

TravelSafe Program

Session title:	Partners <i>TravelSafe</i>: Introduction to International Personal Health, Safety and Security
Date/Time/Location:	MGH & BWH: Twice monthly – see www.partners.org/travelsafe for latest schedule MGH: MGH Center for Global Health, 125 Nashua Street, 7 th Floor BWH: One Brigham Circle, 3 rd Floor, CCI Conference Room
Presenter(s):	Ryan Wildes, Manager, International Risk Management Miriam Aschkenasy MD, MPH, Deputy Director, Global Disaster Response
Est. duration:	1.5 hours RSVP REQUIRED – PLEASE CONTACT rwildes@partners.org

Abstract: Partners is introducing a new service called “*TravelSafe*” that is designed to help protect and support staff and others traveling on behalf of Partners and its entities’.

Goals: **This session aims to train and educate travelers about basic health, safety, and security while traveling. Topics covered include:**

- overview of international risk and ‘risk perspective’
- **Partners *TravelSafe* Program**, resources and services available to programs and travelers
- overview of international insurance coverages that may respond in the event of an emergency (medical /security)
- key advice on health, safety and security issues and situations

Audience: All Partners and Partners’ entities’ staff traveling domestically or internationally and those engaged in managing international and global health programs.

Participant

Preparation: 1.) Readings; 2.) Please feel free to share an experience abroad where you or someone you know experienced a problem; 3.) Come with specific questions about your destination, programs, insurance, and risk related issues.

Readings: Please read pre-materials prior to the session:

- 1.) Worldcue Trip Brief for your destination. Go to www.partners.org/travelsafe and access Worldcue Planner (see detailed instructions below under “Know Before You Go” and explore the following features:
 - a. Location Intel
 - b. Global Travel Tips
 - c. Tools

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- 2.) Be familiar with accessing your destination through www.travel.state.gov
 - a. Country Specific Information
 - b. Any Travel Alerts or Warnings that may be relevant
- 3.) NEJM article: *Protecting Global Health Workers from Harm*
- 4.) [CDC Yellow Book](#) sections: *Travel Epidemiology, Perspectives, and Injuries & Safety*

Media: PowerPoint presentation; Internet sites; whiteboard.

What staff and travelers should do as part of standard travel preparation

This list is not meant to be exhaustive but to remind experienced travelers and provide less seasoned ones with appropriate guidance when considering or planning international travel or to a complex security environment. It is important to practice good security habits, prepare accordingly, and adapt to the environment in which you will be going to. The following is some basic guidance relevant to all travel, whether for business or pleasure:

Know before you go

- Be aware of local conditions, threats, and events
- In some instances, as conditions may change with little or no warning, it may be prudent to alter or postpone travel plans depending on the location and purpose of the trip.
- Review available travel guidance about your destination
 - [Partners TravelSafe and iJET's Worldcue Service](#)
 - To access our travel intelligence database *Worldcue PLANNER*, on a Partners computer or through VPN, go to www.partners.org/travelsafe > Look to right side, "Worldcue Planner" > click the link to open a new tab > click the "Location Intel" tab > left side, use "Location Selection" and drop downs under "Select Location" to find the country you want information on.
 - [US Department of State Travel Guidance & Country Specific Information](#)
 - U.S. Department of State [Personal Readiness and Emergency Preparedness Guide](#)
 - [The Travelers' Rapid Health Information Portal \(TRHIP\)](#)
 - [CDC Travelers' Health > Destinations](#)
- Take appropriate steps to bolster their personal security by employing the advice here and in the accompanying guidance, and
- Obtain training before going abroad (see resources below)

Situational Awareness

- Maintain a high level of vigilance during travel
- Trust your instincts – if something feels wrong, it probably is
- Practice avoidance of certain locations as much as reasonably possible such as large public gatherings, or distinctly international establishments that cater to westerners and foreigners, for example popular tourist sites, international brand hotels and bars, or large events
 - It may be easier to think of reputable local establishments that are not like the above

Low profile

- Avoid outward appearances of being wealthy, or an American; keep a non-descript cover on your passport, and avoid telling or inadvertently disclosing your nationality.

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- Try to fit in with the manner and style of dress as reasonably as possible; avoid jewelry and other displays of obvious or perceived wealth
- Be unpredictable in your movements and when and where you go

Communications

- Ensure redundant methods of communication both to receive alerts and to make outgoing calls
 - One or more SIM cards that have a balance maintained and/or more than 1 cell phone
 - Knowing how to use local phones
- Communicate! Communicate! Communicate!

Manage movement

- Utilize **journey management**
 - Plan your journey – we may not be used to this at home, but while abroad, this can make a difference in your safety and security. Consider who, what, where, when e.g. daylight hours, travel in pairs or convoy, route selection, etc.
 - Let others know where you are going, when you plan to return and check in at intervals and if plans change.
 - Do not travel alone after dark ever, and try to avoid traveling alone during daylight hours
 - You control your driver! That means speed, wearing a seatbelt, talking or texting, where you go, route selection, etc. Exercise your voice if you feel uncomfortable or report repeated problems to your supervisor.
- **Remember: Security is everyone’s responsibility and good personal security is a skill that requires active use and practice.**

RESOURCES

- **Partners TravelSafe page:** www.partners.org/travelsafe
- **MGH Center for Global Health** – web page for safety and security:
 - <http://www.massgeneralcenterforglobalhealth.org/resources/safety-security/>
- **Introduction to Personal International Health, Safety, & Security** is offered every two weeks on Tuesday, 2:00-3:30 at MGH Center for Global Health, 100 Cambridge Street, 15th Floor, Large Conference, and in the future at BWH – location TBD.
 - **Contact:**
 - *Ryan Wildes, Partners Risk & Insurance* rwildes@partners.org
 - *Miriam Aschkenasy, MGH Center for Global Health* maschkenasy@partners.org
 - *Meenu Tuteja, BWH Administrative Director, Global Health Programs & Research* mtuteja@partners.org
- **The Travelers’ Rapid Health Information Portal (TRHIP)** is a web-based tool developed by MGH Infectious Disease Unit that provides health advice for safe international travel based on the recommendations of the U.S. Centers for Disease Control and Prevention. In addition to reviewing the recommendations provided by the TRHIP tool, you should visit a health care provider ideally 4 – 6 weeks before your trip. Go to <http://gten.travel/trhip/> to access the TRHIP tool.

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- **FlareSafe** – flashlight and smoke and personal alarm
 - <http://www.walkabouttravelgear.com/flare.htm>
- **Other Training Sites:**
 - **US Department of State, Overseas Crisis Readiness Program**
 - <http://www.state.gov/m/fsi/tc/ocr/>
 - **DisasterReady.org website:** <http://www.disasterready.org/> - free but registration required. **Excellent site for on-line, self-directed training programs, including:**
 - **Save the Children *Personal Safety and Security E-course***
 - **United Nations two core safety and security courses: *Basic Security In The Field (BSITF)* and *Advanced Security In The Field (ASITF)***
 - **“Active Shooter” training available** – while aimed at domestic, single shooter incident, this provides a good foundational mental framework in the case of a critical shooting incident
 - Via HealthStream (Partners computer or VPN required)
 - Or for free through the [International Association for Healthcare Security & Safety](#) and video titled: *Armed! Are you ready?*:
<http://vimeopro.com/Impgeneral/armed-are-you-ready>
Select the 4th video - 11 minute production providing educational bullets and voiceovers (Others are 12 minute video with built in pauses to facilitate organization specific discussion and education and 3 minute video of the scenario)