



Revised April 2022

**Global Brigades Foundation of Panama  
Crisis Management Protocol**

**(OUTDATED)**

**No actualizado,** usar la siguiente versión [aquí](#)

Introduction

This International Crisis Management Protocol will respond to situations where Global Brigades' employees, interns or volunteers become ill, suffer accidents, are the victims of violent crimes, or find themselves caught up in potentially violent political situations or natural disasters while engaging in activities related to Global Brigades in Panama. While it may not be possible to plan for all contingencies, this Protocol provides procedures that will allow Global Brigades Foundation of Panama to act swiftly and responsibly when emergencies arise.

Crisis and Emergency Defined:

One of the most important components of any crisis planning process is an emphasis on crisis avoidance and prevention. Avoidance and prevention of crises are best accomplished through a proactive approach by establishing effective crisis management protocols. This Travel Crisis Management Protocol outlines health and safety protocols for all faculty and staff participating in activities sanctioned by Global Brigades Foundation of Panama.

Emergencies include natural disasters, outbreaks of civil or political unrest, kidnappings, accidents or injuries, and similar events that pose an immediate threat to staff members or volunteers. Examples of emergencies include the following:

- Sudden evacuation of a volunteer/staff member in response to an emergency situation in country;
- U.S. State Department's travel warning in situations that causes serious concern, i.e., a political uprising (violent civil disorder or military action), a natural disaster, an act of war, terrorist threats and/or actions, or other event causing or threatening harm to a faculty/staff member;
- Health epidemics (e.g., Ebola), that require emergency response as directed by Centers for Disease Control and Prevention;



- Serious injury or illness that requires hospitalization or makes it impossible for the staff/volunteer to continue his/her travel;
- Being a victim of a serious crime (e.g., assault or rape);
- Being accused of committing a crime;
- Death of a staff/volunteer.

The local Global Brigades Foundation of Panama leadership in consultation with GB USA Team Members will determine whether there is an actual threat to Global Brigades staff and/or volunteers. The decision on the course of action to take is reached after consultation with local Global Brigades' staff, GB USA team members, and any other person or agency with appropriate information and judgment useful to the decision making process.

#### Principles / Precautions Underlying-Crisis Management Protocol

Global Brigades Foundation of Panama implements the following practices as a part of its Crisis Management Protocol:

- Informs the U.S. Embassy in Panama of arrival and departure dates, number of volunteers/faculty, community location and lodging facility for each participating group and staff.
- Monitors safety alerts, warnings and watches issued by the U.S Embassy in Panama, the American Red Cross in Panama, Ministry of Health, SENAFRONT (National Border Control Agency), SINAPROC (National Guard) and OSAC.
- Assigns a licensed paramedic and SENAFRONT (region of Darien only) to present or on call 24/7 (depending on the amount of students) for each volunteer group, both of which are in direct contact with local leadership and SINAPROC (National Guard).
- Provides "Safe Arrival" messages to GB USA team members and appointed family members including name and email of local contact.
- Provides information and orientations to volunteers and staff around safety and emergency protocols to make informed decisions on how to deal with health and safety issues and on the potential risks while in Panama.
- Ensures that all international volunteers and local staff have been provided with a travel insurance policy, which provides coverage for emergency medical treatment and emergency medical evacuation.
- Maintains good communication with GB USA leadership and stakeholders who need to be informed in cases of serious health problems, injury or other significant health and safety incidents.



### Role of Global Brigades Foundation of Panama in Crisis Management

The responsibilities of Global Brigades Foundation of Panama in an event of a crisis include the following:

- Addressing immediate action necessary to maintain the safety and health of staff and volunteers; including following with all established emergency and evacuation procedures.
- Alert GB USA Crisis Response Team of the crisis event ;
- Alert the U.S. Embassy in Panama of the crisis event;

#### Alongside GB USA and U.S Embassy:

- Identifying additional appropriate steps to be taken in country;
- Developing and helping with an evacuation plan should one become necessary;
- Addressing health, safety, public relations, and legal liability issues;
- Preparing a list of persons to be alerted;
- Developing a communication document to be utilized by all personnel involved;
- Developing a daily communication plan; and
- After the crisis, assessing the effectiveness of the crisis preparedness procedures and revising as appropriate.

In the event of an emergency, the Global Brigades Foundation of Panama crisis response team consists of the following team members:

#### Global Brigades Foundation of Panama Crisis Response Team Members

Name	Position	Phone	Email
Pablo Garrón	Executive Director	+507 6151 6288	pablo@globalbrigades.org
Dr. Elisa Lipari	Doctor on Call	+507 6396 4522	coordinador.med@globalbrigades.org
Denis Gaitán	Operations Director	+507 6275 9509	denis.gaitan@globalbrigades.org

### Outline of Roles and Responsibilities of Global Brigades Foundation of Panama Crisis Team in the Event of an Emergency

#### **1) Emergency Facilitation / Management**



- Apply and follow established Global Brigades Foundation of Panama emergency and/or evacuation [procedures](#).
- Communicate with GB US to inform of current situation, including steps that have been taken to address the emergency, identity of those affected, location and information of direct contacts on site.

#### **GB US Contact Information**

Name	Position	Phone	Email
Steven Atamian	Chief Empowerment Officer	213-434-0410	steve@globalbrigades.org
Christie Catlin	Chief of Staff	847-302-4828	christie@globalbrigades.org
Pallav Vora	Chief Legal Officer	708-303-8388	pallav@globalbrigades.org
Dr. Shital Vora	Chief Executive Officer	847-507-5978	shital@globalbrigades.org

- If necessary, contact the Panama U.S. Embassy emergency line and/or consular point of contact to report the incident and provide relevant local contact information.

#### **Panama U.S. Embassy Contact Information**

Name	Country	Contact Information
Hunter Espinal	Panama	<b>osacpanama@gmail.com</b>

- If necessary, contact travel insurance emergency providers and brokers, to report incidents and ensure enrollment of all affected individuals.

#### **Core Travel Contact Information:**

Name	Position	Contact Information
Fiona Lally	President / Owner	<a href="mailto:fionalally@coretravelinsurance.com">fionalally@coretravelinsurance.com</a> 518-794-9882
Raul Casas** (contact first)	Administrator	<a href="mailto:raulcasas@coretravelinsurance.com">raulcasas@coretravelinsurance.com</a>



		518-708-4192
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- If emergency evacuation is warranted, members of Global Brigades Foundation of Panama and GB USA crisis response teams will determine the appropriate parties to facilitate. Based on urgency, this may include the Global Brigades Travel Team, the engagement of the US Embassy, and/or Core Travel Team/Europ Assist.
- Assess the situation with GB US, to determine who will notify emergency contacts of the incident, what information will be communicated, and what medium it will be communicated through. Rosters of emergency contact will be provided by the appropriate Program Associate and distributed to team members.
- In addition to sharing emergency contact rosters, Global Brigades Foundation of Panama will create and share all crisis response team members on a Google Spreadsheet to ensure virtual communication is clear and updated are provided in real time.

Sample Spreadsheet in communicating on the ground updates regarding crisis:

<https://docs.google.com/spreadsheets/d/1Hw-3QHgpHvvsctaiJiQcsE2Zy6BYOMLCtzV6tilxVP8/edit?usp=sharing>

- If necessary, develop communication strategy to other stakeholders, including but not limited to, other staff members working in the area, at the office or elsewhere, other volunteers present in the country, others volunteers present in other countries, US Board of Directors, and Program Associate and Chapter Advisor Teams.
- Determine if site presence of Global Brigades Foundation of Panama leadership is necessary on site location and if ground presence from US leadership is necessary, and coordinate accordingly.
- Update Program Associate Manager, and coordinate their communication with GB US and the Travel Team to offer support to coordinate rerouting/rebooking of volunteer flights, if necessary.

## 2) Public Relations

- If necessary, contact local Public Relations Consultants to inform them of the incident and put them in contact with a GB US leadership so they can work with the GB US designated consultants.



### 3) Post-Crisis Support

- Establish who will follow-up with those affected by the incident.
  - Post Crisis Communication Log Sample Spreadhseet:  
<https://docs.google.com/spreadsheets/d/1fCTqytNINGfSUCN14YhfT7CZiA2XditOZnPjDQt9DcQ/edit?usp=sharing>
- Coordinate benefit claims with insurance companies, as needed.
- Coordinate legal support with local Legal Consultant, as needed.
  - Benjamin Del Valle, bdelvalle@delvallepanama.com; +507 66149933
- Arrange for trauma support for volunteers and/or staff, as needed.