

INTERNATION FEDERATION OF THE RED CROSS AND RED CRESCENT SOCIETIES

*Country Cluster Delegation*

in

***Harare Country Cluster Delegation in Zimbabwe***

Security phase is **Yellow - Heightened tension** (see 3.2 for more information)

**SECURITY WELCOME BRIEF**

The information contained in this document is confidential and privileged against disclosure except for the purposes of IFRC and PNS use.

**Approval:**

Approval	Function	Date	Typing name indicates approval
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**2 INTRODUCTION**

This Security Welcome Brief is not intended to replace the full IFRC Security plans which should also be read by RC personnel entering the country. This Brief is designed to be able to give the reader the most important elements from the five other IFRC Security Plans in a concise manner and should be considered to be an aide memoire to complement the full security documentation.

The purpose of this document is to provide guidance and advice for RC personnel under IFRC security management responsibility, to operate within Zimbabwe.

[Click here to enter any other text necessary.](#)

**3 SECURITY MANAGEMENT**

Security incidents can occur anywhere and at any time. Therefore, visitors must never let down their guard, and must always keep a high security awareness both individually and collectively. All visitors are responsible for their own security and must take all possible measures to minimize or avoid potential risks. Always share security information with your colleagues and IFRC Office.

[Click here to enter any other text necessary.](#)

**3.1 Main Identified Security Threats in Zimbabwe – (resume from Security Regulations)**

Main Security Categories	Specific threat, description & recommendations
<b>1. Health Hazards</b>	Zimbabwe has been plagued by public health challenges, some historical in nature. Periodic cholera outbreaks, typhoid and other diseases emanating from a poor access to basic services particularly in urban centres. HIV infection rate in the country is also significant whilst Malaria is prevalent in some parts of the country. Years of economic challenges have resulted in a poorly capacitated public health system. Zimbabwe experienced several waves of the Covid-19 Pandemic although cases decreased significantly due to health interventions. However, the health remains susceptible to being overwhelmed by a resurgence in the pandemic. Years of economic challenges have resulted in a poorly capacitated public health system.
<b>2. Crime</b>	'Zimbabwe’s protracted economic crisis has resulted in endemic poverty and economic hardship. Covid 19 has also further exacerbated the situation and resulted in the deportation of convicted criminals of Zimbabwean origin. As a result, crime is opportunistic and is characterised mainly by armed robbery housebreaking, smash and grab, theft, pickpocketing. Targets include foreign currency cash, precious metals such as copper, fuel, car radios, laptops, and household electrical items. The no of armed robberies has been on the rise between 2021 to 2022. Police statistics indicate that 19 000 cases of robbery

	<p>occurred between January 2020 and December 2021 with an average of 25 robberies reported daily.</p> <p>Do not walk alone at night.</p> <p>Avoid crime hotspots.</p> <p>Avoid ostentatious display of wealth.</p> <p>Do not carry large sums of foreign currency cash.</p>
<p><b>3. Road/Water/Air Safety</b></p>	<p>Road accidents are a security priority in Zimbabwe. A total of 1406 road traffic accidents were recorded during the period extending from 15 December 2019 to 2 January 2020. Of these, 74 fatal accidents claimed 111 lives while 503 people were injured. From January to September 2022, the country experienced 38776 crashes, 1559 killed and 7851 injured. This translates to a traffic collision every 15 minutes, an average of 45 injuries per day and an average of five deaths per day. Roughly 94 % of road traffic accidents are directly attributed to human error. With 41 per 100 000 people dying in road traffic accidents yearly, according to the World of Statistics, Zimbabwe is amongst the countries with the highest incident for road carnage.</p> <p>Zimbabweans drive on the left side of the road.</p> <p>Use local drivers for field missions.</p> <p>Do not travel at night.</p> <p>Avoid peak hour traffic, plan journeys, and use less busy routes.</p> <p>Be vigilant and adhere to road regulations and speed limits.</p>
<p><b>4. Natural Hazards</b></p>	<p>Zimbabwe is prone to natural hazards such as tropical storms and cyclones. These extreme weather conditions often result in flash flooding and landslides in areas that experience high rainfall.</p> <p>In 2019, the country experienced a devastating tropical cyclone called Idai which affected 270 000 people and left 340 dead. Continuous rain in most parts of the country can also result in flooded rivers.</p> <p>Many fatalities are recorded every year. Follow IFRC Security Alerts.</p>
<p><b>5. Civil Unrest</b></p>	<p>Demonstrations and rallies are unpredictable and can turn violent. An increased risk of demonstrations exists around election periods. The 2023 election period was characterised by sporadic outbreaks of electoral violence and increased tensions between political players. We advise visitors to avoid political gatherings and the areas surrounding them. Further advisories will be provided.</p>
<p><b>6. Man-made Hazards</b></p>	<p>Like some of its regional counterparts Zimbabwe is in the midst of an energy crisis characterised by crippling power outages that can last up to 20 hours or more per day. The power supply situation has worsened in the last quarter of 2022. As at January 2023 Zimbabwe is producing less than half of its power needs. The government has announced several infrastructure developments that are near completion and expected to add power to the grid within 2023, .</p>

### 3.2 Security phase

All RC Personnel must know the current security phase classification and its implication on the way of working and living in their area of operation or area that will be visited. For complete information please see Stay Safe for Managers (Page 42) [“Operational security phases”](#)

All RC personnel are to comply with any restrictions put in place by the Senior Manager in accordance with the current situation and designated phase level.

The current overall **Security phase** in Zimbabwe is **Yellow - Heightened tension**

[Click here to enter any other text necessary.](#)

**If Multiple Phases please indicate which geographical areas are in which phase and where IFRC has presence.**

White phase	Areas at White Phase (No major security concerns) None	IFRC Presence No
Yellow phase	Areas at Yellow Phase (Some security concerns, heightened security awareness initiated) Country-wide	IFRC Presence Yes, Harare
Orange phase	Areas at Orange Phase (Access to beneficiaries limited, risk to RCRC personnel severe, tight security management needed) None	IFRC Presence No
Red phase	Areas that are Red Phase (Conditions do not allow work, risk to RCRC personnel extreme) None	IFRC Presence No

[Click here to enter any information regarding areas that may require special permission to travel to or other pertinent information.](#)

#### 4 IN-COUNTRY SITUATION

In January 2008 the Federation Country Representation began its operations in Zimbabwe replacing the previous Federation Regional Delegation which undertook operations in Zimbabwe from 1984-2007. Presently, three Partner National Societies (PNS) operate within the country—the Danish, Finnish and British Red Cross Societies. The ICRC hosts its Regional Delegation for Southern Africa in Harare and coordinates all of its security efforts with PNS’ and the IFRC.

Zimbabwe formerly known as Rhodesia obtained independence in 1980. This occurred after a protracted civil war that commenced in the 1960s and came to its official end in 1979 following which the first democratic elections were held in 1980. In the 40 years that have passed since Zimbabwe gained independence, the country has experienced periods of civil and political unrest severe economic downturn and several natural disasters and health crises.

Rapid economic policy changes, including the reintroduction of the Zimbabwe dollar as sole legal tender, occurring from 2017 to 2019 have impacted on economic conditions for the majority of Zimbabweans. The number of people living in extreme poverty has increased to 38% of the population, from 4.5 million to 6 million, whilst the cost of living has also risen resulting in an increase in the number of vulnerable households in both urban and rural areas.

The Covid 19 pandemic has amplified Zimbabwe’s challenges, which has almost led to a collapse of the healthcare system, fuelled corruption, high unemployment.

Zimbabwe recently held general elections in August 2023, and in the period leading up to and following elections the country experienced volatility and political violence as has been prevalent in past elections. The worsening socio-economic situation indicated by poor service delivery, crippling power shortages, crime, corruption, perennial unemployment and rising cost of living has significant impact on the ordinary Zimbabwean and may also impact the security situation in country.



### 4.1 People & Society

Click below to enter information concerning:

Population figures (with date of info): 14.9million (2014 Zimbabwe Census report)

Ethnic Groups: Shona, Ndebele, Kalanga, Xhosa/Fengu,Tonga, Nduu, Venda, White, Indian, Coloured

Languages: English, Shona, and Ndebele

Religions: indigenous; small Hindu/Muslim/Jewish/Bahai communities

## 5 VISITOR INFORMATION

### 5.1 IFRC office addresses & Opening Times

The IFRC Harare Cluster Delegation Office is located at 1 St Annes, Avondale, Harare. The Office is currently open from Monday to Friday 0800 – 1700 hrs excluding public holidays.

### 5.2 Contacts

**Emergency Contact numbers:**

Entity	Telephone number with country code for those using roaming.
Police	Emergency 999, +263-(0) 242-777 651; +263-(0) 242-748 836; +263-(0) 242-777 596; +263-(0) 242-777 624/5 Central +263-(0) 242-748 836; +263-(0) 242-777 777 Avondale +263-(0) 242-336 608; +263-(0) 242-336 632
Ambulance	MARS Ambulance +263-(0) 242-771221 ; +263-(0) 242-706034 ; +263-(0) 242-790392 ; 071 260 0002 ACE Air and Ambulance +263-(0) 242-302141 ; 0782-999901/2/3/4
Airport	Click to enter phone number

Host National Society	SG Elias Hwenga +263 776 285 761/+263 771 254 439/ +263 783 661 379; Gershum Hombarume – Security Focal Point ZRCS Contact Number: +263 772 327 511; +263 716 410 330
IFRC Security Staff	+263 772 300 490 Tawana Nharingo
IFRC Senior manager	+263 772 128 648 John Roche
IFRC Regional Security Coord.	+236 72 86 60 33 Dmitry Tarasov
IFRC Global Security Geneva	+41 79 217 3371 / +41 79 251 8015 / +41 79 308 9842
Fire	Emergency 994; +263-(0) 242-783 980-7; +263-(0) 242-772 375-6
Hospitals	Baines Avenue Clinic 66 Baines Avenue, Harare; 252 480-5; 077 213 5259; 04251180/1/99 Baines 24hr Emergency 52 Baines Avenue, Harare +263-(0) 242-705 434/49/64 Avenues Clinic Mazowe Street, The Avenues, Harare +263-(0) 242-251180
Roadside Assistance	Road Angels +263-(0) 242-334418; 0772-122122; 0732-122122

### 5.3 Urban No go Zones / Curfew

There are currently no curfews in place in Zimbabwe. This may change from time to time and from place to place. Any curfews imposed by the Authorities must be strictly adhered to by RCRC Personnel. In case of any movement, the HOCD or Security Officer must be contacted and authority given to move only if assurance is given in writing by authorities.

Local curfews, as well as those that may be imposed by the HOCD or the Senior Security Officer, must be strictly obeyed by all RCRC Personnel and their eligible dependents. Certain sites and buildings such as official state residences are protected areas and access roads may be closed during the night. Enquire about these areas with the Senior Security Officer.

### 5.4 Host National Society

Gershum Hombarume – Security Focal Point Zimbabwe Red Cross Society 10 St Annes Road, Avondale, Harare, Zimbabwe Email: geshumh@redcross.org.zw Contact Number: +263 772 327 511; +263 716 410 330

### 5.5 International Vaccination Certificates

Proof of yellow fever vaccinations and other diseases may be required for travellers coming from infected areas. Since vaccination requirements differ from country to country and from time to time, it is vital that before coming to Zimbabwe, you check the vaccine recommendations of your own country for Zimbabwe, and obtain vaccination certificates (if required) for your return home.

### 5.6 Health Situation / Infrastructure

Public health capacity is limited due to the health system being plagued by various challenges for decades. Private healthcare is available although limited, Zimbabwe’s private healthcare offers both basic and comprehensive health sector.

There is a high prevalence of HIV in Zimbabwe (15, 6% according to UNAIDS), as in most of Southern Africa. Medical equipment in hospitals and clinics is well sterilised and blood products are carefully screened so that there is little risk of infection from needles or transfusions. However, to be on the safe side (and particularly if you will be travelling to rural areas), it is advisable to bring a set of sterile syringes with you, together with disposable surgical gloves to protect yourself in the event of an accident.

If, you have a medical condition requiring regular and specific medication, you should inform the Federation Country Representation well in advance of your arrival in order that the potential availability of your medication locally can be investigated. Good dental and optical care is available in Harare, as are all types of contact lenses and cleansing solutions.

There is a significant risk of malaria for those travelling outside of Harare to lower lying areas, and to some other countries in the region, although this risk is reduced during the winter months. Prophylactics are readily available in Harare, but as with all anti-malarial medication these do not guarantee total cover and local strains in Zimbabwe may be chloroquine resistant.

You are advised to discuss with IFRC Staff Health to get recommendations and to arrive with an adequate supply of the recommended medication. Mosquito sprays, repellents and mosquito nets are all available locally.

Paediatric prophylactic syrups and petroleum-based repellents are available locally for babies and children (the paediatric syrups are not recommended for babies under six weeks of age).

### 5.7 Passport & Visa

It is the travellers' responsibility to verify if a visa is required for their nationalities.

According to Zimbabwe's visa regime visitors are divided into 3 categories A,B and C. Category A require a visa before arrival, Category B can apply for and be issued a visa upon arrival and Category C visitors are exempt from applying for a visa and are granted a visa upon arrival. Kindly make sure that you have a valid visa for Zimbabwe (if required) before you arrive, although this can be obtained upon your arrival for a fee. Visas are not required for children under 12 years of age accompanying an adult. For delegates on long term mission, upon your arrival in Zimbabwe, you will be issued with a temporary resident's visa by the airport authorities. In order to obtain your full resident's visa (a process known as accreditation), you will need to supply the Federation Country Representative 's personal assistant with the following, within a week of your arrival or as soon as you get confirmation for your mission:- Two colour passport photos of each family member,- Passport for each family member. Please note that the onus is on you to provide this documentation in order for your accreditation to be processed on your behalf. Contact PA to the HOCD Sithembinkosi Ncube for further assistance +263 774 681 723

### 5.8 Airport

Your personal possessions (defined as those not intended for disposal or consumption in Zimbabwe) can be brought into the country duty free. There are restrictions as to the amount of local currency which can be taken out of the country. About foreign currency in bank notes, there are no restrictions, but you must declare the total amount on your immigration form. Zimbabwe's unit of currency is the dollar which has been under pressure for the past year, and therefore if you wish to ascertain its value against your own currency, you are advised to check current exchange rates in your home country. Full details of valuable items (non-personal) and any unaccompanied baggage should be sent to the Federation Country Representation well in advance of your arrival. Please ensure that you supply the FCR Logistics Officer with an accurate inventory of all unaccompanied baggage, showing an itemised list of contents by box/packing case. Zimbabwe is strict on the control of, pornography. This extends to publications and videos considered soft elsewhere. Please do not bring these with you. If you are hoping to bring a pet with you, you will need a permit issued by the Director of Veterinary Services in Harare. Please bear in mind that this procedure takes a minimum of three months, and that some property leases in Harare specifically prohibit the keeping of pets. Please check with the administration officer in person as to whether the present lease will permit you to keep your pet on the property. There are no quarantine laws regarding pets, but in order to get the permit, your pet will require a vaccination certificate and a current, clean bill of health from a Government Veterinary Office in your home country. You are advised to contact your vet and shipping company for clarification of the requirements in your home country. (Animals belonging to former residents of Botswana, Lesotho, Namibia, South Africa and Swaziland, need only a clean bill of health from their nearest government veterinary office).

## 5.9 Climate

Despite its tropical location, Harare (at an altitude of 1500m) has a temperate climate, with mainly bright and sunny days all year round, and low levels of humidity. The seasons and accompanying weather patterns are as follows: Winter (May to September) = 10-20°C with little sunshine during the day but cold in the shade and at night (commonly 5-6°C). Frosts can occur during winter in Harare. Summer (Oct to April) = 25-30°C during the day, and 20°C at night. October is generally the hottest month, when temperatures regularly exceed 32°C. Rainy Season (Nov to Mar) = during the rainy season, mornings are usually bright and sunny but by the afternoon it will tend to become overcast. Storms in the evening are often spectacular! Whatever the season in Zimbabwe, it is always hotter and more humid in low-lying areas of the country such as Lake Kariba, Victoria Falls, Hwange, the Zambezi Valley and the Lowveld.

## 5.10 Accommodation

The standard of accommodation in Harare is generally high and usually a house or hotel accommodation will be available for you to move into upon your arrival. However, in terms of housing, the property market in Harare is unpredictable as demand currently outstrips supply which means that landlords will not commit to long leases on their properties. Therefore, it could transpire that your predecessor's lease expired upon his/her departure, or that his/her status (i.e. single or with family) differed, making the property no longer suitable. In this case, you will need to seek the property of your choice (within the limitations set by the Federation's administrative procedures) upon arrival and be prepared to stay in a hotel, or temporary accommodation in the interim. The Finance and Administration Officer is available to make appointments for viewings and all negotiations will be conducted by them on behalf of the incoming delegate. Houses must be security cleared. Leases will be signed by the Federation Representative. In Zimbabwe the power plugs and sockets are of type D and G.

## 5.11 Food /Drinks

Mains water is not safe to drink and water supply is intermittent in major urban areas, with acute shortages during dry seasons. Most residential accommodation including hotels rely on borehole water. Water supply capacity of boreholes decreases during winter periods. Bottled water is available in most shops and restaurants. Food served in most restaurants is generally safe to eat and of a good quality. However, do not buy cooked food on the streets due to health hazards and poor hygiene practices.

## 5.12 Banking and Currency

Whilst the primary legal tender in Zimbabwe is the Zimbabwe dollar (ZWL), it is currently possible for tourists to transact using the US Dollar at the official exchange rate. There are some bureaux de change which will accept and change foreign currency, particularly US dollars. The exchange rate is currently unpredictable.

Zimbabwe's economic situation remains unpredictable, and the country is currently experiencing a shortage of cash. Cash withdrawals can be made at some ATMs and bank branches with an international bank card but availability cannot always be guaranteed. Credit and debit cards are increasingly being used for transactions. You should always ensure that you are being charged in the correct currency. There are also some challenges with international transfers from outside of Zimbabwe and you are often required to produce supporting documentation proving the reason for transfer.

Consequently, it is advised to transact, where possible, with credit card and always keep a fair amount of US Dollars in cash for transactions not available through credit card and emergencies.

Prices and transactions will mainly be in Zimbabwean dollars, but US dollars are widely accepted. You should check before making a transaction whether the price quoted is in Zimbabwean or US dollars as the symbol for both is \$. It is recommended to check exchange rates prior to any transaction. You should check in advance what payment methods a restaurant, hotel or tour operator will accept. Some businesses, including some medical providers, may not accept payment by credit or debit card.



It's illegal to leave Zimbabwe with more than USD \$2,000 (or equivalent) in cash, unless it is left over from funds which you have brought in yourself and declared on arrival. You should keep the proof of declaration to avoid problems with officials on exit. It's illegal to exchange foreign currency anywhere other than at officially licensed dealers.

### 5.13 Transport

RCRC personnel will use local drivers for all field movement—except in emergency situations. The IFRC will arrange an IFRC driver or a taxi service for RCRC personnel where required. Contact Regional Fleet Officer Cecil Maphosa on +263 772 124 087. RCRC personnel may drive in urban areas once they have passed a Federation driving test administered by the Regional Fleet Officer or his designate.

The use of the safety belt is mandatory as well, speed limits must be adhered to.

For full regulations on Field movement see “2.a Field Movement Control” of Security Regulations.

Boat trips in your private time are on your own responsibility.

## 6 COMMUNICATIONS

RCRC There are two main modes of communication available. Mobile phone and Satellite phone. Personnel are to carry at least one means of communication at all times. It is IFRC policy to have two means of communication available during field missions.

The primary mode of communication for RCRC Personnel in ZW is mobile phone. It is recommended to use an Econet line as it is the most widely used and widely available mobile network in the country. International roaming services of local mobile networks are limited and not reliable. For delegates travelling regularly with a need for consistent access to roaming services kindly contact the Finance and Admin Officer. The secondary mode of communication for RCRC Personnel in ZW is satellite phone. The IFRC Harare Cluster Delegation Office has two (2) Iridium satellite phones available, but they are not activated. Activation will be undertaken by IT in Nairobi upon request. The Sat Phone nos are - John Roche: 881631515108 Tawana Nharingo: +88 164 140 3651

- Minimize the number of devices you travel with and avoid carrying sensitive data.
- Ensure that your devices have secure passwords and your anti-virus software is updated.
- Avoid using public Wi-Fi networks at airports, transportation hubs, or restaurants.

## 7 GENERAL CONDUCT

### 7.1 Local Customs/Traditional Law

Dress is generally casual in the major urban centers of Harare and Bulawayo. The Zimbabwe Red Cross Society (ZRCS) encourages their female staff to wear the traditional Zimbabwean Kitenge skirt when on field missions to rural settings, however this is not a requirement for expatriate staff. It is also important to be aware that wearing certain colors can have political implications in Zimbabwe depending on the context and the time of year. For instance, Yellow is the color associated with the Citizens Coalition For Change (CCC)—the Opposition—while Yellow is also associated with the ruling Zanu-PF party. During election periods and depending on the context and area wearing yellow may be associated with either of the political formations. Listen to and ask advice from local colleagues.

### 7.2 Personal Documents

At all times, IFRC staff must carry their IFRC ID card and

- International Drivers licence (if driving)
- National Drivers licence (if driving)
- Diplomatic Accreditation (Pink/Blue) card for delegates issued by the Ministry of Foreign Affairs (MoFA).

- Hard currency (USD) for unforeseen circumstances in small denominations
- MOs when undertaking work trips
- Photocopy of Passport and visa
- IFRC Logos

All IFRC personnel must be identifiable whilst on mission.

Have IFRC Vests for field missions

### 7.3 Cameras

Never take pictures of military, police or security personnel. Always ask before taking pictures of people or places, even for professional purposes, if in doubt - Do Not Take pictures and put away your camera.

Photographs are forbidden within Government institutions or of any high value Government buildings—particularly the President’s State House. Always ask before taking pictures of persons or areas, even for professional purposes. If in doubt, do not take pictures and put away your camera. Recently, journalists and the media have been directly targeted by the Zimbabwe Republic Police (ZRP) during demonstrations in Harare. If any RCRC Personnel find themselves caught up in a spontaneous situation of civil unrest, do not take photos or record any of the proceedings and immediately leave the area. This is for your personal protection as well as to maintain the neutrality of the RCRC Movement operating in Zimbabwe.

### 7.4 Information / Media

RCRC Personnel are not to discuss operational activities with the media unless specifically authorised to do so by the Senior Manager. RCRC Personnel are to adhere to the [IFRC Social media policy and guidelines](#).

All media related queries should be sent to John Roche, the Head of Cluster Delegation +263 772 128 648.

## 8 MEDICAL EMERGENCY

**In all cases of Medical emergency contact:**

Senior Security Officer: Tawana Nharingo: (+263) 772 300 490 or Head of Cluster Delegation John Roche (Office: +263 772 705 166/7; Cell: +263 772 128 648 or Regional Staff Health (+254731 688 610)

It is also possible to contact the Senior Health Officer (Tel. +41 (0)22 730 4417, Mob. +41 (0)79 217 3319), directly.

In all cases of Medical emergency contact: 1. Senior Security Officer: Tawana Nharingo: (+263) 772 300 490 or Head of Cluster Delegation John Roche (Office: +263 772 705 166/7; Cell: +263 772 128 648 2. HOCD will contact Geneva Staff Health -Office: +41 22 730 4417 Mobile: +41 79 217 3319 • If an evacuation is deemed necessary, Staff Health will coordinate that with International SOS: +44 20 8762 8008 • If International SOS cannot be reached or cannot offer services, the HOCD, with input from the Staff Health and/or Regional HR Manager, will decide whether to seek treatment at a local hospital or to use another medical evacuation provider. A list of hospitals is in the Medical Evacuation Plan

In case of Emergency Evacuation please refer to **Medical Evacuation Procedures**.

### 8.1 Hospitals

In case of severe illness or injury, IFRC recommends the following Hospitals / Doctors:

In case of severe illness or injury, the Delegate or delegate’s family member should be admitted as soon as possible to:

- Baines Avenue Clinic: 66 Baines Avenue, Harare;
  - a. Emergency landline: 04252 480-5

- b. Emergency mobile: 077 213 5259
  - c. Non-Emergency landline: 251180/1/99
- Baines 24-Hour Emergency Medical Centre: 52 Baines Avenue, Harare
  - a. Landline: 04705434/49/64
- Health-Point Hospital, 15 Lanark Road, Belgravia, Harare.
  - a. Emergency landlines Tel: +263 24 270066; +263 24 2700667; +263 24 2700668; +263 24 2703355;
  - b. +263 24 2705141; + 263 24 2795483
- Borrowdale Trauma Centre 1 Borrowdale Lane, Cnr. Breach/Borrowdale Lane, Borrowdale, Harare
  - a. Emergency Tel:+263 24 2886921; +263 24 2886922;
  - b. Non-Emergency +263 24 2886923; +263 24 2886924

If local ambulance services are required call:

- MARS Ambulance (all Federation staff are members of the MARS Group Scheme)
  - Landline: 04771221, 04706034, 04790392ii. Mobile: 071 260 0002

[Click here to enter any other text necessary.](#)

## 8.2 PEP Kits

Neither the IFRC Harare Cluster Delegation Office nor ZRCS HQ have PEP Kits on site to treat suspected cases of HIV transmission. As such, if a possible contamination has occurred, RCRC Personnel should seek immediate medical attention at: • Baines Avenue Clinic : 66 Baines Avenue, Harare ; o Emergency landline: 252 480-5 • Emergency mobile: 077 213 5259 • Baines 24-Hour Emergency Medical Centre: 52 Baines Avenue, Harare • Landline: 705434/49;

## 9 CRITICAL INCIDENT MANAGEMENT

See also IFRC Critical Incident Management Plan

In the event of a Critical Incident (an incident that threatens or has impacted on the safety/security of IFRC personnel, assets or operations to the extent that there is significant disruption or incapacity to operate) the Critical Incident Management Plan (CIMP) will be put into effect.

At the field level any RC personnel involved in a critical incident will have the responsibility to provide a first response to an imminent or actual critical incident:

- a) Ensure the wellbeing of those directly affected by the critical incident – self included;
- b) Prevent further harm to others;
- c) Ensure as far as possible, programme continuity;
- d) Limit damage to IFRC assets and reputation.
- e) As soon as safely possible contact [Senior Security Office Tawana Nharingo 0772 300 490](#), and report the incident

- ✓ **Who** exactly is involved (both IFRC staff and others)? Get full names and spelling if needed.
- ✓ **What** happened? Details of any injuries, particularly of IFRC staff.
- ✓ **Where** did it happen?
- ✓ **When** did it happen? When was the exact time of the incident.
- ✓ **Which** IFRC staff are accounted/unaccounted for?
- ✓ **What** is being done as a follow up in the field at this time – is any assistance required?
- ✓ **Who knows?** Who is aware of the incident? Staff, Families, Media?
- ✓ **Why** did it happen? Perhaps this is not known, but its good to ask in case the cause is clear.

- √ **Contact.** Agree on a time to speak again (preferably within next 30 min) and tell them to keep their phone ON (ringer/alerts on).
- √ **Any other information**