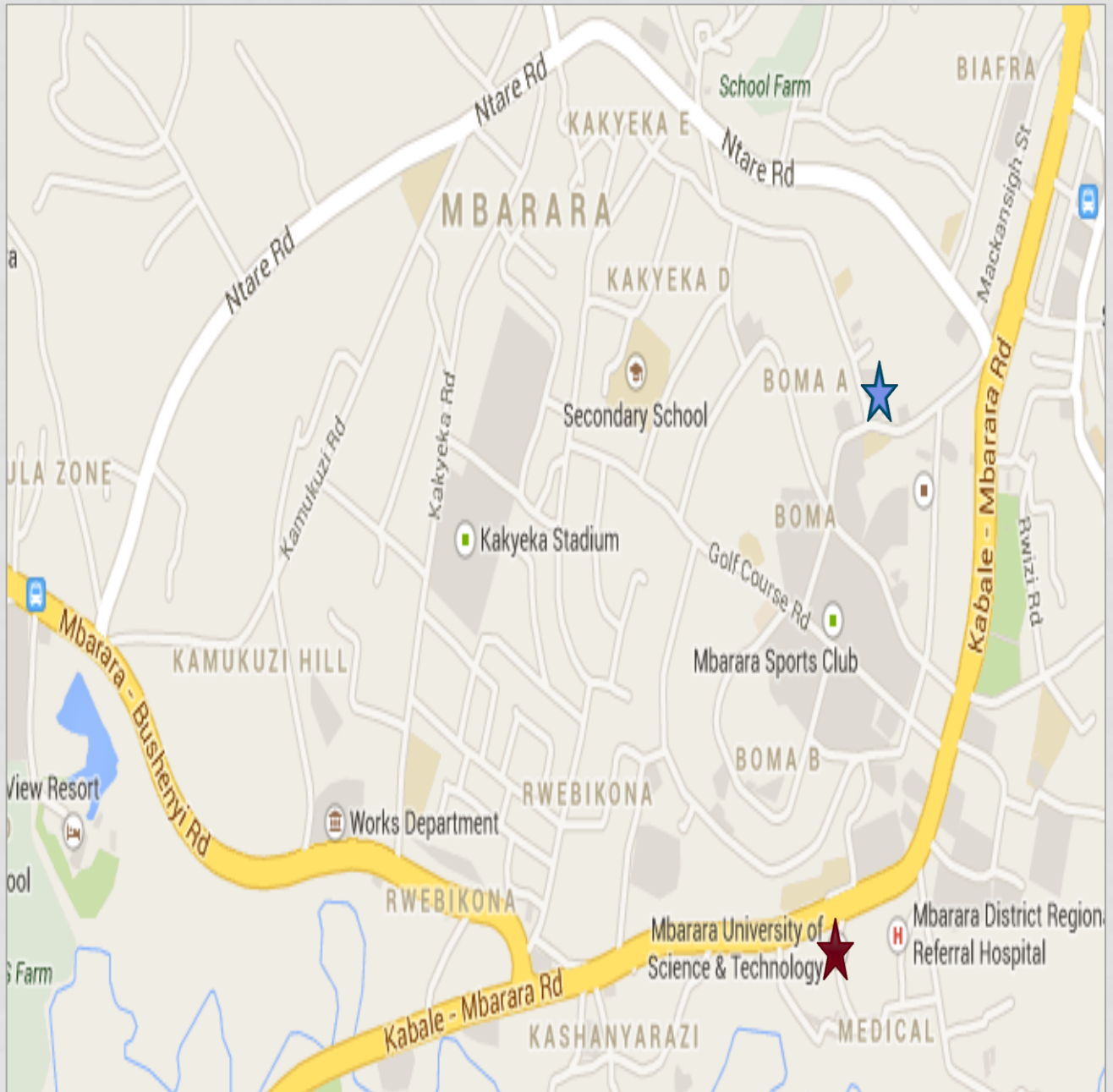
**MASS GENERAL
CENTER FOR GLOBAL HEALTH**

SAFETY & SECURITY GUIDELINES

APRIL 2017



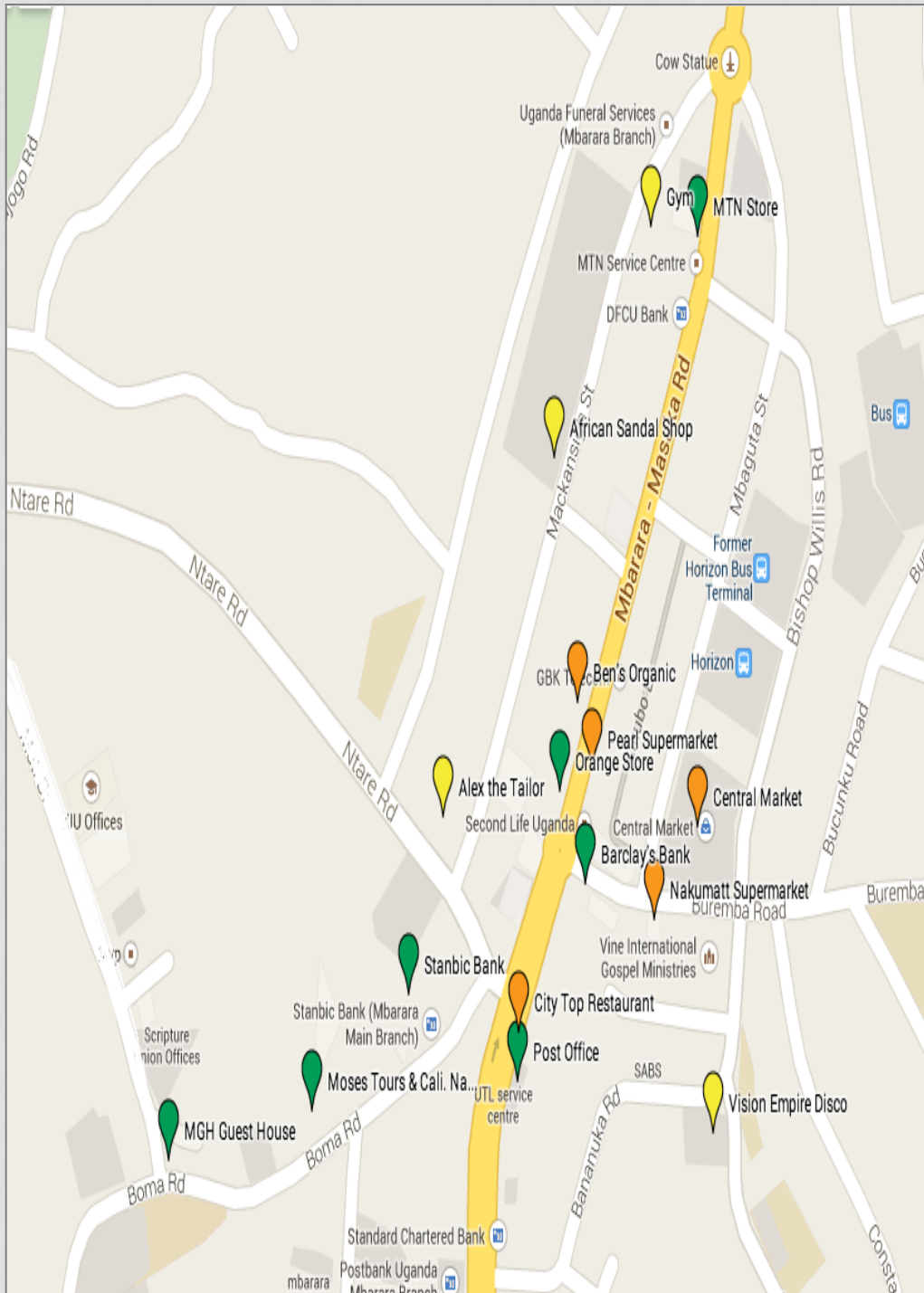
MBARARA, UGANDA



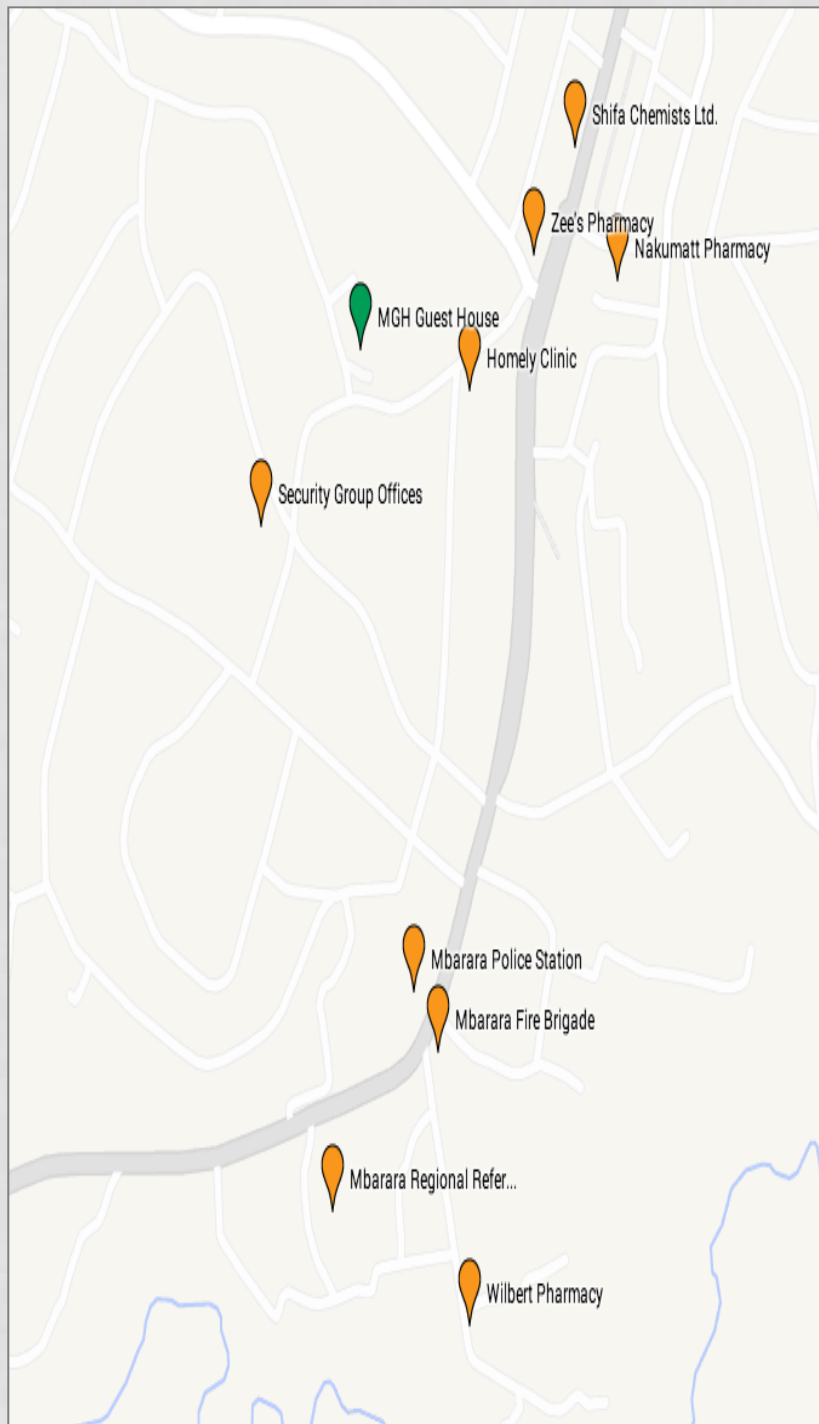
★ MGH
Guesthouse

★ Mbarara University of
Science and
Technology (MUST)

MBARARA – COMMON LOCATIONS



MBARARA – SAFETY & SECURITY



GENERAL SAFETY & SECURITY TIPS

- **Pre-departure**

- All visitors and expatriates should register with the local embassy via the Step Program <https://step.state.gov/step/>
- Program all relevant numbers into your phone. Please see contact list. If you would like to rent a phone from MGH Global Health, E-mail MbararaHuesthouse@partners.org
- Partners Healthcare Employees: Register your travel plans, insurance information and emergency contact on the visitor list and upload to TravelSafe
- Ensure that you are up-to-date on immunizations and are assessed for any additional vaccines or prophylaxis

- **In country**

- Carry a copy of your passport, and a small amount of cash. Please leave the remaining cash and your passport in the lockbox in your room.
- Carry a charged mobile phone with sufficient airtime
- Limit night time activities; seek to go out with at least one other person. Plan how you will return home before you leave. Please use one of the private hire drivers listed on the contact sheet
- Report any safety and security concerns to Annet Kembabazi and/or members of the CGH Safety and Security Team

GENERAL RISK OVERVIEW

- **Security:** In Mbarara, and especially in Kampala, petty crime and robbery is a concern
- **Safety:** Road accidents, poor healthcare facilities, weak emergency and public response all pose safety risks to motorists and pedestrians
- **Social/Political:** Opposition rallies occur, but are more prevalent in urban areas. Although expats are unlikely to be targeted in any unrest, anyone in the vicinity of protests potentially face risks. Avoid political rallies.
- **Terrorism:** Persistent risk of attacks by East African Islamist militant groups that have continuously issued security threats, primarily in Kampala. Mbarara might be targeted.

SAFETY AND SECURITY PROTOCOLS



TRAVEL PROTOCOL

- **Notification:** If traveling outside of Mbarara, please make sure your travel plans are known by at least one other person such as Pauline Namusimbi, Ryan Carroll or your supervisor
- **Time tables:** Due to the long distances involved in travel throughout Uganda, the following protocol apply
 - **Travel to/from Mbarara/Entebbe/Kampala:** 5-5.5 hour trip including a brief stop at the equator. Must leave by 2pm to ensure arrival before dark
 - **Travel to/from Mbarara/Bugoye:** 3-3.5 hour trip. Must leave by 3:30pm to ensure arrival before dark
 - **Travel to/from Mbarara/Lake Bunyoni:** 4 hour trip on some rough roads. Ensure car has four wheel drive. Must leave by 2pm

VEHICLE SAFETY PROTOCOLS

- **Private hires:** *Moses Tours and Taxis* or *Peter Nyombi* should be hired for any ground transport needs
- **Seatbelts:** All drivers and passengers are required to wear seat belts
- **Night travel:** Long distance travel at night is strictly prohibited. Local night travel within Mbarara is allowed when using a private hire.
- **Boda-bodas:** Visitors and Expats are strictly forbidden from riding boda-bodas (motorbikes)
- **Personal vehicles:** All personal vehicles are purchased and used at the risk of the owner/driver. CGH staff members are not allowed to transport visitors in their private cars unless discussed ahead of time
- **Emergency kit:** All vehicles should have an emergency kit which contains a spare tire, jack, first aid kit, flares, flashlight and extra mobile phone

CHECKPOINT/ROADBLOCK PROTOCOL

- **Location:** Every major road may have random checkpoints staffed by police officers (typically wearing all white)
- **Protocol:** You can drive through the checkpoint unless the officer flags for you to pull over. If asked to do so:
 - **Stop, if you have passengers:** Pull over slowly and present Driving permit/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 not asked to stop:** If the vehicle you are following is stopped and not yours, please proceed
- **Bribes:** Officers are often looking for bribes. Politely decline any requests and if you encounter any difficulties, ask to be directed to the nearest police station

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 fasten. 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 somewhere between 10,000-40,000 UGX if you are at fault
 - **Unsafe area or if alone:** Proceed to the nearest police station and request assistance
- **Serious accident:** If possible, proceed to the nearest police station. If your car is unable to be moved, call someone for assistance and remain calm and in your car
- **Pedestrian involvement:** It is unsafe to stop if a pedestrian is injured. Although difficult, you need to proceed to the nearest police station and ask for assistance. Do not get out of your car due to risk of vigilante justice

SATELLITE PHONES

- The Center for Global Health has two satellite phones in its possession
 - One phone is kept permanently at the MGH Guesthouse
 - One phone is available at the MGH Guesthouse when traveling to Bugoye
- Instructions are kept with the satellite phones
- These phones are only meant to be used in emergencies

INDIVIDUAL EMERGENCY PROTOCOL

- **Safety first:** If in an accident or attacked, first get to a safe location
- **Notification:** Notify an MGH-affiliated expat or member of the MGH Safety and Security team if you need assistance. He/she will assist you using the proper protocol
- **Post-incident:** Ensure the incident is reported to the MGH/MUST Program Director and/or a member of the MGH 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. It is his responsibility. 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 the office of Security Group (behind Boma Primary School)
- **Call:** Call Security Group (0776633077.) 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 he isn't opening the gate, leave the compound and call Security Group again. Meet at their office and ask them to escort you home.
- **Report:** Please notify the Safety & Security Program Manager if any of the above steps are taken.

MEDICAL EVACUATION PROTOCOL

- A full copy of the protocol is found at the end of this document. Below are basic guidelines:
 - Medical referral, assistance, and in rare but serious cases, medical evacuation is available to staff and visitors traveling on behalf of Partners and its entities
 - Before arriving in Mbarara:
 - Fill out the MGH/MUST Visitor Information request Form (VIRF)
 - Understand what is covered, and not covered, by your insurance agency.
 - If you are in need of medical assistance:
 - Contact the Mbarara-based Program Director or an MGH affiliated physician on site
 - Partners Healthcare Employees: Contact TravelSafe Global Assistance at +1-443-965-9242
 - When in doubt, call someone!

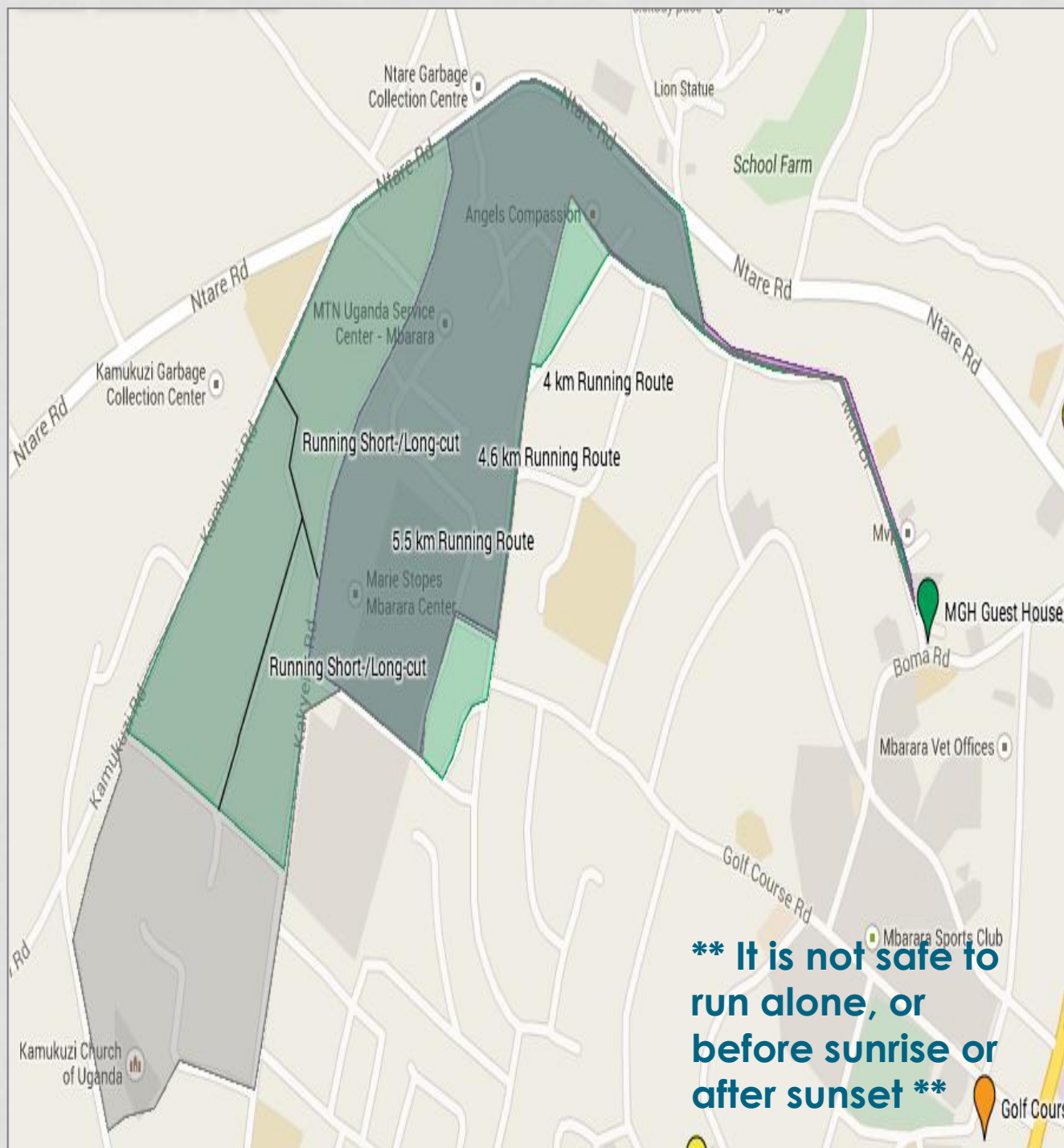
SEXUAL ASSAULT PROTOCOL

- A full copy of the protocol is found at the end of this document. Below are basic guidelines:
 - If you are a victim of sexual assault, contact someone from MGH on the list at the end of this presentation. 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 MGH physician, he/she will document the facts, obtain a medical history, conduct a basic exam, treat any injuries and provide post exposure prophylaxis if necessary and desired.
 - 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 Mbarara Police
 - The MGH physician will discuss with you the options for return to your home country.

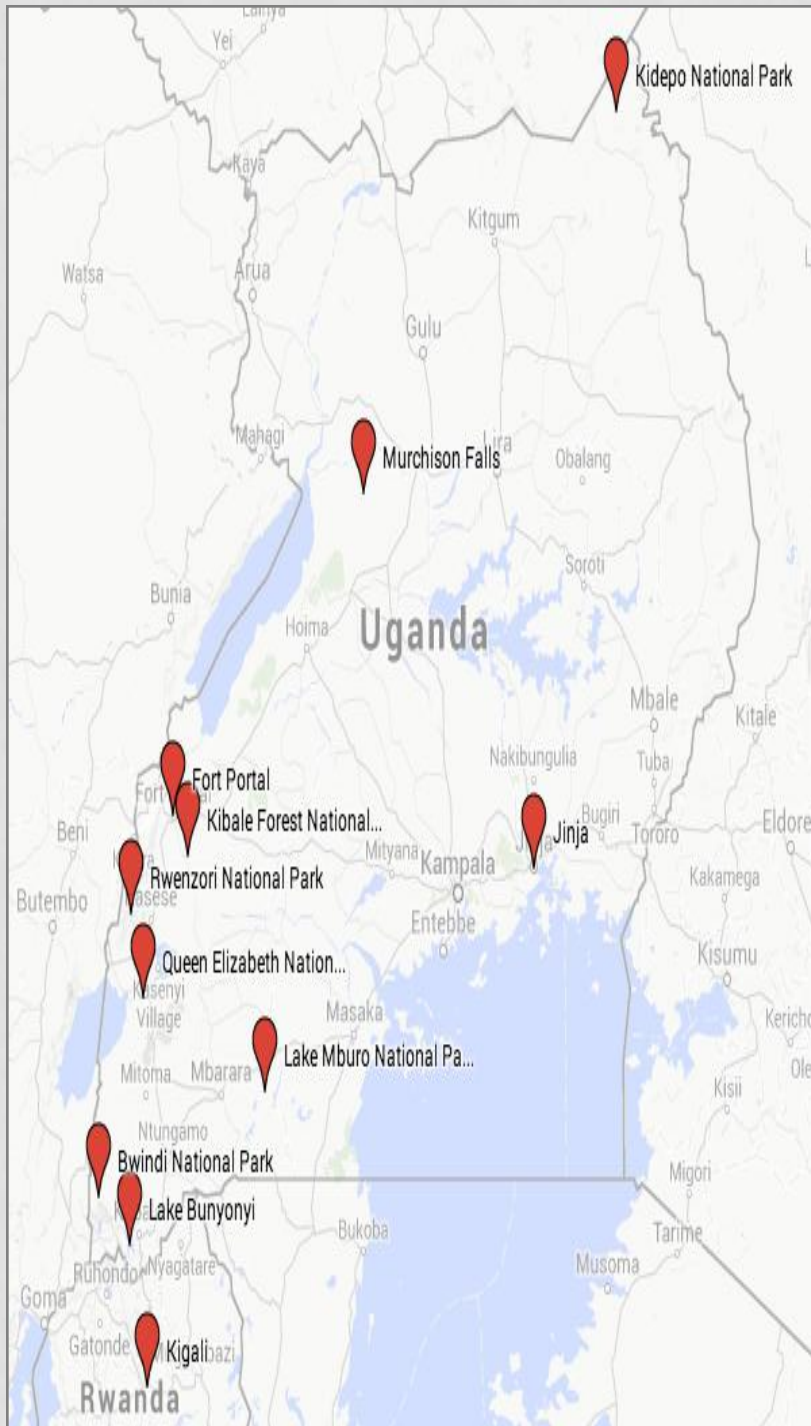
DETENTION PROTOCOL

- A full copy of the protocol is found at the end of this document. Below are basic guidelines:
 - If the police come to arrest you, do not open the door right away. Stall (say you need to clean up) and make a phone call to an MGH-affiliated ExPat who can meet you at home.
 - Do not bring your passport with you, bring a photocopy, and 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.
 - Talk up your ties to MUST/role in the community.

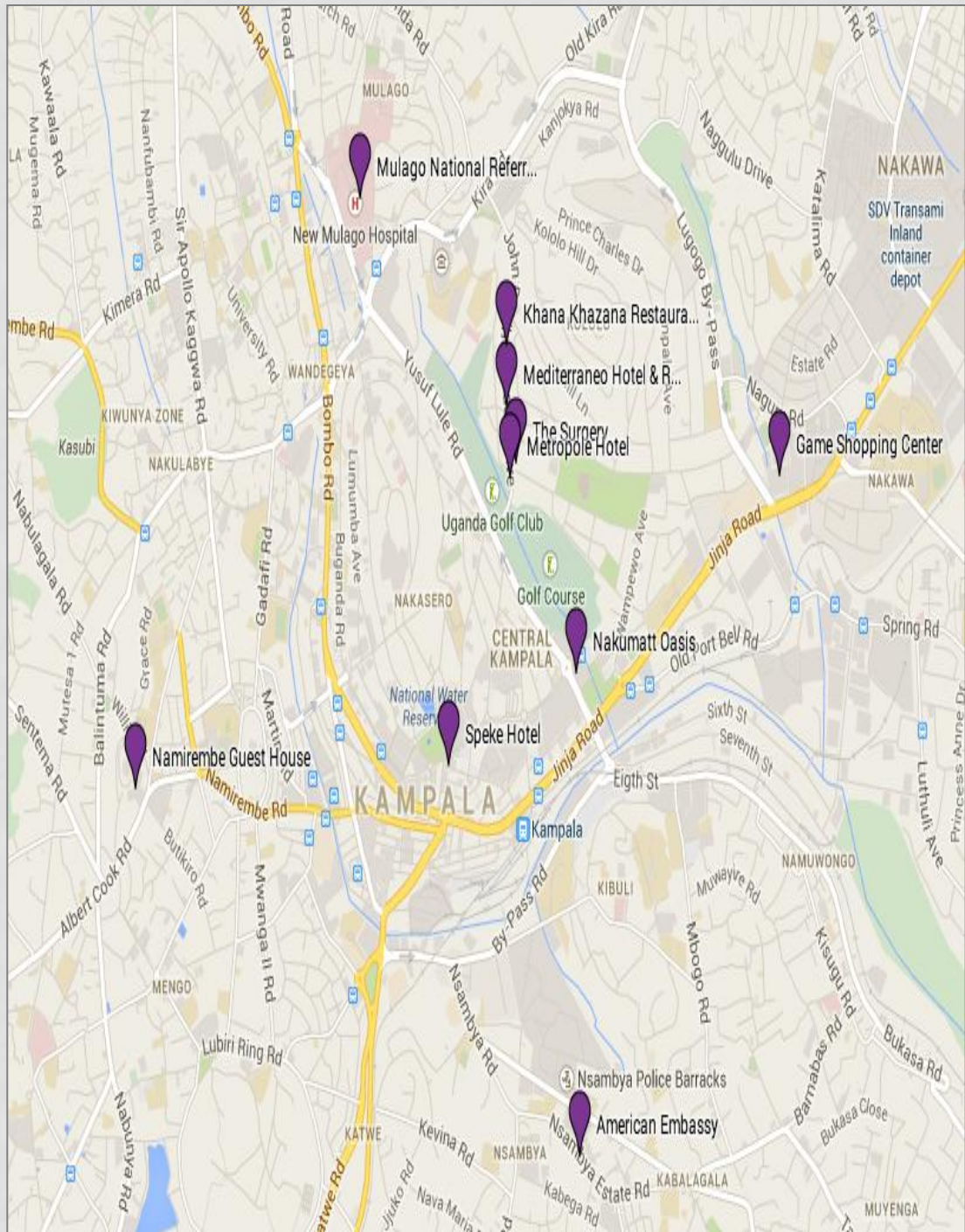
MBARARA - RUNNING ROUTE



UGANDAN VACATION DESTINATIONS



KAMPALA



ENTEBBE

