



LOVE THE OCEANS
MEDICAL AND EVACUATION
PROCEDURE

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Having a Medical and Evacuation Procedure for our programs is not only good practice and safe, but also a necessity for Love The Oceans to abide by BSI Standards. Love The Oceans prides itself on a clean health and safety record and although medical emergencies are unlikely and we hopefully won't need the procedure, it is important to have one in place.

1. MEDICAL SCREENING

All participants are required to declare any allergies or medical conditions (including mental and behavioural) on their application form when applying for a volunteer position. The data is stored securely. All medical forms are assessed by Love The Oceans. The Venture Leader may seek to contact the participant should they need further information.

2. PADI

All participants diving during the expedition will also be required to complete a PADI (Professional Association of Dive Instructors) medical questionnaire on site. Please ensure you know your doctor's details in case we need to contact them. Volunteers who have answered 'yes' to any of the questions contained within the PADI medical questionnaire abilities (e.g asthma) will need to bring a medical note from your doctor assuring you are fit to dive. You will not be allowed to dive unless this medical note is received by either Love The Oceans or Jay's Pro Dive Centre.

3. ROLES IN THE EVENT OF AN EMERGENCY

Carefully planned evacuation protocols are in place for our site in Mozambique. These protocols are well understood by all Love The Oceans' staff working on site in the event that a medical evacuation should be necessary.

Due to the variable nature of potential injuries and other limiting factors (such as the availability of local medical help) a number of different evacuation scenarios must be prepared for prior to the expedition commencing. All staff are fully briefed in these scenarios, with this report describing the most likely evacuation options.

Once a serious medical incident is identified, the Venture Leader or Love The Oceans' Senior Management (if present) will take control as the Incident Coordinator coordinating the evacuation up until the point there has been a full hand-over of the patient to the medical unit. The Venture Leader and Senior Management will decide upon the level of evacuation required for the patient in consultation with Love The Oceans' Board of Directors and local medical services. Evacuations are classified as *Medium Priority*, *High Priority* or *Emergency*.

Medium Priority

Cases defined by the patient being in no immediate danger but Guinjata's local clinic are considered to be unable to cope with the patient's existing condition and that without seeking further medical attention the patient's condition is likely to deteriorate. Such a scenario requires the patient to be moved as quickly as possible, usually without the need to hire special vehicles or boats, to the nearest appropriate medical facility. Typically a Medium

Priority evacuation would see a patient taken to the Inhambane Hospital in central Inhambane City. The patient's insurance will be consulted by the Incident Coordinator, including consultation with the insurance company's medical team. If it is something that they think cannot be treated easily by Inhambane hospital or is not a straightforward procedure, the patient will likely be repatriated to the UK or be taken to Vilanculos NetCare for treatment.

High Priority

Cases where the patient's health and wellbeing is at risk if immediate action is not taken. An example of this may be a broken bone. This normally requires transport of the volunteer to central Inhambane Hospital. The patient's insurance will be consulted by the Incident Coordinator, including consultation with the insurance company's medical team. If it is something that they think cannot be treated easily by Inhambane hospital or is not a straightforward procedure, the patient will likely be repatriated to the UK. If it is a simple break, NetCare are also able to re-align the bone and cast it, but are not able to cast more complicated breaks that need surgery and/or pins.

Emergency

Cases where the patient's life is deemed to be at risk if immediate action is not taken. This requires the fastest possible route and will almost certainly require the use of charter vehicles and boats and may also include the use of a chartered plane should it be considered necessary and possible. Emergency Evacuation may be to Inhambane Hospital, Nhamacunda Medical Centre, Nelspruit medi-clinic in South Africa or a hospital back in their home country depending on the severity and the treatment required and the advice from the insurance company's medical team. In the event that the emergency is at night, only transport by car or boat can be used as planes cannot land or leave the Inhambane airport at night. The patient will be driven to Inhambane hospital where upon they will either be admitted to the hospital there, directed to the Vilanculos Nhamacunda Medical Centre, or airlifted to South Africa. Vilanculos NetCare has the capabilities required to stabilise a patient until they can be evacuated out in the morning. As yet they have never had a case where they could not stabilise the patient until evacuation.

In all medical cases where a patient is being transferred to medical facilities (not repatriated) they will be accompanied by a relevant member of Love The Oceans' staff, or someone appointed by Love The Oceans' staff as fit to accompany the patient and the insurance company of the patient will be contacted immediately and will be kept constantly informed.

It is the responsibility of the Venture Leader in conjunction with Love The Oceans' Senior Management, the available medical professionals, and the patient's insurance company's medical team to determine if an evacuation is required, the level of evacuation, as well as to ensure the patient is stabilized and properly prepared prior to evacuation commencing. The Venture Leader, in conjunction with the Field Specialist, Senior LTO Management, and the patient's insurance company's medical team will discuss and agree as to the nature of the evacuation (destination, medical assistance being sort) as early as possible in the evacuation process.

It is the volunteers' responsibility to purchase their own medical and evacuation insurance cover in the unlikely event that an evacuation from site should be required. Each volunteer is recommended DAN (Divers Alert Network) diving insurance. Volunteers must submit a copy of their insurance (and associated emergency numbers) to Love The Oceans before the expedition start date so in the event of an evacuation the Venture Leader can contact the designated support line as well as informing them of the need for an evacuation, the condition of the patient and planned route of evacuation. Maintaining good lines of communication between Love The Oceans Venture Leader and medical assistance is critical to ensuring a successful evacuation.

All senior staff involved in a major accident or emergency procedure should keep detailed notes of times, actions taken, communications and costs incurred. After the incident has been closed it is the responsibility of the Venture Leader to compile a detailed report of the incident and medical procedures followed.

4. MEDICAL FACILITIES IN COUNTRY

This information has now been updated and is valid for 2018 and 2019. Whilst Love The Oceans has listed these agents as medical help in the countries we operate in, others do exist and Love The Oceans will **always** take the advice of the medical insurance company and any qualified medical staff in attendance.

Facilities in Mozambique

Inhambane

Name: Hospital Provincial de Inhambane

Address: Av. de Maguiguana, Inhambane, Mozambique

Phone number not available

Vilanculos

Name: Nhamacunda Medical Centre, NetCare 911

Address: Bairro19 de Outubro, Talhão A1 e A2 (annexed to the SASOL Condominium)

Phone Number: +258 843781911

Facilities in South Africa

Nr Ku Sungula & Campfire and for evacuation from Mozambique evacuation to South Africa

Name: Nelspruit Medi Clinic

Address: 1 Louise Street, Nelspruit 1201 Mpumalanga

Phone Number: +27137590500

Closest Chamber for HBO/Recompression

Name: St Augustine's Hospital Hyperbaric Medicine Centre

Address: 107 Chelmsford Road, Durban

Phone Number: +27312685255

5. MEDICAL COVER

Every LTO staff member is trained in First Aid and at least PADI Rescue Diver qualified.

A basic first aid kit is available at each site and in each LTO vehicle. Each first aid kit is compliant with BS-8599. A medical kit is provided at the base camp site, the contents of which is agreed prior to the season in consultation with a professional medic. The medical kit contains things like needles, IV lines and other more advanced medical equipment than in the first aid kits. The purpose of the medical kit is for it to be taken to the hospital with the patient to ensure the right and safe equipment is available for use.

The first aid kits are designed to deal with as many non-emergency medical eventualities as reasonably possibly onsite, and also to support emergency incidents and stabilize a casualty for transfer to more extensive medical facilities where needed. All LTO staff are trained with our first aid kits and can use it competently.

6. EVACUATION

Guinjata Bay poses challenges to evacuations due to the remote location of the site. However, Guinjata has transportation means (boat and vehicle) permanently located on site.

6.1 Medium and High Priority Evacuations

Medium priority evacuations would normally be sent to Inhambane Hospital, Nhamacunda Medical Centre or repatriated back to their home country for treatment, as advised by their insurance company's medical team. The procedure is as follows:

- Following consultation with the local medical facilities, senior LTO management and the patient's insurance company's medical team, the Venture Leader will make the decision to evacuate the patient.
- The Venture Leader will inform Love The Oceans' UK Office of the impending evacuation.
- The Venture Leader will ensure that preparation for the patient's arrival in Inhambane and/or Vilanculos, including admission to a hospital and an appointment to see a doctor upon arrival of the patient. If the insurance company so desires, they may take this responsibility off the Venture Leader and deal with the medical facilities and involved companies themselves.
- The patient should be able to be transported to Inhambane/Vilanculos by car, and/or to Nelspruit by commercial flight or car (if at night). An LTO representative or someone deemed appropriate to accompany the patient will travel with the patient at all times.

6.2 Emergency Evacuations

- Following consultation with the local medical facilities, senior LTO management and the patient's insurance company's medical team, the Venture Leader will make the decision to evacuate the patient.

- The Venture Leader will inform Love The Oceans' UK Office of the impending evacuation and ring the relevant Medical Assistance Insurance Lines.
- If the evacuation is from Guinjata, the patient will be taken by car to Inhambane Hospital if they can be treated there or to stabilize the patient. If the case cannot be treated by Inhambane Hospital, the patient must be transported to Inhambane Airport in order to transfer the patient on to South Africa or be repatriated home by plane if it is daylight. However, if it is night time, air evacuation will not be possible so the patient should be transferred over land to Nhamacunda Medical Centre, Vilanculos or Vilanculos airport.
- The Venture Leader will contact the UK office to inform them of the situation enabling the UK office to liaise with the patient's next of kin and inform them of the situation. Regular updates of the patient's condition will be relayed by the Venture Leader to the UK Office.

7. REPORTING AND LOGGING

During evacuations it is crucial that a log is kept by the Venture Leader or accompanying LTO staff detailing times, personnel involved and all other details relevant to the evacuation process.

All medium priority evacuations must be logged by the Venture Leader and included in the post-season medical report. For High Priority and Emergency Level evacuations the Venture Leader must make a detailed report immediately following the incident. A full safety assessment must be carried out after all evacuations and if a similar incident is likely all activities must be stopped until the situation has been rectified.

The Venture Leader or Senior on-site LTO Management will collate the reports of all evacuations for submission to Love The Oceans UK Office. The Venture Leader will also submit relevant medical documentation and a summary of evacuation costs to the UK office to enable an insurance claim to be processed.

8. MASS EVACUATION AND DISASTER MANAGEMENT

There is the possibility, albeit incredibly small, that a large-scale incident could occur which would require a large number of Love The Oceans volunteers and staff being repatriated. Such incidents could include political unrest, natural disaster and terrorist attacks. These incidents can be broken into two types: those with prior warning and those without.

Major incident with prior warning

Some major incidents come with a degree of prior warning. A good example of this is political unrest resulting in violence, which would have a build-up period. We constantly monitor the political situation of the area we work in and if our Senior ground staff or Venture Leader decides that the political situation has become unsafe they would order a full evacuation.

In such an incident, the Venture Leader or Senior LTO ground staff would liaise with the Love The Oceans UK Office and relevant embassies to agree the best route for repatriation.

Major incident with no prior warning

Some incidents, such as a terrorist attack or natural disaster, would have no prior warning. In cases such as these the field staff would get all the volunteers and staff to a place they deemed safe by whatever means they decide best. From here the Venture Leader or Senior ground staff would contact the volunteers' embassies to coordinate an evacuation strategy. The details of such an evacuation would vary dramatically depending on the situation and as such it is impossible to produce more detailed information.

9. IMPORTANT CONTACTS

Name	Position	Number
Francesca Trotman	Managing Director/Founder	+447881795062 
Andrea Biden	Director	+447766188251  
Pippa Fitch	Operations Manager	+447515880505  
JJ Lamprecht	Co-Owner of Jay's Pro Dive Centre	+258842391100  
Ronel Lamprecht	Co-Owner of Jay's Pro Dive Centre	+258847063978  
DAN Diving Emergency Service Hotline	Emergency diving medical advice 24/7	+6188219242 
Inhambane Airport	N/A	+25829320312 
UK Embassy (Maputo)	N/A	From Mz: +25821356000  From UK: 02070081500 
US Embassy (Maputo)	N/A	Business hours: +25821492797 x3439  After hours: +25821490723 
Canadian Embassy (Maputo)	N/A	+25821492623 
Australian Embassy (Maputo)	N/A	+25821302155 
Irish Embassy (Maputo)	N/A	+25821491440  +25821496312 