

Esperanza International, Inc.

Fundación Esperanza de México, AC



Security Manual

www.EsperanzaInt.org

TABLE OF CONTENTS

Key Contacts.....	2
Esperanza International’s Security.....	4
Medical Emergencies.....	5
Other Emergencies.....	7
Vehicle Breakdowns.....	7
In Case of Fire or Explosion.....	7
In Case of an Earthquake.....	7
In Case of Flood.....	7
In Case of Robbery or Assault.....	8
Procedures for Working Outside of the Posada.....	8
Additional Resources.....	9
Printable Emergency Contact Card.....	10-11

KEY CONTACTS

Call 911 in the event of an accident, fire, or medical emergency

Making a Call From Mexico to the U.S.

- +1 Area Code Phone Number (ex: +1 555 555 5555)

Making a Call to or within Mexico

- +52 Area Code Phone Number (ex: +52 555 555 5555)
- If using a landline in the US, you must dial "011" first, then the rest of the number

Police

- Community Police for De Los Buenos (La Gloria) +52-665-121-3163
- Community Police for Delegación Mesa de Otay (Lomas del Valle & La Morita) +52-664-635-6125
- Community Police for Rosarito and Primo Tapia Police Emergency (try 911 first): +52 (661) 614-4900
- Central Police Headquarters, Traffic, & Non-Emergency +52-664-688-5500

Fundación Esperanza de México (FEM)

- www.EsperanzaDeMexico.org

Club de Leones 12518, La Gloria, 22645

La Joya, Tijuana, B.C., México

Calling:

- +52-664-636-2742
- Eduardo Zavala Reyes (Volunteer Coordinator): +52-664-206-0605
- Cuquis Zatarain (Administrator): +52-664-326-6817
- Miriam Hernandez González (Executive Director): +52-664-529-2628

Esperanza International (EI)

<https://EsperanzaInt.org>

Melina Sergeant-Mouth, Program Director: +1-619-885-8255 or programs@esperanzaint.org

Greg Harkness, Board President: greg.harkness@esperanzaint.org

U.S. Embassy in Tijuana

<https://mx.usembassy.gov/visas/u-s-embassy-mexico-city/u-s-consulate-general-tijuana/>

Paseo de las Culturas s/n, Mesa de Otay

Delegación Centenario C.P. 22425, Tijuana, Baja California

Calling:

- Tijuana Consulate:
 - +52-664-977-2000 (from Mexico)
 - +52-664-622-7400 (from the U.S)
- General Consulate in Mexico:
 - +52-558-526-2561 (from Mexico)
 - +52-844-528-6611 (from the United States)
- After hours from Mexico: Department of State – Consular Affairs +1-888-407-4747 or +1-202-501-4444

US. Department of State Emergency: Call from Mexico: 555-080-2000

Canadian Consulate in Tijuana:

- +52-664-684-0461

Emergency Apps

Tijuana Municipal Police Department's **Emergency Button** (*Botón de Emergencia*) phone application. In the event of an emergency, users can activate the app, which sends the user's location to the municipal police command center, triggers an operator call, and dispatches police to the location - all while communicating in English or Spanish using AI translation services. [Emergency Button](#) (Android) [Emergency Button](#) (iPhone)

Tijuana's **Purple Button** (*Botón Morado*) phone application. Designed to help counter violence against women. If a woman finds herself in a dangerous situation and does not feel safe, she can use this app to request assistance from the Tijuana municipal police. [Purple Button](#) (Android) [Purple Button](#) (iPhone)

ESPERANZA INTERNATIONAL'S SECURITY:

Our Security Measures:

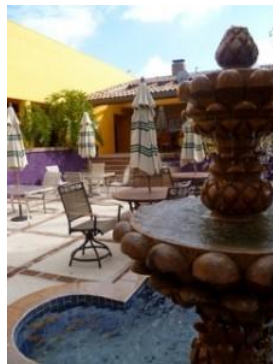
Safety is a top priority for both Esperanza International and Fundación Esperanza de México.

We take the following measures to prepare for emergencies:

- Emergency scenarios are discussed during staff meetings with consideration of actions that could be taken in response.
- Esperanza field and office staff have cell phones so everyone is in communication at all times.
- In the event of a loss of communication or other emergency situations there are two meeting points: one on the east side of the city and one on the west side.
- Groups are given magnetic Esperanza logos for their vehicles to identify them as members of the Esperanza organization.
- Each staff person has access to emergency phone numbers including the U.S. Consulate in Tijuana, emergency medical services, and the police.
- Esperanza staff members also have a medical emergency plan identifying various health providers nearest the work sites, the Posada, throughout the city of Tijuana and on the U.S. side of the border.
- In the event a group needs to leave the country immediately, there is a delivery plan for travel documents.
- Each volunteer provides Esperanza with an emergency contact number.
- Staff members in Mexico and the United States are in regular contact.
- News reports are monitored and danger to groups is assessed regularly.

Esperanza has an excellent safety record

No Esperanza group has ever reported any incidents or times where they felt threatened or in danger. It is also important to note that La Gloria, the community where our Posada is located and our groups are housed, as well as all the communities where our groups work are not reported as high violence areas. We stay up to date on local crime statistics and always want to make sure our volunteers and staff feel safe. We encourage group leaders and participants to visit the [U.S. State Department website](https://travel.state.gov) to review any current travel advisories and speak with Esperanza's Program Director regarding current conditions in the areas we serve if you have any questions.



MEDICAL EMERGENCIES

Being Prepared- Phones and Emergencies

- Group leaders should activate cell phones for international service and check with their providers to make sure they have service in Tijuana. Groups should have a contact person in the U.S. that they can communicate information to who could then communicate with group family members if needed. This person could also be a contact person for the group in the event the group gets separated and communication between each other is not possible. While we hope groups never need to use their emergency plans, having a plan and knowing that plan makes for quicker response in the event of an emergency.
- Consider creating an emergency information business card for each participant to carry with them. See below in this Handbook for a template.

Medical Emergencies

Medical Emergencies Plan

- **IMPORTANT:** The group leader is responsible for all first aid and medical care decisions for a group. We recommend that a representative from the group be appointed who is able to provide first aid care. Esperanza cannot make medical decisions for the group except in the situation where a group leader is not available and the situation is perceived to be an emergency and Esperanza has on file completed Esperanza Medical & Liability Forms for the person.
- Leaders should remind volunteer groups of their obligation to bring all medicines that they may need, especially for people with a medical condition.
- Have a first aid kit available.
- The FEM team has attended first aid training in the case of an accident or a wound.
- Call a doctor, a clinic or an ambulance (911). The FEM team in Tijuana has a list of contacts.
- The group leader is responsible for all first aid and medical care decisions for a group. Esperanza will do what they can to assist you.
- We recommend each group establish a medical emergency plan.
- The Esperanza staff also has a medical emergency plan identifying various health providers nearest the work sites, the Posada and throughout the city of Tijuana. Depending on the urgency, status and the level of care needed, most of the medical service can be provided in Tijuana at local clinics and/or private hospitals.
- An Esperanza representative will be available to lead you to a medical facility. However, groups must drive the injured person in their own vehicles. If the group decides to go to the hospital or other facility without an Esperanza representative, please have a group member inform the Esperanza staff of your plans immediately.
- Consider limiting the number of people and vehicles going with the patient. One vehicle, one friend to support the patient (if necessary) and one or two group leaders is sufficient.
- If the patient is a minor, notify the parent/guardian as soon as you know the extent of the illness or injury. Keeping them informed will prevent them panicking unnecessarily.
- Never leave a sick person at the Posada without an adult to care for them.

First Aid Precautionary Measures

- Groups should always have a first aid kit and carry a copy of Esperanza's signed medical release form for each participant. If your organization does not also have a form of its own, we recommend you develop one.
- All prescription medication should be indicated on the medical release form and the first aid representative should be made aware of the prescription requirements.
- Do NOT drink from or cook with water from faucets or barrels. The water has not been treated and may cause dysentery. Please use the filtered water provided instead, or sealed water bottles from restaurants.
- Take a water break at least once every hour. Drink about two gallons of water daily when in the heat. The average person can sweat up to two quarts or liters of water per hour while doing hard work. Soft drinks, coffee, and other caffeine drinks actually work against hydration by causing the body to expel fluids, though sports drinks may help.
- Use sun block, hats, sunglasses, and clothing to protect sensitive areas such as noses, necks and scalps.
- Group leaders should watch for signs of overexposure. Fatigue, nausea, excessive, or alternately, a complete lack of sweating and headache are primary indications of heat exhaustion and heat stroke. Know the current treatment for each.
- The Tijuana region and the worksites can be very dusty. Pack extra antihistamines for allergy sufferers, extra saline solution for contact lens wearers, and also extra asthma medication. Make sure people have their medication with them at all times. Masks or bandanas are recommended at dusty worksites.

Tijuana, MX Hospital

- **Hospital** Centro Medico Nova
 - Guadalupe Victoria 9308, Zona Urbana Rio Tijuana, 22010 Tijuana, B.C., Mexico
 - +52-664-634-6149

San Diego, US Medical Centers

- **Hospital:** Scripps Memorial Hospital:
 - 435 H Street, Chula Vista CA 91910
 - +52-619-691-7000
- **Sharp Chula Vista Medical Center:**
 - 751 Medical Center Court, Chula Vista CA 91910
 - +1-619-482-5800

OTHER EMERGENCIES

Detailed Emergency Plan for Mexico

It is important that staff and volunteers are prepared to take appropriate security measures at all times.

Procedures for the Posada:

Vehicle Break-Downs

- Notify an Esperanza representative of any problems as they happen, and they will assist you to the best of their ability.
- Vehicle Accident: For a car accident follow the instructions in your Mexico insurance packet.

In case of fire and/or an explosion:

- Follow the designated evacuation route and go to the designated meeting point.
- Use fire extinguishers that are located in strategic places. There is one in front of the bedrooms, one in the office downstairs, one in the great room, one in the community center and one in the volunteer house.
- Call the fire department at 911.

In case of an earthquake:

During:

- Stay calm. Reassure people who are around you.
- Go to previously established safe places; cover your head with both hands and place both hands next to your knees.
- Stay away from objects that may fall, slip or break.
- Do not rush out, the quake lasts only a few seconds and may end before you are able to exit.
- If possible, the person in charge will shut off the gas, turn off the main power switch and avoid any source of fire.

After:

- Check for injuries, fires or leaks of any kind. If there are any, call emergency services.
- Use the telephone only for emergency calls.
- If it is necessary to evacuate the facility, do it calmly, carefully and with order.
- Meet at the place previously established.
- Do not use appliances or electrical outlets until you are sure that there is no gas leak.
- Perform a full review of the furniture. Do not use anything that shows serious damage.
- Be prepared for future earthquakes called aftershocks. They are generally weak but can cause additional damage.
- Stay away from damaged buildings and avoid driving where there is considerable damage.

In case of a flood:

- Stay calm. Reassure people who are around you.
- Have emergency supplies close by.
- If you travel in a vehicle, make sure the path is free and you are not at risk of getting trapped.
- Do not cross flooded streets on foot or using a vehicle. The water can be moving much faster than you think.
- Make sure that your food is safe. If in doubt, do not eat the food.
- Drink only water stored in the jugs.
- Make sure that electrical outlets are dry before you connect appliances.
- Evacuate areas with standing water to prevent mosquito infestations.
- If you are in an affected area that is evacuated, you can return when authorities say it is safe.

In case of external aggression (robbery or assault):

- As a preventative measure, the Posada has alarms in three different areas. First, the person in charge of the property will be alerted. If that person does not respond, a local patrol unit will come to the property.
- Ensure the immediate safety of the groups and get them together in the same place.
- Call the police. FEM has contacts with different levels of government and the nearest police station. The local police commissioner knows about FEM's work and the number of volunteers that visit annually.

Procedures for working outside of the Posada:**If a group is lost on the way (going to the community or to cultural activities):**

- Groups can bring their own radios or phones. Phone numbers are listed on page 2.
- Groups should park and wait for a FEM staff person.

Working at a construction site: In case of/ preventing an accident or medical problem:

- Advise volunteer groups to bring all medicines they might need, especially for people with medical conditions.
- During construction each person should wear closed-toed shoes, sunglasses/protective eyewear and gloves.
- Volunteer groups need to bring water for each worker.
- The head of construction will wear a vest so everyone can locate him/her quickly.
- Have a first aid kit available.
- The FEM staff has attended first aid training in the case of an accident or a wound.
- The technician carries a radio and cell phone. He/she can call FEM and make emergency calls.
- Call a doctor, a clinic or an ambulance. FEM has a list of contacts for each community.

In case of external aggression (robbery or assault):

- To prevent theft, particularly in the communities, warn groups to put their backpacks and valuables inside the family's house, or better yet, do not bring them to the job site.
- The technician carries a radio and cell phone. He/she can call the police or call FEM.
- Ensure the immediate safety of the groups and bring them together in the same place.
- Call the police. FEM has contacts with different levels of government and the nearest police station. The local police commissioner knows about FEM's work and the number of volunteers that visit annually.

Recommendations:

- All notices to groups as well as the measures taken by FEM on security should be communicated to the leaders of each group before they arrive.
- It is necessary to continue to have contact with the police, the fire department, the community clinics and the ambulances.
- First aid training is recommended.
- Whenever a security problem arises or an accident occurs, a report is created that details how the incident was treated.

Invitation to Visit:

- If you feel uncertain and would like to see for yourself what it is like in Tijuana now, contact our Esperanza International Director at programs@esperanzaint.org to arrange a visit. It might be well worth the cost of one or two airline tickets to assist you in making a well-informed decision.

ADDITIONAL RESOURCES

Volunteer Videos on Youtube:

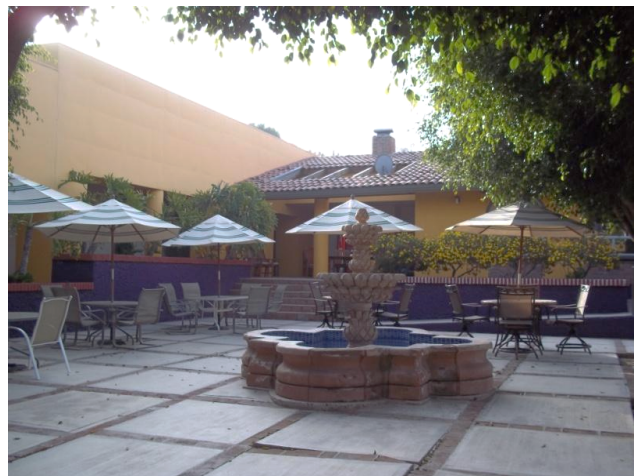
- [Video about the Esperanza Experience](#)
- [Interviews with participants and leaders](#)
- [Another Video about the Esperanza Experience](#)

Additional Resources:

- [Mexico US Embassy](#)
- [San Diego Border Institute for Peace and Justice](#) at the University of San Diego. This nonprofit organization was founded in 1994 to promote understanding, dialogue and cooperation across the U.S.-Mexico border. They create regular reports and provide resources on topics such as security & the rule of law, sustainable economic development and migration.
- [San Diego Tijuana Safety](#) article

Printable Emergency Contact Card- DIRECTIONS

- On pages 10-11 of this document
- Print double-sided, cut, then write (or have your volunteers write) the names and phone numbers of the group leaders, as well as the information for their travel insurance.
- Then have your volunteers keep this on them wherever they go.



Esperanza International Emergency Contacts Card

*To call any U.S. number from Mexico dial +1 then the number.

*To call MX from a US number first dial +52 then the number.

Posada Office: 664-636-2742

Posada Address: Calle Club de Leones 12518 La Joya, (La Gloria)

Eduardo Zavala Reyes (Volunteer Coordinator): 664-206-0605

Cuquis Zatarain (Administrator): 664-326-6817

Miriam Hernandez González (Executive Director): 664-529-2628

Group Leader 1: _____ # _____

Group Leader 2: _____ # _____

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Group Leader 1: _____ # _____

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Call 911 for accidents, fire, or medical emergencies.

Name of Travel Insurance: _____

Travel Insurance Phone #: _____

U.S. Consulate General in Tijuana. Call:

+52-664-977-2000 (from Mexico)

US. Department of State Emergency: 555-080-2000

An American Officer is available to provide

emergency assistance to U.S. citizens.

+52-558-526-2561 (from Mexico)

+52-844-528-6611 (from the U.S.)

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