

## Exercise 6 - ADAPTING PRACTICE TO CONTEXT

### INJECTS

#### PREPARATION FOR THE EXERCISE

Distribution of roles for GROUP 2 participants:

- 1-2 participants: People bringing the child to the EMT facility (inject 2)
- 2 participants: Parents of the child (inject 3)
- 3-4 participants: Police (inject 4)
- 1-2 participants: Journalists (inject 5)
- 1-2 participants: UNICEF workers (inject 6)

Explain participants how to act during the exercise and ask them to be serious during the performance of the role.

#### **Inject 1: Adapting SOP for the management of dead bodies in Montyland**

The trainers will provide the team leader in GROUP 1 the following message:

*'Dear team,*

*You have been in the field for several days now. The first big flow of patients is stabilizing, and all the systems slowly seem to be in place. Therefore, we think it should be feasible for the team to start working on even more integration of local customs and practices in our work. Adaptation of our SOPs to local habits is a logical first step to achieve this.*

*Since managing the passing away of a patient is a sensitive time in all cultures, we think it is a good idea to start with adapting this SOP (or developing it) in a way that is appropriate for the local context. Since the majority of the people in Montyland is Hindu, especially in the region where you are deployed now, it makes sense to develop the SOP in such a way that it is acceptable for the Hindu patients and their relatives.*

*I have attached some documents that are related to this. Please feel free to use these as you like. Please make sure that the SOP should be condensed to max 2 pages. Make sure you will include how you will treat the body after the passing away, who will be informed, what administrative tasks will be included, who will be notified etc...*

*Thank you for sending us the draft-document as soon as possible, this will allow us to check the accuracy of the content with the embassy of Montyland.*

*Kind regards and keep the spirit up!  
Your EMT HQ colleagues'*

Also, trainers will provide the group with the following documents:

- Printed document: Wikipedia Hindu Funeral: “Antyesti”:  
<https://en.wikipedia.org/wiki/Antyesti>
- Computer and USB memory stick containing:
  - o Management of Dead Bodies after Disasters: A Field Manual for First Responders, PAHO, WHO, ICRC, IFRC, 2006
  - o Operational Best Practices Regarding the Management of Human Remains and Information on the dead by Non-Specialists, ICRC, 2004
  - o Management of Dead Bodies in Disaster Situations, World Health Organization, 2004

Tell the Group they have 30 min to complete the task.

### **Inject 2: Unconscious child brought to the facility**

One or two people (role players) will bring an unconscious child (a resuscitation manikin), with clear marks of heavy trauma, both old and new (fresh blunt trauma to the head, but also new and older bruises on the rest of the body). The role players will follow these instructions:

- They will look very nervous, carrying the child around the room for a while before handing it over to one of the team members. They will keep walking and looking around in an anxious way and look upset.
- Unless a team member starts taking care of them, they will leave the facility after 2 minutes. If they are attended by the EMT staff, they will calm down and will be able to answer questions for a few minutes, after which they will leave.
- Messages that the role players can say, if asked:
  - *They found the child lying in the ditch, at the edge of the IDP-camp nearby, the child was mourning and snoring when it was found (2 minutes ago)*
  - *They have not seen what happened to the child*
  - *They are not a family member, but they know the family of the child does not have a good reputation. Especially the father seems to be quite an aggressive person*

**NOTE:** One of the trainers with medical background need to stay close to the medical team members dealing with the child, to tell them what are his vital signs during the scene and finally communicate the death (in about 5 minutes).

Team members in GROUP 1 are expected to (information only for trainers/role players):

- Deal with the people bringing in the child and get information form them
- Try to save the child doing resuscitation procedures

**Inject 3: Parent arrival**

Once the child is dead, his parents (role players) will arrive at the EMT facility. The role players will follow these instructions:

- They will be anxious and claiming to be the family of the deceased child
- They heard that their son was brought into the hospital. They want to know how the child is doing, and see him immediately
- When they are told that the child is deceased they start crying and shouting.
- The mother then will look at the father angry and tell him: 'it's your fault!'. He will then tell her to shut up and go
- After a couple of minutes, they parents will say they will leave and come back in 15 minutes to collect the body and arrange the cremation as soon as possible, as it is common practice in their culture
- The parents will leave the EMT facility

Team members in GROUP 1 are expected to (information only for trainers/role players):

- Deal with the parents, showing empathy and maintaining the situation under control
- Discuss whether they should leave the parents go or stay, and take the body, since the case is suspicious (maybe call the police? ask more questions? retain them?)

**Inject 4: Police arrival**

Before the parents return, a group of visitors (role players) will arrive at the EMT facility. One of them is the police superintendent, and he brought some colleagues. Some of them are uniformed, and some are carrying guns/firearms. Role players will follow these instructions:

- The group of policemen will arrive and ask to go in the facility to ask some questions
- If asked for identification by team members, the police will show their documentation to the team leader. Otherwise the police should not identify themselves on arrival
- If asked to leave the firearms outside the facility, first oppose some resistance but if the team gives good arguments then agree to leave one of the policeman outside the hospital carrying them. If not asked about the firearms, just stay inside with them and do not mention anything about it
- The police superintendent asks to speak to the team leader. He says he heard some rumor about an unexpected death of a minor in the EMT and would like to know the details
- The other policemen start going around the EMT facility, going into the tents, looking around. If they are not stopped by team members, they will continue doing so, looking at patient documents and will take out a phone to take photos of the facility and staff. If team members ask the policemen to stop they will offer some resistance but then stop and go close to the superintendent
- If the team treats the police in an acceptable, cooperative way, the police superintendent will calmly explain that the body of the child cannot be handed over to the family, since it is considered as evidence in a case of a suspicious death and part of a police-investigation. The police will bring this message to the family too, and handle all the formalities
- If the team does not interact cooperatively with the police, the superintendent will become angry and more authoritative.

- The policemen should be there around 20-25 minutes

Team members in GROUP 1 are expected to (information only for trainers/role players):

- Ask for identification to the people arriving at the EMT facility
- Decide whether armed people can or not enter in the facility
- Protect EMT staff and patients privacy and confidentiality
- Deal with police authorities in a responsible, professional and cooperative way

#### **Inject 5: Media arrival**

Suddenly, while the police is still inside, a couple of journalists (role players) will approach the EMT facility. The role players will follow these instructions:

- Identify themselves as journalists working for the Montyland-post
- If allowed, they will go in the facility. if not allowed they will continue the conversation outside the facility
- Ask about the situation in the EMT facility and a rumour about a child who died at the EMT, for which EMT staff are responsible and may be arrested for
- They will ask about the names of the child and his parents
- The journalist will also want to take pictures of the facility and record the EMT staff members talking to them
- If managed correctly by the EMT members the journalists will leave after 5-10 minutes

Team members in GROUP 1 are expected to (information only for trainers/role players):

- Stop journalists from going inside the facility
- Do not provide any information that compromise the EMT or the patients
- Stop journalists from taking unauthorized pictures

#### **Inject 5: UNICEF workers arrival**

Finally, a couple of workers from UNICEF (role players) will arrive at the EMT facility. The role players will follow these instructions:

- They will introduce themselves and say that UNICEF is working on protection during this emergency in Montyland, and especially focusing on children.
- The workers are not supposed to know about the case of the child death. They are just visiting all EMTs in the area to offer UNICEF services as a referral system for cases where there is a need
- They will explain that they can be notified whenever there is an admission of children presenting in atypical circumstances. It is best to keep these children admitted in a facility until the case has been properly follow up by UNICEF.

Team members in GROUP 1 are expected to (information only for trainers/role players):

- Think/discuss whether to share the case with the UNICEF workers or not
- Talk with the UNICEF colleagues in a collaborative way and get all the information needed in case they need to work together in the future