



Chelsey Rhodes &lt;chelseyrhodes008@gmail.com&gt;

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**Fwd: Serious Incident in Kumasi**

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**Total System Failure org** <totalsystemfailureorg@gmail.com>  
To: Chelsey Rhodes <chelseyrhodes008@gmail.com>

Wed, Apr 28, 2021 at 11:11 AM

Date: Mon, 15 Apr 2019 at 23:23  
Subject: Fwd: Serious Incident in Kumasi  
To: <total.system.failure.org@gmail.com>

**Forwarded Conversation****Subject: Serious Incident in Kumasi**  
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From: **Mark Abbott** <markabbott@ewb.ca>  
Date: Thu, Jun 12, 2014 at 6:14 AM  
To: 312 Adelaide <nationaloffice@ewb.ca>, <aps@ewb.ca>, <team@votomobile.org>, <aliyalakhani@ewb.ca>, <anamjitsinghsivia@ewb.ca>, <bethanydobson@ewb.ca>, <bretnestor@ewb.ca>, <curtishyra@ewb.ca>, <graememark@ewb.ca>, <ingridhoffmann@ewb.ca>, <isabellebarbeau@ewb.ca>, <katjaarnold@ewb.ca>, <markeskandar@ewb.ca>, <nadinejanzen@ewb.ca>, <sarahsaroop@ewb.ca>, <taratabatabai@ewb.ca>, <zairnaim@ewb.ca>, <fauzia.laar@frilead institute.org>, <francisca.mensah@frilead institute.org>, <MaalekuuMillicent@frilead institute.org>, <lily.nanokie@frilead institute.org>, <jonathan.osei@frilead institute.org>, <frannyvarty@ewb.ca>, <mariamnaguib@ewb.ca>, <melissanielsen@ewb.ca>, <yueyunzhang@ewb.ca>, <brittanylee@ewb.ca>, <scottcampbell@ewb.ca>, <cedrikchouinard@ewb.ca>, <codymunford@ewb.ca>, <laurenmayo@ewb.ca>, <michaelcrowley@ewb.ca>

Hello Everyone,

I am writing to inform you of a serious incident last night at the Voto house in Kumasi, Ghana. First and foremost, I want to reassure you that everyone is now safe.

This email contains:

- 1) A high-level summary of what we know happened.
- 2) Next steps we are taking and what you can expect.
- 3) If you have questions

**1) High-level summary of what we know happened**

Late last night, the Voto house in Kumasi was broken into by armed robbers. There were 13 Voto staff and 2 guests present at the time. This included the two Voto JFs and the rest of the entire team except

for Louis and Levi, who were in Canada.

During the incident, two people were physically harmed by the robbers. Neither person's injuries are life threatening, but the trauma caused will certainly affect all people present in the house. We are deploying support to all present and affected by the situation.

We don't know exactly what was stolen yet, but we understand that computers and mobile phones were taken, along with cash.

Police were notified right away and were on the scene quickly, and our staff in Ghana and Canada have been in touch with one another since the incident occurred to coordinate our response.

## **2) Next steps we are taking**

Robin Djokoto flew from Accra to Kumasi this morning and she is currently with the team. Robin is the point-person for our in country support. Part of this will be ensuring every person involved is emotionally supported, has money, and is able to communicate with people important to them.

We have organized professional counselling, both through EFAP and a local provider who will also be able to support Voto's local staff.

We have also been in touch with Canadian consular officials in Ghana.

We have offered everyone the option of moving to a hotel or guesthouse if at any time they don't feel secure.

We are having conversations with each person involved to talk through: a) if they want to return to Canada right away, b) if they stay, what living and working situation is appropriate for them.

## **3) If you have questions**

We ask that you please try to refrain from reaching out to Voto staff with questions about this incident, as we want to give everyone the time and space they need to process this incident.

I will be coordinating the EWB-Canada response, Robin Djokoto will be coordinating our response from Ghana, and Levi will be coordinating on behalf of Voto. If you have questions about what happened or our response, please direct them to one of us.

However, please feel free to email members of the team your words of support and if you need direct assurance that individuals are OK - just please try to avoid adding stress by asking detailed questions.

## In conclusion

Times like this are when the EWB family must come together and support each other. EWB will continue to do everything we can to support the entire Voto team and everyone else who was involved (families and the two house guests) in dealing with what has happened. Our primary focus at this point is on ensuring the health and wellbeing of all involved. Once this is complete, we will run a thorough review so that we can extract learnings and update our systems - as we do for all major incidents.

Please join me in sending your positive thoughts to everyone who was directly involved and their families. And do not hesitate to contact me if you have any questions or require reassurances.

Yours sincerely,

Mark

**Mark Abbott, P.Eng., MBA**

VP Talent | **Engineers Without Borders**

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