



ORIENTATION PACKET
FOR
INTERNATIONAL STAFF OF AURA IN CHILE

Provided by
AURA-O
Colina el Pino S/N
Casilla 603
La Serena, Chile

A. Documents And Cash Required When Arriving In Chile

The employee and his/her spouse and all family members will need valid passports to enter Chile. Passports must not be set to expire sooner than 6 months. Employees and their families will enter initially on a tourist visa that is provided by the air carriers before landing in Santiago.

Upon arrival, your tourist visa will be stamped on your passport by the Immigration authorities. Then you will proceed to pick up your baggage for additional screening before heading to the LAN ticketing desk on the third floor. Your tourist card should be attached to the passport and carried with you at all times until you receive your special work visa and Identity card (explanation in section III).

Newcomers presenting U.S. passports should be aware that when entering Chile they must pay a reciprocity fee of US\$140 payable in US cash or credit card (the US charges a similar amount for each visa). *Please note: The fee for first-time arrivals presenting US passports is subject to change.* The official in charge will affix a stamp on the back of the passport, this stamp is valid until the passport expires but will not transfer to the new passport. International employees from countries other than the US, who are traveling to Chile, should check with their Program HR Manager in advance of their journey to find out what their entrance fee will be.

Pesos may be obtained at the Santiago Arturo Merino Benítez airport (also referred to as Pudahuel) at the Bank located to the left as passengers exit from Customs; or may be obtained from the teller machines to the right upon exiting customs. Travelers should exchange sufficient funds to cover incidentals such as taxis and meals that will be incurred during the first few days in Chile. Costs of these services are comparable to most US cities.

New arrivals will initially be able to exchange up to US\$200 at the NOAO-S Accounting office on the AURA campus in La Serena on non-exchange days; thereafter, you will need to comply with the exchange setup, which is indicated in the NOAO Facilities introduction (see Section II A.1) Directions to La Serena teller machines and banks may be obtained from colleagues.

Documents needed from one's home country should be brought along to Chile (i.e. copies of birth certificates of the entire family, marriage certificates, etc.).

B. Learning Spanish

It is very important to learn as much Spanish as possible before going to Chile in order to conduct daily living activities. The population does not generally speak English. You may find classes in your hometown that will start you and your family on the learning process. Nevertheless, you will notice that there are differences between classroom Spanish and Chilean Spanish, you will be doing yourself a favor by learning some Spanish before going to Chile, in order to get a head start.

Check with your Program HR Manager to see if a short course of Spanish lessons for employees is available at the time of your arrival in La Serena.

II.

AURA Staff and Resident Orientation

AURA-O¹ has compiled the following document in response to the Expatriates' request for special assistance. Please read this entire booklet very carefully. If you have questions, please contact Elaine Mac-Auliffe at AURA-O (x.217).

A. Orientation for New Hires

A new employee's first contact is with his/her Program Office, and normally includes an interview, the selection, offer letter, and initiation of the relocation process, handled by that particular Program. These activities will be coordinated between the Hilo/La Serena Gemini offices and the Tucson/La Serena NOAO offices. Program-specific orientation, policies and procedures of the Unit, employment and benefits forms are the responsibility of the specific Program.

Immediately after arrival in La Serena, AURA-O orientation should take place including handing over passports and necessary accreditation documents to AURA-O. AURA-O will provide information on: accreditation processes, orientation to La Serena, residence on the campus, mailbox and mail pouch orientation, websites.

We recommend that expatriate staff read the US Embassy web pages that contain much useful information about living in Chile. See <http://chile.usembassy.gov/>

Renewal of passports is a personal matter. Each individual should take care of his/her passport renewal and that of his/her family members. For your convenience, the Santiago office may help by transporting the necessary documents and cash to the US Embassy. See http://travel.state.gov/passport/renew/renew_833.html

1. Introduction to NOAO-South Facilities

Visit the Facilities web page at <http://www.aura-o.aura-astronomy.org/> for any particular issue that you believe is Facility-related or contact Elaine Mac-Auliffe or the NOAO-S Administration & Facility Admin. Assistant who, if not able to clarify an answer will be able to guide you in the right direction.

2. Personal Account System

Expatriate staff may request Accounting to open an internal Personal Account System (PAS) for their use upon arrival. The opening of such an account must be authorized and endorsed by the staff member's Program Director or his/her designee.

PAS accounts are used mainly to pay, through AURA Accounting, basic utilities or other services that the employee owes AURA or third parties in Chile. Users may check the balance of their PAS accounts which are posted in their personal area under "*Residents*" on the NOAO-S website.

¹ For definitions of acronyms see Glossary at end of this document

The balance-due, expressed in CLP (Chilean pesos), must be squared by the account-holder, in the same currency, during the first five days after receiving the PAS Invoice notification from Accounting. The debit can be paid using a personal check, credit card, debit card or cash. Strictly speaking, and for auditing purposes, personal accounts must not carry over funds. Nevertheless, and mainly for security reasons, expatriate departing and arriving staff, who have not yet set up a local banking account at their destination, are allowed to maintain and carry-over funds in their PAS accounts for a short period of time.

Travel reimbursements will be deposited directly into the staff member's local Bank account, not his/her PAS.

3. *Employee Cards, Mailboxes, Employee Rosters*

Employee swipe cards are the responsibility of the NOAO-S Admin. & Facilities Division. The card manufacturing company will make a minimum of five cards at a time, therefore, there may be delays in obtaining your employee swipe card. Your patience is appreciated.

Program phone lists and employee rosters are the responsibility of each Individual center. See http://www.ctio.noao.edu/org/diroff/AURACH_PHONELIST.html and <http://www.gemini.edu/people/>

Each house on the AURA campus (Recinto) in La Serena has a mailbox; NOAO-S Reception personnel update mailboxes. If a newly arrived family does not live on the AURA campus, the NOAO-S Reception (at the entrance to the CTIO main building) will assign them a box upon request if one is available. The mailroom is a few steps south of the Reception desk.

4. *The Olin Eggen Library*

The entrance to the Olin J. Eggen Library is located a few feet past the NOAO-S Reception desk. The library is open to all staff and visiting scientists at NOAO-S and Gemini. Spouses of NOAO-S and Gemini staff are allowed to use the library prior consultation with the Librarian. Children will need adult supervision while in the Library.

The Library offers access to the following non-scientific material:

- Local newspapers and phone books,
- Small collection of donated fiction and non-fiction books
- Small collection of Chile tourist guides

B. Maps For Newcomer And Spouse

See http://www.ctio.noao.edu/diroff/LaSerena_Maps.html
<http://www.paseosenchile.cl/espanol/destinos/laserena/plano.asp>

C. Announcement To All AURA-O Staff Of The Arrival Of New Employee And Family With Pertinent Information

Each Program Director or designee will send the welcoming announcement.

D. Support for Spouses During Orientation of New Hires

1. Email

There are many low-cost and free Internet providers to which a spouse may subscribe. Since company e-mail addresses and lists are for official business only, they will not normally be issued to spouses of staff members. However, spouses who need to have their addresses on alias lists such as *recinto residents, housing committee, landscaping committee* etc. should contact the Unit Administrative Assistant or the Program System Administrator. Additionally spouses are free to circulate among themselves their e-mail addresses.

2. List of residents, staff and spouses willing to show newcomers around

Current staff and spouses who are willing to help in orientation and translation:

Antonieta García	Of. 205628	Cel. 09-9182858
Brooke Gregory	House 3	Ph. 205271
Elaine Mac-Auliffe	Of. x217	Home 292919
Bryan Miller	Of.205618	Home 225093
Mirta Moore	Home 4844128	Cel. 09-6338768
Peter Moore	Of.205208	Home 484128
Andrei Tokovinin	House 6	Ph. 205251
Timothy Abbott	09-8748139	205216

3. Web Sites With Information

At the AURA-O's website you will find the AURA-O Handbook, the Charter and Internal Procedures. You may wish to check out <http://www.aura-o.aura-astronomy.org/> for AURA Policies and Procedures.

4. International English Spanish Association (IESA)

Most of the expatriate staff's spouses have joined the International English Spanish Association (IESA). IESA's founding purpose was to give English-speaking people a social and service forum within the La Serena community. For more information see http://www.iesa-chile.com/IESA_2009/Welcome.html.

III. Accreditation and Other Legal Considerations

A. Ministry of Foreign Affairs

1. Explanation of RUT

After the Ministry of Foreign Affairs has registered an expatriate employee and his/her qualified dependents as fully accredited members of AURA-O, an "official" (multiple-entry) visa is stamped in their passports, and an official identification card (Tarjeta de Identificación Oficial - TIO) is issued. Expatriates must carry this TIO with them for the duration of their stay in Chile. The ID includes a unique number (Rol Unico Tributario - or RUT) by which the bearer has the juridical ability to conduct personal business in Chile.

Programs are responsible for informing AURA-O regarding periods of employment in Chile for each and all staff, staff dependents and visitors who will be staying in Chile for an accumulated period in excess of 3 months.

One or two days after your arrival, the Program will provide AURA-O with a Spanish translation of your resume, which together with your passport and that of your spouse and school-age children, plus two 4x4cm color photographs of each of you will be sent to the Ministry of Foreign Affairs for accreditation and to obtain your RUT. Each of you will need to sign a form before the paperwork is sent to the Ministry.

According to the regulations set forth by the Chilean Government (Article 10 of the Vienna Convention on Diplomatic Relations and the Verbal Note No 236 of August 1990 -which superseded Circulars No. 113 of 23 May 1980 and complemented No. 323 of 22 October 1987), the Protocol Office has established the following criteria for the emission of Official ID card (with and without RUT numbers.):

a. Identification card, with RUT Number, may be issued to:

- i) Accredited AURA staff members
- ii) Legally married expatriate wife or husband
- iii) Unmarried children under 18. Children may be issued a card up to the age of 24 years old provided they are enrolled in a Chilean university as a regular student
- iv) Unmarried, physically or mentally handicapped children over 18 years old who are living at the incumbent expatriate's household.

These cards are called Tarjeta de Identificación Oficial (TIO)

b. Identification card - Without RUT Number may be issued to:

Dependent parents and in-laws, living at the expense of and in the household of the incumbent, accredited AURA employee, for the period of time of his/her mission in Chile

Please note that the accreditation, recognition and the issuing of RUT numbers are solely at the discretion of the Ministry of Foreign Affairs.

2. Explanation of “International Officials”

Expatriate staff are not accredited as diplomats, but as International Officials. It is important that all of us realize that it is AURA policy to meet its requirement to obey the letter and the spirit of Chilean law. Only in the case where AURA’s mission is directly and adversely affected can the Representative of AURA in Chile use these privileges to protect staff members from the sanctions of the Chilean law. These immunities and privileges are not to be understood as personal benefits, only as aids to facilitate the Mission of AURA in Chile (astrophysical research). AURA’s representative in Chile is required under Chilean law to lift any immunity in strictly personal legal matters. The guideline is – obey Chilean law and don’t try to skirt close to its limits. If you are ever detained by the Chilean authorities (which is most unlikely) you should cooperate fully with them, show them your Chilean identity card and/or passport when asked and respectfully ask to contact Hernán Bustos, Chris Smith or their delegated representative. If they do not allow you to make this contact, ask them to make the contact themselves. See

<http://www.aura-o.aura-astronomy.org/pandp/pdfs/Section%20B/BXXII%20Aura-O%20Expatriates.pdf>

AURA expatriate employees may not participate in local or national Chilean politics or other potentially controversial matters in Chile.

3. Keeping the Ministry’s information up to date

AURA must notify the Ministry of any changes in the information initially supplied regarding accredited staff. Therefore AURA-O asks that expatriate staff please report any change in address or marital status to the Director’s Office and also notify the birth of a child and the death of a dependent.

The Tarjeta de Identificación Oficial (TIO) expires at the same time as your visa, the periods granted are sometimes two or three years. Renewal of visa and card should be requested from the Ministry at least one month before the expiration date.

4. End of Assignment

It is important to know that the end of employment with AURA in Chile requires certain actions on the part of the employee and his/her family. At least one month before the employee’s end of mission in Chile all family passports must be submitted to the Ministry for the cancellation of Official visas and issuance of temporary visas until their departure date. Official Identification cards (TIOs) of employees ending their employment in Chile, and those of their dependents, must be returned to the Chilean Government one week before departure from Chile.

5. Other Official Items

Other items that must be returned to the Ministry are the official license plates, and other documents found in the *Vehicle Section*. After having returned the Official Visa and official identification card, the expatriate will immediately cease to be legally capable of conducting business or commercial transactions of any kind in Chile, because her/his juridical faculties will have been revoked upon the execution of the former act. He/she will then revert to the status of tourist visiting Chile. It is illegal to continue using the official identification number after it has been cancelled by the Chilean Government authority (it may even be considered a tax or civil fraud, and therefore can be legally—and heavily- penalized.)

Please take note! Permanently departing residents must be certain to have closed bank accounts, disposed of any possessions in Chile and acquired an International driver's license (if needed) before handing their RUT (TIO) back.

6. When Leaving Chile Temporarily

When traveling by air, passengers need their passport with the Chilean visa stamped on it. If traveling to other countries on business, your Program HR Manager will advise you what visas, documents and vaccines you may need. If traveling on personal business, your travel agent can assist you.

B. Special Note For Hand-Carrying Personal Computers, Other Electronic Gear And Valuables Out Of Chile

In accordance with the Chilean Customs regulations, when exiting Chile and hand-carrying personal computers, cameras and the like, you need to approach the Customs office that is located on the right-hand side after passing through security. You should get an authorization from customs to take the valuables out of the country in the form of a “pass through” sticker, which will be affixed to the item. This sticker will allow you to re-enter it back into Chile, without any questioning, at the time of your return. It is valid for multiple re-exits and re-entries.

Please note that if you mention that the artifact is not your property, you may not be allowed to take it out of the country.

C. Legal Considerations When Traveling in Chile

1. Documents Required When Traveling In Chile

When traveling within Chile, each person traveling will need to take their Tarjeta de Identificación Oficial (Section III a.1) provided by the Ministry of Foreign Affairs. If you do not have this document you will need to take your passport. The amount of money in pesos you will need is a personal issue and will depend on what you plan to do. If traveling by car you must remember to take sufficient cash to pay the road tolls (also see explanation of TAG – the automatic tolls in Santiago – in the Vehicle section), a Chilean driver’s license or a valid license from your home country plus an International Driver’s License, if you are the driver or if you plan to drive.

If you purchased a flight under your TIO number and found that you have to send it to the Ministry for renewal just before you travel, you will be able to present your valid Chilean drivers license (with the RUT number on it), at the airline counter as an identification (valid for flights within Chile only).

There are automatic teller machines in most Chilean cities.

2. Traveling with Children

In principle there are no restrictions for accredited officials to enter or leave the country with their underage children; however when exiting the country, the International Police officer might apply Chilean law, which does not allow one of the parents to leave the country with under-age children without a notarized, written consent granted by the parent that remains in the country. To avoid last-minute inconvenience at the International Police exit points, it is highly recommended that any expatriate parent who is traveling from Chile with her/his under age children, but without the other parent, carry with him/her a notarized, dated and signed letter of authorization issued by the parent who remains in the country, whereby he/she authorizes the other parent to depart with their child/children. If the child is traveling with a third party (without either parent), the notarized letter authorizing travel must be signed and dated by both parents.

Similarly, should one member of the family travel from Chile, he/she may consider it beneficial to sign such a document, allowing his/her spouse to leave Chile with the children in his/her absence, should he/she be unable to return from overseas for a length of time. These decisions are entirely a matter of discretion for the adults involved.

Parents may request ready-made forms that are specifically designed for this purpose at Notaries. They are available in two formats: “Instrumento Privado” and “Escritura Pública”. The difference lies in the period of time during which the terms of the documents remain in force. While the “Instrumento Privado” lasts only for one trip and requires payment of a nominal fee; the “Escritura Pública” has no limit in time and the cost is somewhat higher.

The Notary will require both parent’s identification cards and each traveling child’s passport. Both parents need to go to the Notary in order to obtain the required documents. No guarantee of the time required for this paperwork can be given, but one could expect that it would take approximately one hour.

3. *Notaries in La Serena are:*

Notaría Elena Leyton, Cordovez #317 La Serena, Tel: 225000

Notaría Medina, Los Carrera # 533, La Serena, Tel: 483940

Both Notaries open Monday to Friday from 9:30am to 2:00pm and from 4:00pm to 7:00pm. Please note: You may need to take a friend or colleague with you to assist with translating.

When traveling abroad, it is also convenient to carry the child’s birth certificate as well as all the compulsory identity and travel documents (passport, tickets, etc.), and the legal consent instruments noted above. You will also need to be informed of restrictions or special requisites that may apply at the country of destination.

See http://travel.state.gov/travel/tips/safety/safety_1180.html

D. Names Of Lawyers Who Speak English And Are Familiar With Expat Issues

AURA will not recommend lawyers; however you may wish to see a selected list of attorneys practicing in Santiago under the General Information at the US Embassy web page.

E. Tax Treaties (not in specific terms)

Taxes in your home country should be discussed with your home country taxing authority or a professional tax consultant familiar with your home country’s tax laws.

A. How And Where To Get A Chilean Driver's License

Drivers may use their driver's licenses that have been issued in another country while they are under tourist visas, once accredited however, they must possess a Chilean driver's license or an International driver's license (good for one year only) **together** with that of another country to drive in Chile. Please remember that the International Driver's License should be issued in your home country as you will not be able to obtain one in Chile. Should an accident occur while driving with a non-valid license, drivers will be treated as though they had no license at all. Note that rental companies usually "forget" to mention this serious "detail" when accepting your national home-country license as "sufficient".

To obtain a Chilean driver's license the Municipality of La Serena (Prat 255, Office No. 116 – Tel. 206508; 206511 and 206513, Monday through Friday from 8:30 to 14:00) requires you to take your International driver's license, driving license of your country of origin, legalized photocopy of the official identification card and an employment certification letter, issued by AURA, certifying that you work at the AURA-O. You will need to take all of the tests whether you have an International driver's license or not. The tests are in Spanish.

Your Program Administrative Assistant can help you make an appointment at the La Serena Municipality to take the tests. You do not need to take photographs; they will be taken at the Municipalities and the cost is covered in the 0.45 UTM (approximately CLP17,000) of the license. (Cost subject to change.)

A. Where to Get Translation Assistance

For all emergency translations where you cannot immediately call on a friend or colleague, call Elaine Mac-Auliffe. For non-emergency, work-related translations, request help from the Program Administrative Assistant. For non-emergency, non-work-related translations your Unit Administrative Assistant may help you find a translating agency.

Current expatriate staff and spouses who are willing to help in orientation and translation:

Brooke Gregory	House 3	Ph. 205271
Elaine Mac-Auliffe	Of. x217	Home 292919
Bryan Miller	Of.205618	
Mirta Moore	Home 4844128	Cel. 09-6338768
Peter Moore	Of.205208	Home 484128
Andrei Tokovinin	House 6	Ph. 205251
Timothy Abbott	09-8748139	Of.205216

VI.

Mail, Shipping and Importing Items

A. Information About The Diplomatic Mail Pouch

Visit the AURA-O web page <http://www.aura-o.aura-astronomy.org/> and click on “Policies and Procedures”, then on “Section E: Procurement Policies and Procedures”, then Section IX “Shipping Procedures”, go to section B4 (on page 9 of that section) “Mail Pouches (Valijas)” <http://www.aura-o.aura-astronomy.org/pandp/pdfs/Section%20E/EIX%20Shipping%20Procedures.pdf>, this is the most up to date information on shipping requirements, and what all AURA staff should be following. If exceptions occurred in the past; such were made in error, and will not be made in the future. Therefore, it is imperative that you read and understand the rules of the Diplomatic Mail Pouch *before* using it. The rules of the Diplomatic Pouch are governed by Chilean and US law, and AURA has no authority to change them. Any staff members who knowingly violates the law will not be protected from its sanctions, including disciplinary action by the individual Program.

1. Allowed items are:

1. Official correspondence of the Observatory
2. Personal correspondence of U.S. Hires
3. Books
4. Newspapers
5. Magazines (acceptable content)
6. Catalogs, pamphlets, folders, flyers, and all kinds of lithographs
7. Sheet music
8. Visiting cards, address cards
9. Photocopies
10. Photographs, films, film prints and negatives
11. Magnetic tape recordings or data tapes provided that:
 - (a) they are used, not new
 - (b) they contain only personal or official communications; and
 - (c) they are not musical, political, or pornographic recordings.

2. NOTHING else is authorized.

B. Mailing Options

There are five main sources of general incoming mail: The Chilean Post office, the diplomatic pouch, bulk packed mail (catalogs etc.) from Tucson, Santiago pouch, and that sent from the telescopes.

All, except that in-coming from the Gemini telescope on Pachón, are received by the NOAO-S Reception and distributed to the appropriate mailboxes.

Each person collects the mail from his/her home box, Administrative Assistants get and distribute the mail placed in the box common to the entire Division.

Go to <http://www.correos.cl/productos/basicos.php> for information on Chilean postal service.
Go to <http://usps.com/> for information on US Postal Service.

C. Import Laws In Chile

General import laws are discussed in seven volumes covering this subject, mostly meant for commercial business. You may also wish to check with Cliff Aldrich (caldrich@noao.edu and Edilia Cerda (ecerda@ctio.noao.edu) if you have questions regarding importations. Allowable importations for Expat families are detailed at:

<http://www.aura-o.aura-astronomy.org/pandp/pdfs/Section B/BXXII Aura-O Expatriates.pdf>

D. Shipping Information

The Tucson office may offer guidance in observing the shipping precautions necessary to secure a swift and safe dispatch of goods to Chile. They may also be able to suggest reasonable freight rates by using our present carriers. All correspondence regarding shipping should be copied to **both** Cliff Aldrich and Edilia Cerda.

To import an item, it is necessary to have the commercial invoice or packing list accompany the parcel, indicating the value of the object(s) as well as the airway bill (transport document), and a certificate of origin issued by a competent agency of the country from where it is being shipped. Customs may use the invoice value to calculate the importation duties and taxes or make their own assessment of the value. This value together with freight cost, plus the insurance, make up the customs CIF (Cost-Insurance-Freight) value on which duties and taxes are levied. As of this writing, the current duties and taxes in Chile are calculated as follows:

6%	CIF Duty
19%	VAT
2%	airport tax

Additional fees such as warehousing, handling, certification, inspection and customs fees, depend on the length of time spent at customs storage facilities, as well as the amount, size and type of items being imported.

The important point to take away from this information is that there are charges and procedures for which you must plan if you choose to import an item.

VII.

Telephone Service in Chile

A. Making Telephone Calls and Obtaining Telephone Service

1. Calls Made From Home

Calls made from home are assumed to be personal, although they may at times be business-related.

2. Calls Made From The Office

Calls made from the office are assumed to be official business.

3. Checking Your Home Telephone Bill

You may check your campus home telephone bill on the AURA-O web, under the Resident's page; you may obtain a password to access this page from the AOSS webmaster. Please contact noaosweb@ctio.noao.edu

From *inside the campus* you may choose the carrier of your convenience among:

<u>Carrier</u>	<u>Dial</u>
Entel	123
Firstcom	155
Telefónica Mundo	188

Examples to call Santiago, the US and the UK from campus extensions are:

9 + carrier number + 2 + Santiago phone number.

9 + carrier number + 01 + US area and phone number

9 + carrier number + 044 + UK area and phone number

If you do not choose a carrier the call will be currently billed by Telefónica.

Examples of calls to Santiago, the US and the UK without choosing a carrier are:

9 + 02 + Santiago phone number

9 + 001 + US area and phone number

9 + 0044 + area and phone number

Country code numbers can be found in the telephone book see pages 16 and 17 of the 2004 version.

There is a larger selection of carriers when making calls from outside the AURA campus, some of which appear to have good deals.

Examples of calls to Santiago, the US and the UK using a carrier:

carrier number + 2 + Santiago phone number.

carrier number + 01 + US area and phone number

carrier number + 044 + UK area and phone number

Individuals assume responsibility for asking pertinent questions on costs, billing cycles, services offered, etc. when contacting the telephone company of their choice.

4. Phone Books

The Phone Company delivers 30 phone books to the Reception area and these will be designated to campus houses. Administrative Assistants may e-mail Reception with the number of phone books they request which must be accompanied by an account number to which they should be charged.

A. Medical Emergencies, Where to go1. *EMI*

For a monthly fee you and your dependents may consider becoming members of Emergencia Móvil Integral Ltda.(EMI), Avda. Regimiento Arica corner of Avda. Los Lagos, Peñuelas, Coquimbo. Ph: 240404. EMI has completely equipped ambulances for intensive care emergencies. There is a doctor, paramedic and driver aboard the ambulances and the service is advertised to work 24/7 year round. Please contact EMI directly for current monthly membership and incorporation fees. You may visit their home page for more information at <http://www.emisa.cl>.

At EMI treatments And Emergency Response Are Classified By Colors:

Code **Red** (emergency): Situations where the patient's vital signs are compromised.

Code **Yellow**: Situations where there is no vital risk, even though there is need of rapid action.

Code **Green**: The more common situations that need to be evaluated by an Emergency Rescue Service, but may not need specialized hospital attention. Appropriate medical guidance and house calls will be made during the day.

Try visiting:

http://www.aura-o.aura-astronomy.org/dedans/safety/docs/where_to_go_in_case_of_a_medical_emergency.pdf

From which the following information is reproduced:

2. *Asistencia Pública de Hospital en La Serena o Coquimbo*

(Public Assistance at the La Serena or Coquimbo Hospitals)

Go to the closest health service for scenarios where life may be at risk, serious accidents, cardiovascular problems, unconsciousness, acute breathing difficulties, hemorrhages, etc. These Services have relatively modern equipment (X-Rays, Clinical Laboratory), and Surgeons. Internal specialists are in attendance 24 hours a day. They also have on-call specialists for other medical areas.

The Coquimbo Hospital is generally preferred for neurological surgery and traumatismos. Both centers have well trained personnel to take care of emergencies.

Hospital de La Serena
Balmaceda 916
Emergencias 131 & 200500

Hospital de Coquimbo
Avda. Videla s/n with PanAmerican Hwy.
Public assistance 206242

3. *Clínica Elqui* :

Generally used for orthopedics. There is one General Practitioner on duty 24 hours a day, with specialists on call. They have a Scanner, X-Rays, a Clinical Laboratory and a maternity ward.

Clínica Elqui
El Santo Avenue 1475
La Serena. - Phone 332323, 332300

4. Fundación Oftalmológica Los Andes :

Oculist on call 24 hours a day for emergencies.

Juan Soldado 458 (between Almirante Allard and Huanhualí)
La Serena. Phone: 334000
www.fola.cl.

The nurses at Cerro Tololo (Sergio Franco and Rolando Puño) will be happy to guide you regarding the use of these facilities (205440)

B. Translation Assistance In The Event Of Medical Problems

For all emergency translations where you cannot immediately call on a friend or colleague, call on Elaine Mac-Auliffe. For non-emergency situations requiring translation, request help from your Program Administrative Assistant.

Current staff and spouses who are willing to help in emergencies:

Timothy Abbott		Cel. 09-8748139
Gale Brehmer	House 2	Ph. 205298
Pedro Gigoux	Home 293984	Cel. 09-8748139
Brooke Gregory	House 3	Ph. 205271
Elaine Mac-Auliffe	Of. 205217	Home 292919
Pete McEvoy	Of. 205602	Cel. 9 8748083
Bryan Miller	Of. 205618	
Mirta Moore	Home 4844128	Cel. 09-6338768
Peter Moore	Of.205208	Home 484128
Ana Maria Olivares	House 2	Ph. 205298
Andrei Tokovinin	House 6	Ph. 205251

C. Specialists In The Region And In Santiago Who Speak English

For La Serena specialists please see:

http://www.aura-o.aura-astronomy.org/dedans/safety/docs/english_speaking_medical_professionals.pdf

For Santiago specialists please see:

<http://www.clinicalascondes.cl>

<http://www.alemana.cl>

Both the Clinica Alemana and the Clinica Las Condes in Santiago have said that most of their doctors speak English. They recommend that you call to request an appointment. Ask the secretary to recommend the name of an English-speaking doctor. At the Clínica Alemana you may call phone (2) 2101111 and speak to Mrs. Moureen Biggs, who can guide you to an English-speaking specialist (she is there Monday through Friday from 8:30 to 5:30).

Another Santiago facility is the Catholic University Hospital. <http://www.med.puc.cl>

See also “List of local medical specialists in Santiago” under “General Information” in the US Embassy web page.

D. Emergency Information

1. *Emergency phones*

This list of emergency phone numbers and contacts has been posted in the mailroom and can be seen at:

http://www.aura-o.aura_astronomy.org/dedans/safety/docs/telefono_emergencia.pdf

EMERGENCY TELEPHONES

CLINICA ELQUI	332323, 332300
HOSPITAL La Serena	131, 200500, 200600
HOSPITAL Coquimbo	206242
EMI	428200
BOMBEROS	132, 292352, 225047, 225592
CARABINEROS	133, 135, 225276, 225201, 225292
INVESTIGACIONES (Civil Police)	337000, 224488
HERNAN BUSTOS	491424, 09-8270270; 205321
ELAINE MAC-AULIFFE	292919, 205217
MARIO GONZALEZ (Safety)	296626, 09-4897970
RICARDO AGUIRRE (Operations)	09-7426840, 9-2240448
ENRIQUE ARTIGAS (H.R.)	293539, 09-9819301
JUAN PALEO (Garage)	292729, 09-7429893

2. *Embassies and contacts*

The US Embassy’s web page is at <http://chile.usembassy.gov>. The warden in La Serena is Brooke Gregory (205302), the Deputy warden is Chris Smith (205214). The British Embassy web page is at <http://ukinchile.fco.gov.uk/en>, the La Serena warden is Judith Plaza, (09-6211970).

A. Safety And Security In La Serena

See: http://travel.state.gov/travel/living/living_1243.html
http://travel.state.gov/travel/cis_pa_tw/cis/cis_1088.html for US Embassy information on living in Chile and safety issues.

Your security will depend on the actions you take to protect it. We suggest that you remember to check that all windows and doors are locked before turning in for the night, and do not leave anything lying around the premises like bicycles, clothes, toys or other objects. Remember to lock your car doors each time you exit your vehicle.

2. *Training On Safety Procedures For Earthquakes, Tsunamis, And Fire*

<http://www.fema.gov/hazard/earthquake/index.shtm> and <http://www.tsunami.org/>, are some sites that you may find useful. See, here you will find information on hazards (tsunamis, volcanoes, fires, floods, etc.) and hazardous materials.

Take earthquake precautions: (from April 1997 IESA Newsletter):

- If you have a water-heater and other gas appliances, strap them to a nearby wall. Be sure to use flexible connections for all gas lines.
- Bolt large pieces of furniture to the floor or wall. Try not to locate beds near windows, mirrors or pictures with glass.
- Move large, heavy objects from upper shelves, and install latches on cabinet doors to prevent loss of treasured items.
- Store hazardous materials in unbreakable containers that will not easily spill contents.
- Teach each capable family member how to shut off gas, water, and electricity in case the lines are ruptured. If a wrench or special tool is needed to shut off a utility valve, hang it near the valve for instant accessibility. **Caution:** never try to relight the gas pilot yourself; call Operations for help.
- Store emergency supplies in a safe, convenient place, preferably in a covered container, for instance a trash can:
 - canned or dehydrated food for family and pets
 - one gallon of water per person per day
 - first aid kit and handbook
 - portable radio and extra batteries
 - flashlights and extra batteries
 - extra blankets, coats, sturdy shoes
 - one week's supply of medications, foods for infants and those on special diets

A Family Plan:

Make a plan as to where and how to reunite family members.

- Designate a person outside the immediate area to contact if family members are separated
- Instruct children on the safest spots in each room.
- Teach children the danger zones: near windows, mirrors, fireplaces and tall, unsecured furniture.

- Learn First Aid and CPR
- Post a list of emergency phone numbers.
- Have a plan for disabled or elderly family members.

The AURA Safety expert, Mario Gonzalez is available to inform staff of the prevention mechanisms that are set in place at the AURA-O facilities.

3. *Classes on Personal Safety*

Expatriates who are interested in personal protection classes are encouraged to seek out such classes. Personal protection training (judo, karate, etc.) is not an AURA responsibility but a personal matter.

The following web pages, especially those of Carabineros, suggest some preventive measures.

<http://www.pazciudadana.cl/links.html>

B. Potential Harmful Plants and Animals In and Around La Serena

Please note: The following examples are not an exhaustive list. Every person should exercise care and caution when experiencing a new environment. Children should be supervised by parents or another adult when playing outside, and children should be taught how to avoid dangerous plants and animals.

1. *Poisonous Creatures*

An article on **Recluse spider** (Araña del Rincón) is posted on the web see:

http://www.aura-o.aura-astronomy.org/dedans/safety/docs/Arana_del_Rincon_or_Laxoceles_laeta.eng.pdf

Black Widow Spider (Araña del Trigo). See

http://www.thebigzoo.com/Animals/Black_Widow_Spider.asp

Scorpion (*Escorpión*). See above

Rodents infected with Hantavirus (ratón de cola larga {long-tailed rat})

See: <http://www.cdc.gov/ncidod/diseases/hanta/hps/index.htm>

Sanitary authorities have rarely found “vinchuca” **beetles** infected with Chagas’ disease during the last 10 years. You may read all about this disease on the web by searching for Chagas’ disease.

See also: <http://www.chagaspace.org/eng/> and

<http://www.aura-o.aura-astronomy.org/dedans/safety/docs/vinchuca.pdf> **Jellyfish**, there are some that may cause a painful rash, if they “get” you; treat the rash with vinegar.

2. *Poisonous/Skin Irritating Plants*

Unless you are an expert, do not consume **wild mushrooms**. There are some which are very toxic, in fact mortally so, although they look innocuous.

Higuerilla (ricinus comunis). If consumed, the seeds are toxic and cause severe gastro-enteritis.

Litre (*lithrea caustica*). The leaves of this plant may irritate the skin, in the same way as poison ivy does. Garden soil may contain “litre” leaves so be sure to check the contents on the bag when purchasing it, if you or your children are prone to allergies.

There are the usual **nettles**, **prickly cacti**, etc. If you are prone to hay fever try to avoid Santiago in Spring; the cassia (*plátano oriental*) pollen is quite bad during that period.

Oleander (*laurel en flor*), see: http://library.thinkquest.org/C007974/1_1ole.htm

Burgmansia (*floripondio*): <http://en.wikipedia.org/wiki/Brugmansia> the plant and all parts of it are hallucinogenic. Young adults have been known to try this plant as a free drug. Although not controlled in this country, it is a very dangerous plant, if gardeners begin to see damage to the bushes, you may want to recommend removing the plant from the landscape.

Lantana is poisonous to cattle and sheep, therefore, it is wise to steer children away from it. The leaves have a pungent smell.

GLOSSARY

AURA Corp.	The AURA Washington Office
AURA	Association of Universities for Research in Astronomy, Inc.
AURA-O	AURA Observatory (formed by Gemini [http://www.gemini.edu/], NOAO South [http://www.noao.edu/]& SOAR [http://www.soartelescope.org/])
Carnet	Identity card or driver's license
CTIO	Cerro Tololo Inter-American Observatory [http://www.ctio.noao.edu/]
Employee cards	Card that identifies you with AURA, your Program, your account number.
Gemini Telescope	The Gemini Observatory 8-meter telescope at Cerro Pachón.
NOAO	National Optical Astronomy Observatory (mostly CTIO in the South) [http://www.noao.edu/]
Padrón	Car identifying and ownership paper
Patente/Placa	Car plates
Program	A Science and Technology Unit of AURA-O (Gemini, NOAO-S, SOAR)
OI	International Organization
RUT	The single, universal identifying number for Chilean citizens, it is used for tax purposes, passports, identity cards, driving licenses, etc.
SBF	Southern Base Facility (Gemini Building on the Recinto in La Serena)
TAG	Small electronic device attached to car windscreen that will allow for automatic toll paying when using certain highways in Santiago.
TIO	Identity Card. Tarjeta de Identificación Oficial acronym.
Unit	Same as Program