



# Service Team Emergency Protocol

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## Introduction

While there is good emergency care available in Guatemala City, this is not the case in the rest of the country. Volunteers should understand that they may not have good immediate emergency care, especially when serving in rural locations. Our Guatemala staff is prepared to assist group leaders and volunteers in the event of a medical emergency as much as possible considering the limitations presented.

The volunteer team leader, with the support of Salud y Paz staff, is responsible for leading emergency response, guided by the protocols outlined in this document.

## Emergency Preparedness

- Confirm that copies of participants' passports, medical/disclaimer forms, and medical information, including insurance details, are in an easily accessible location throughout the trip.
- Confirm that all staff, including translators, have emergency contact numbers for firefighters and drivers programmed on their phones and that they can be easily located.
- Review emergency procedures with the incoming group on arrival night.
- Select a designated "meeting place" at each location and review with the group each time. Assign each person a "partner" for security and liability reasons.
- Ensure the first aid kit is available for all group activities.

## Emergency Protocols

### Procedure: Emergency

- Notify the Executive Director of Salud y Paz or another designated group leader Immediately!
- Do NOT leave the person, stay with them and call for help!
- Call the local Bomberos ASAP - Provide vitals and pertinent info.
  - Refer to the list of Emergency Phone Numbers below.
- The Director or person in charge of the group will identify person(s) to accompany the injured individual to the hospital.
  - A staff member will stay with the rest of the group.
- Secure Emergency Funds for gas and expenses for transport from the Director or person assigned.
- Send the individual's Health Information with them to the hospital:
  - Medications & allergies
  - Copy of passport
  - Medical insurance information and release form
- Remember the importance of maintaining calm during an emergency.
- If transportation to a hospital in Guatemala City or other location is needed, ONE GROUP LEADER MUST ACCOMPANY IN THE AMBULANCE and if possible, ONE Salud y Paz staff member.

Be prepared to answer the following questions when calling first responders:

- What happened - are they breathing or not, are you doing CPR etc.
- Age, sex, and pertinent medical history of the patient
- Exact location of the incident and the patient: zone #, municipality, street, number, how to physically reach the patient (e.g. upstairs)
- When did the incident occur

Provide a contact phone number of someone accessible to the patient while waiting for ambulance/first responders:

- Ensure that there is a clear path for the ambulance to reach the patient; the ambulance vehicle requires a clearance of 2.45 meters (8 ft) in height and the stretcher is 1.9 meters (6 ft) in length.
- Make sure to follow the operator's instructions at all times.
- When the ambulance arrives and the patient is evaluated by the paramedics: Confirm with the paramedic to which medical facility the patient should be transferred, if necessary (Salud y Paz recommends Hospital El Pilar in Guatemala City\*)
- The paramedic will provide a copy of the patient's medical record to the medical facility.

\*Refer list below of Hospitals recommended by the US Embassy in Guatemala; Hospital El Pilar is on this list:

<https://gt.usembassy.gov/hospitals-and-laboratories-in-guatemala-in-city-area/>

## Emergency numbers

Departments and Municipalities, where our teams will be working and staying.

1. Chichicastenango
2. Panajachel
3. Antigua
4. Guatemala City

### ***Chichicastenango***

First responders:

- Municipal Fire Department Chichicastenango, Phone Number: # 4035-0823
- Volunteer fire department Chichicastenango, Phone Number: # 3030-2858
- Fire Department Camanchaj Chichicastenango, Phone Number: # 4030-8567

Police:

- National Civil Police: # 110

Ambulance

- Ambulance: Care Ciudad Guatemala Celular: # 5111-0000

Tourist assistance:

- Tourist assistance (PROATUR): 1500
- Disetur: 5308-5810

Hotels

- Hotel Santo Tomas: # 5417-2028, 4998-2495 (Whatsapp)
- Hotel Casa del Rey: # 3009 – 4604, 3002-9774
- Hotel Girón: # 5527-1101

Labs:

- Laboratorio el Arco (Chichicastenango) 7755-4243
- Ecorad (Chichicastenango) 32347394

Transportation:

- Transportes Super Niña: TSN 5537-1233

Disaster and Emergency Response:

- Civial Nivel Nacional: # 22451717
- Conred Nivel Nacional: # 119 - 1566

### ***Panajachel***

First responders:

- Volunteer fire department Panajachel, Solola: # 7762-2759 / 7762-6077
- Volunteer fire department Los encuentros Solola, # 4759-1365

Police:

- National Civil Police: # 110

Ambulance:

- Ambulance: Care Ciudad Guatemala Phone: # 5111-0000

Tourist assistance:

- Tourist assistance (PROATUR): 1500 (inguat)
- Disetur: 5308-5810
- Disetur Panajachel: 5551-3982

Hotels:

- Jardines de Lago, Panajachel: # 5874-7586 – 7762-6114
- Rancho grande Inn, Panajachel:: # 7762-2255

Labs:

- Laboratorio Clinico, Biologico Asunción, Panajachel, Solola: # 7762-3303

Transportation:

- Transportes Super Niña: TSN 5537-1233

Disaster and Emergency response:

- Civial Nivel Nacional: # 22451717
- Conred Nivel Nacional: # 119 - 1566

**Antigua**

First responders:

- Volunteer Fire department Antigua Guatemala: # 7832-0234
- Municipal fire department Antigua Guatemala: # 4144–2323

Police

- National Civil Police: # 110

Ambulance

- Ambulance: Care Ciudad Guatemala Cell Phone: # 5111-0000

Tourist assistance:

- Tourist assistance (PROATUR): 1500
- Disetur: 5308-5810

Hotels:

- Hotel las Farolas Antigua Guatemala # 7795 6000
- Hotel Hermano Pedro Antigua Guatemala #7790 5100

Labs:

- Laboratorio Clinico La Merced # 7832-0294
- Laboratorio Clinico Juan Pablo II # 7832-3813

#### Transportation

- Transportes Super Niña: TSN 5537-1233

#### Disaster and Emergency Response

- Coviál Nivel Nacional: # 2245171
- Conred Nivel Nacional: # 119 - 1566

#### **Guatemala City**

#### First responders:

Fire Department Guatemala City : # 2475-5295

#### Police

National Civil Police: # 110

#### Ambulance:

Ambulance: Care Ciudad Guatemala Cellphone: # 5111-0000

#### Tourist assistance:

- Tourist assistance (PROATUR): 1500
- Disetur: 5308-5810
- Disetur Guatemala secretaria de operaciones: 3033-7759

#### Hotels:

- Casa Blanca Inn: # 2261-3116 5818 0665

#### Labs:

- Laboratorio Clínico centro Hospitalario la Paz Zona 1: # 2217 0300

#### Transportation:

- Transportes Super Niña: (bus transportation company) TSN 5537-1233

#### Disaster and Emergency Response:

- Coviál Nivel Nacional: # 22451717
- Conred Nivel Nacional: # 119 - 1566

#### *ADDITIONAL NUMBERS FOR AMBULANCES, HELICOPTERS & POLICE:*

- Transmedic: Ambulance Telephone: 2448-1201 (numero de sanatorio) Cellphone: 5859-0896 (numero directo a ambulancias)
- Alerta Medica: Ambulance Telephone: 1711 / 2331-1311 (EMT & Paramedic on board at all times)
- Cuidado: Helicopter & Ambulance Telephone: 5111-0000

#### **Procedure: Non-Emergency**

In a non-emergency event, or if the Team Doctor is not available or wishes to obtain a second opinion, volunteers make seek care at:

### ***Chichicastenango***

Hospital Evangelico El Buen Samaritano  
6a Calle 3-60, Chichicastenango 14006  
7968-8379

### ***Panajachel***

Clinicas Panamed  
Calle Principal 3-56, zona 2. Interior de Plaza San Lorenzo.  
A un costado del supermercado La Torre.  
Panajachel, Solola, 7010  
4224 2648

### ***Antigua***

Clinica La Merced  
6a Avenida Norte No. 56, Antigua Guatemala  
7832 0294

### ***Guatemala City***

Hospital El Pilar  
3a. calle 10-71 zona 15  
Guatemala City, Guatemala, 01015  
2279 5000

## **Procedure: MANAGEMENT OF EXPOSURE TO BLOOD-BORNE INFECTION\***

### ***1. Definition of exposure***

A person is considered exposed to blood or body fluids if he/she receives a parental (needle stick, cut) or mucous membrane (splash to eye, nasal mucosa, or mouth) involving large amounts of blood.

### ***2. Procedure for exposures.***

- A. Provide self with immediate wound care which includes “milking” site of needle stick, wash site with soap and running water and disinfecting with hydrogen peroxide (if available). If exposure is to the eye or mucous membranes, flush with running water only. Inform the clinic director of an exposure incident.
- B. Conclude the procedure in progress as soon as is reasonable without compromising patient care, or arrange to have it completed.
- C. Obtain verbal consent from the patient for testing for serologic evidence of HBV, HCV, AND HIV infection.

- i. For adults, obtain two 10 ml red topped tubes of blood.
  - ii. For pediatric patients, consult the physician in charge to determine whether to draw blood or not.
- D. The blood specimen will be put into a zip lock bag and taken to the nearest serologic laboratory available.
- E. A report of the patient will be provided to the exposed person.
- F. Keep patient's reports CONFIDENTIAL.
- G. Seek follow-up care from your personal physician or institution.

**3. Complete Occurrence report (see Appendix 1) and make note in patient's file.**

## **Procedure: Death**

<https://gt.usembassy.gov/death-of-a-u-s-citizen/>

When a U.S. citizen dies abroad, a consular officer provides assistance in notifying the family of the deceased and informing them of the options and costs for the disposal of the remains. The costs of preparing and returning the body to the U.S. They are paid by the family. The disposition of the remains is subject to U.S. law. In addition to the local laws of the country where the person dies. U.S. and foreign law requires certain documents before remains can be shipped from one country to another. These requirements may vary depending on the circumstances of the death.

Follow this procedure:

- Call the U.S. Embassy Guard System: 2290-2810 / 1500
- Consular officers will guide staff and team leadership through the Guatemalan legal process:
  - In Guatemala, local laws stipulate that if the death occurs in a public place, the Public Prosecutor's Office or the Justice of the Peace must visit the scene, write a report of the death, and submit the report to the coroner.
  - If the death is due to illness, the attending physician will need to provide a death certificate.
  - The death must be registered with the RENAP (Civil Registry of Guatemala).
- Consular officers will provide assistance with the following:
  - Confirm the death, identity, and U.S. citizenship of the decedent.
  - Notify the family members
  - Provide information on the disposition of the remains and personal effects of the deceased
  - Provide guidance on forwarding funds to cover costs.
  - Serve as interim curator of the estate if there is no legal representative in the country.
  - Prepare the documents for the disposal of the remains according to the instructions of the next of kin or legal representative.
  - Supervise the realization of the disposition of the remains and the distribution of the effects of the deceased

- Send signed copies of the Consular Death Report of a U.S. citizen abroad to the next of kin or legal representative for use in resolving succession matters in the United States.
- A representative or family member of the deceased U.S. citizen must bring the following documents to the U.S. Citizen Services Unit of the U.S. Embassy:
  - The original death certificate from the Guatemalan Civil Registry Social Security Card Number of the deceased
  - Family phone number, address, or other information
- Two funeral homes in Guatemala, Funerales Reforma and Capillas Señoriales, have embalming facilities that come close to U.S. standards, and are the only Guatemalan funeral homes with government permission to cremate remains.
- Embalming must be performed within 24 hours of death. If the body is embalmed, burial is not required within any specific period. There is no refrigerated mortuary in Guatemala.

**Funerales Reforma**

www.funeralesreformas.com  
 6 ave 10-14, zona 9  
 Tel: 502-2334-0287 / 2328-6161  
 Fax: 502-2331-5444

**Capillas Señoriales**

www.señoriales.com  
 Bulevar. Liberación 6-53, Zona 9 Guatemala, C.A.  
 Tel: 502-2229-4444 / 2297-0000

Embalmed remains or ashes may be exported to the United States.

**Procedure: Transport Issue**

- In the event the bus breaks down or is involved in a minor accident, ALL occupants are to remain on the bus for safety. Staff and the driver will manage the situation.
- In the event that there is a prolonged wait time for repairs or insurance arrival, staff will do a safety assessment and instruct the team and give permission for people to use the bathroom in small groups (when available)
- In the event of a major road accident where there are injured parties;
  - Bus Driver to call insurance company who will send ambulances and insurance representative
  - Staff report to the Executive Director personally and initiate Medical Emergency Protocol as above.

## Procedure: Lost, Stolen or Mutilated Passport

<https://gt.usembassy.gov/passports/lost-and-stolen-passports/>

To report your passport lost or stolen online, please go here:

<https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html>.

Report your valid U.S. passport lost or stolen immediately to protect yourself from identity theft. Do not report your most recent passport as lost or stolen if the passport has expired.

When you report your passport lost or stolen, we will immediately cancel it. You cannot use it for international travel even if you find it later.

Reporting your passport lost or stolen does not automatically replace your passport. If you want a new passport after reporting your current passport lost or stolen, apply in person and submit Form DS-11:

<https://pptform.state.gov/>

The US Embassy in Guatemala can issue a limited validity emergency passport on the same day. Emergency passports are generally valid for one year. Note that this emergency passport is not an e-Passport and does not contain an electronic chip. It is valid to travel to the United States, but it may not meet the requirements of other countries.

For instructions on the requirements for applying for a passport, please follow the relevant link below:

- [Passports for Minors Aged 15 and Under:](https://gt.usembassy.gov/passports/passports-for-minors/)
- [Passports for Minors Aged 16 and 17:](https://gt.usembassy.gov/passports/passports-for-minors-aged-16-and-17/)
- [Passports for Adults:](https://gt.usembassy.gov/passports/adult-passport-applicants-age-16-and-over-who-must-apply-in-person/)

To schedule an in-person appointment, please go [here](https://gt.usembassy.gov/appointments/): <https://gt.usembassy.gov/appointments/>

For emergency appointments: schedule the next available appointment and then email **AmCitsGuatemala@state.gov** to request an earlier one. The Embassy will reply with a short questionnaire asking about the nature of your emergency and your intended date of travel. You may be requested to provide supporting documents or information.

At your in-person appointment, please submit the following documents:

1. Fill out the online Form DS-11 (<https://pptform.state.gov/>) and print the typed form. Please do not fill out the form by hand. Please do not sign the application until you are directed to do so at the consular section.
2. Provide evidence of U.S. Citizenship (e.g., fully valid, undamaged U.S. passport, U.S. birth certificate, Consular Report of Birth Abroad, Certificate of Naturalization, or Certificate of Citizenship).

3. Present a qualifying identification document (e.g., e.g., valid Guatemalan DPI, valid or expired, undamaged U.S. passport book or passport card; valid driver's license with photo; Certificate of Naturalization; Certificate of Citizenship; government employee ID; U.S. military or military dependent ID; current valid foreign passport; U.S. permanent resident card; etc.).
4. Provide one 2" x 2" photo taken within the last 6 months. Please remove your eyeglasses.
5. Pay the \$165 fee. You may pay in person at the consular section. We accept cash (USD or GTQ), debit cards, or credit cards.

Original documents (or certified copies) are required unless otherwise specified.

Appendix 1: Incident Form - Volunteer
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Volunteer Name:

Address:

Phone #:

Age:

DOB:

Male/Female:

Trip Dates:

Site:

Team Leader:

Team Doctor:

Date of Incident:

Time of Incident:

Detailed Factual Description of Incident (please include relevant circumstances):

Suspected Cause of Incident:

Follow Up / Volunteer Disposition:

Recommendations for Future Teams:

Additional Information:

Team Reaction:

Other Issues:

Report Completed by:
Signature (PRINT NAME):
Date:

Please return the completed form to your staff person as soon as possible.

## Appendix 2: Contents of First Aid Kit

The following is a list of the contents of the first aid kit stored in the TSN bus that will be transporting the team and accessible to team members throughout their trip in Guatemala:

- Andrews Salts
- Alka seltzer
- Nauseol (Dramamine)
- Diclofenac
- Amoxicillin
- Elastic bandages
- Micropore
- Sana sana
- Pepto Bismol
- Gauze
- Alcohol solution
- Oxygenated water
- Cotton balls
- Masks
- Antibacterial Gel

The following is a list of the contents of the Salud y Paz emergency kit that will be given to the team during their first in-country orientation meeting:

- ASA (aspirin)
- Beta-agonist inhaler
- Antihistamines (Diphenhydramine)
- Epinephrine
- Scissors
- Scalpel
- Sutures
- Moleskin
- AED

*Please note that Paxlovid Pfizer, Remdesivir and Molnupiravir (Merk) are not yet available in Guatemala*