



Duty of Care Overview

Site : Sukadana, West Kalimantan, Borneo, Indonesia
Program : ASRI
Updated : September 2023

This document outlines safety and security guidelines and protocols when you are visiting our program site in Indonesia with our partnering organization ASRI. Full copies of the protocols can be found in the Appendix.

Prior to departure

- Attend ASRI online visitor orientation
ASRI requires that all visitors schedule an orientation with ASRI's Exchange Coordinator.
- Schedule an appointment with your Travel Clinic
It is the responsibility of the visitor to make sure that their vaccinations and medications are up to date.
- Fill out confidential Health & Safety Form
Each visitor is required to fill out the online [General Info form](#) and a [Confidential Health form](#) that is sent to you by ASRI.

We do not cover insurance and require all visitors to have their own travel insurance or we suggest you use AIG (American International Group) Insurance.

In addition to the requirements from the Government of Indonesia, ASRI has developed additional guidelines to ensure staff, patients, visitors, and locals stay safe and healthy.

Upon arrival to Sukadana, please adhere to the following:

- Wear a mask in all indoors spaces and outdoors when you are not feeling well
- Cough/sneeze into your elbow or upper arm
- Notify ASRI Clinic staff immediately if you begin to develop any cough/flu/cold symptoms
If you test positive for COVID-19, you must isolate for 5 days

Program all relevant numbers to your phone:
Indonesia - ASRI

Name, title	Phone number
Laily, Exchange and Public Relation Coordinator	62 831-5144-7348
Natalia, Head of Operation	62 895-2762-6979
Indra, Director ASRI	62 852-4169-8872
dr. Sari , Head of Clinic & Physician On Call	62 898-3191-212



Embassy & Consulate

US Embassy, Jakarta	+62 21 50831000 after-hours: +62 21 50831000 then press 0
US Consulate General, Surabaya	+62 31 2975300 after-hours: +62 81-133-4183
U.S. State Department – Consular Affairs	888-407-4747 or 202-501-4444
USA, Jakarta	+62 21 8964 5695.

Indonesian Emergency Numbers

Ambulance	118
Police	110
Fire	113

- All visitors and expatriates should register with the local embassy for US citizens.
- For non US citizens - please make sure to look up your home country's nearest consulate.

SIM cards and internet access

We strongly recommend that visitors obtain a SIM Card at the airport and/or have a working phone with a network in Indonesia. SIM Cards can be acquired at the Jakarta airport – the recommended network is Telkomsel. There is WiFi available at the ASRI clinic and at the hotel. If you want your own WiFi you can purchase an Indonesian SIM card with data and use your phone as a hotspot.

Documents to bring (hardcopy)

- Copy of summary medical insurance coverage
- Copy of Medical ID card
- Copy of your passport & Indonesian Visa

In Country

- Carry a copy of your passport, and a small amount of cash in the local currency. If you wish, you can leave the remaining cash and your passport in the lockbox at the ASRI clinic.
- Limit night time activities - seek to go out with at least one other person. Plan how you will return home before you leave and always bring a headlamp.
- Follow the Safety & Security Guidelines and report any safety and security concerns to the Exchange Coordinator at ASRI



Getting Around

- Visitors are allowed to use speed boats or motorbikes during program visits, in certain situations and as needed and with approval from the Head of Operation. The coordinator must ensure that all vehicles and equipment are safe for visitors (life vest, helmet)
- While in Sukadana, you are allowed to ride a motorbike when you have a license.
- If visitors want to travel at night they should inform the coordinator of the destination.
- If a visitor in a group, let a group leader know where the destination is and inform coordinator
- Visitor must wear a helmet when riding a bicycle or motorbike
- Visitors are required to take care of anything that has been loaned and any damage will be borne by the visitor.
- Visitors should use a bike light and helmet provided by ASRI.

General Risk Overview

- Security: Petty theft occurs, avoid carrying valuables and large amounts of cash on your person.
- Road Safety: Road accidents, poor healthcare facilities, weak emergency and public response all pose safety risks to motorists, bikers, and pedestrians. We recommend that you travel with bike lights to increase your visibility at night.
- 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.

Safety & Security Protocols

Travel Protocol

- Notification: If traveling outside of Sukadana during your stay, please make sure your travel plans are known by at least one other person at ASRI such as Laily.
- You are not allowed to travel long distances at night

Individual Emergency Protocol (detailed protocol can be found in the Appendix)

- Safety first: If you get involved in an accident or attacked, first get to a safe location
- Notification: Notify member of the ASRI team if you need assistance. He/she will assist you using the proper protocol.
- Post-incident: Ensure the incident is reported to the Exchange coordinator

Vehicle Safety Protocol (detailed protocol can be found in the Appendix)

- Seatbelts: All drivers and passengers are required to wear seatbelts. If you see a passenger or ASRI driver that is not wearing a seatbelt you are obligated to say something to ensure the safety of all passengers
- Drivers recommended by ASRI should be hired for any ground transportation needs while visiting the program
- Please report any safety concerns to the Exchange Coordinator
- All ASRI vehicles should have an emergency kit which contains a spare tire, jack, first aid kit, flares, a flashlight, and Duty of Care binder



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Before your departure

- Make sure to fill out the online Health & Safety form
- Make sure to save the insurance policy number and phone number to your phone

In case of emergency:

In case of an emergency, here is the emergency chain of response. Please contact the following people in the following order. If number 1 wouldn't be able to respond, please contact number 2 directly, and so on.

1. Laily (Exchange Coordinator) +62 857-5236-8257
Speaks English, located in Sukadana
2. dr. Sari (Head of clinic ASRI, Physician On Call) +62 898-3191-212
Speaks English, located in Sukadana
3. Indra, (Director ASRI) +62 852-4169-8872
Speaks English, located in Sukadana

If person 1 does not answer, call person 2, etc.

When calling about an incident please be prepared to give the Responder the following information:

- Phone number by which the caller can be reached
Confirm that phone has sufficient battery life or provide alternative number
- Caller's name
- Location, as precisely as possible
- Description of the incident
- Number of people injured
- Each injured person's name and condition
- Confirm timing of next contact
- Policy number

Sexual Assault Protocol

A full copy of the protocol can be found at the end of the document. Below are some basic guidelines:

- If you are a victim of sexual assault, contact someone from ASRI on the telephone list. Do not take a shower or clean yourself before meeting them.
- 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 an ASRI physician, they will document the facts, obtain a medical history, conduct a basic exam, treat any injuries and provide post exposure prophylaxis if necessary and desired.
- The ASRI physician will discuss with you the options for returning to your home country.



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Detention Protocol

A full copy of the protocol can be found at the end of the document. Below are some basic guidelines in the highly unlikely event that you get arrested:

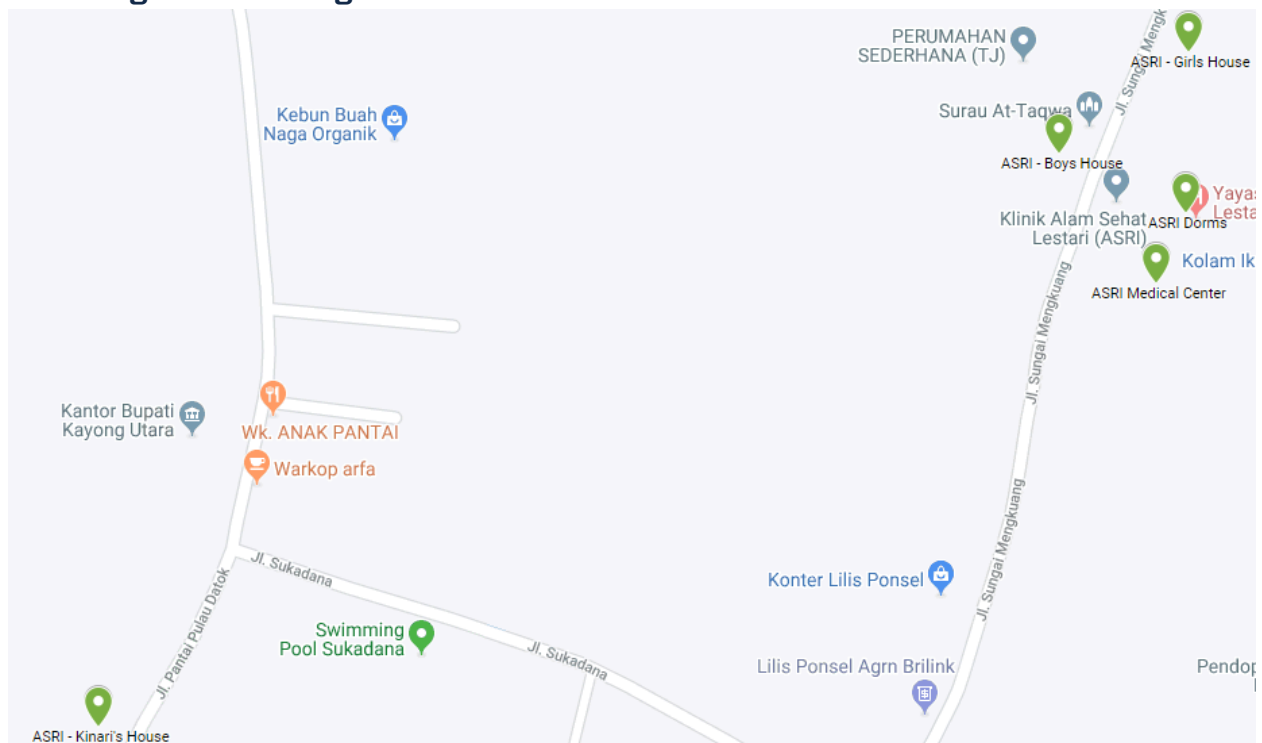
If the police come to arrest you, do not open the door right away. Stall (say you need to clean up) and make a phone call to the ASRI staff (Laily) who can meet you at home/notify your roommates.

- 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.

Map of Sukadana & Common Locations

[This](#) is an online map of Sukadana where you can find information about restaurants, health & safety, ASRI housing locations and more. We highlighted the most important locations in the maps below.

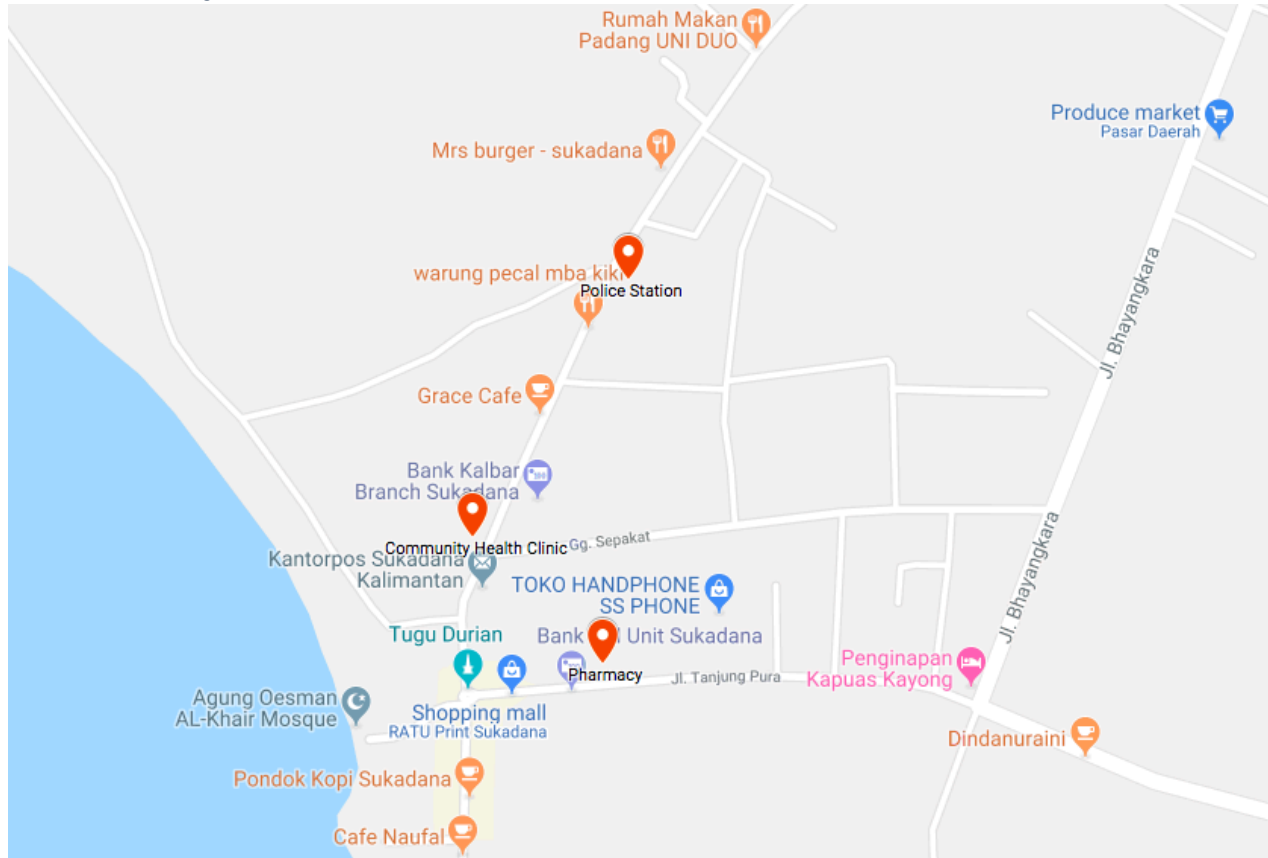
ASRI Program & Housing - Locations





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Health & Safety - Locations



Protocols:

- [Sexual Assault Protocol](#)
- [Detention Protocol](#)
- [Vehicle protocol](#)