

District 6440

Planning and Executing a Hands-On Project Overseas

Prepared by the International Service Committee 2007-2008

Preface

This manual was prepared to assist clubs in District 6440 in planning and executing humanitarian hands-on projects overseas. The District's International Service Committee gathered information from different experiences its members had and from the input provided by other Rotarians who participated in foreign mission or hosted them.

DISTRICT 6440

Planning and Executing a Humanitarian Hands-on Project Overseas

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INTRODUCTION

Hands-on projects are quintessentially Rotarian. They bring together men and women ready to contribute time, money and personal effort to 'serve above self.' A hands-on project overseas goes even further by advancing Rotary's mission of international understanding and cooperation. These kinds of projects create connections between clubs and districts that are difficult to match through any other activity

Besides the obvious benefits and the relationships created between Rotarians of different nations, overseas projects are unequalled in strengthening ties of friendship between the participants. Long hours of labor, meals, entertainment, and laughter shared tend to unite people and a 'camaraderie of arms' is established.

A final benefit is the unique opportunity these projects provide to recognize the work of Rotary through the press. Photos of local Rotarians working with less fortunate people in far away places attracts readership.

For these reasons, and to facilitate the planning and execution of hands-on projects overseas, this manual is presented by District 6440. We will continue to incorporate suggestions and ideas as our experience grows.



GOAL SETTING – SCOPE OF THE PROJECT

- 🌐 Uncertainty is always present when traveling overseas.
- 🌐 Two partially accomplished goals are better than an unaccomplished one.
- 🌐 Propose multiple goals rather than a single one.
- 🌐 Maintain a measure of control on the size and scope of the project.
- 🌐 Specificity at this point is not necessary as dates, budget, and manpower may make some goals elusive targets.
- 🌐 Define club interests prior to contacting foreign clubs or districts.
- 🌐 Include as many of the potential participants as possible in setting up goals since that gives them a measure of ownership and commitment.
- 🌐 A goal can be as simple as “Travel to Honduras this Rotary year to aid and assist local residents and establish relations with a Rotary Club or Clubs.”
- 🌐 Further definition of the goal and the timetable will follow after contacts have been made with the club or clubs in question.
- 🌐 Consult with foreign clubs and listen carefully to determine their needs.
- 🌐 Do not become a burden by proposing a job not expected.

Checklist

- ☐ Form a committee to define club’s interests
- ☐ Consult with a foreign club
- ☐ Establish goals

CHOOSING A COUNTRY

- 🌐 Nothing beats personal contacts especially at the Annual Rotary International Conference.
- 🌐 Face to face talks about the size and scope of a project can be an untold advantage.
- 🌐 Open discussions can limit aggravation and misunderstanding.
- 🌐 Candor and the ability to say 'No' can save relations and speed up the process.
- 🌐 Find your foreign counterpart and follow the Four Way Test!
- 🌐 Language and cultural understanding are extremely important elements when choosing.
- 🌐 Basic foreign language knowledge is not enough to interpret critical issues.
- 🌐 Even a simple misunderstanding becomes a difficulty without the right language knowledge.
- 🌐 Depending on the size of the group, a single fluent speaker may not be sufficient.
- 🌐 A translator with limited language skills is sufficient during meal times or while shopping.
- 🌐 Menus and small emergency can be handled with a short handout of key words. **See sample vocabulary in appendix H.**
- 🌐 Do not tax the translating resources of your foreign club counterpart – bring your own.
- 🌐 The desires of potential participants should be taken in consideration.
- 🌐 A simple handout about the countries of interest is valuable.

The following websites are good sources of information about destinations:

State Department Regional Info: http://travel.state.gov/travel/tips/regional/regional_1178.html

State Department Consular Info: http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html

CIA Country Info: <https://www.cia.gov/library/publications/the-world-factbook/index.html>

- 🌐 Establish an early commitment from your club by making everybody part of the decision.

Checklist

- ☐ Prepare a handout about potential countries
- ☐ Chose a country

PARTICIPANTS

- 🌐 Participants in an overseas hands-on project typically self-select themselves via a questionnaire. *See sample questionnaire in appendix J*
- 🌐 All potential travelers must be made aware of the hardships that could be encountered.
- 🌐 Situations that require just a few hours of standing may cause problems for older Rotarians and spouses.
- 🌐 Do not leave sick or tired members unaccompanied in the hotel.
- 🌐 Care for one and care for all!
- 🌐 Most people signing up are well adjusted, experienced individuals who show a marked predisposition to be helpful.
- 🌐 Occasionally somebody may consider that the rules do not apply to them.
- 🌐 Group leaders must immediately deal with any situation before it becomes an embarrassment or, worse, a dangerous issue.
- 🌐 The safety, integrity and goodwill of the group must be preserved in all circumstances, even if it means sending a member home early.
- 🌐 Although it is difficult to ‘select’ participants, encourage those that show flexibility, are comfortable in rough environments, are outgoing, and are team players.
- 🌐 Make sure everybody follows the rules even if they outrank you!
- 🌐 A participant list must be compiled and sent to the host organization. *See sample of participants’ list in appendix A.*

Checklist

- ☐ Send out detailed invitations
- ☐ Prepare a list of participants
- ☐ Send the list to the host organization

TIMING AND SCHEDULING

🌐 When scheduling a trip it is important to consider several issues:

- The best dates for the host district or club
- The best dates for the largest number of participants
- The best travel weather in the host country

🌐 Pay attention to subtle messages from your foreign counterpart!

🌐 A trip to assist in a foreign country immediately after a natural disaster presents problems and issues that may be unsolvable in the short term.

🌐 Sometimes the best solution is to stay at home, raise funds and resources, and plan a future trip to relieve tired local Rotarians..

🌐 Listen carefully to foreign clubs and districts to ascertain their **precise** needs.

Checklist

☐ Set up the dates



BUDGETARY CONSIDERATION

- 🌐 Prepare a budget in concert with the host organization.
- 🌐 Do not offer to pay members' transportation if the funds are not readily available.
- 🌐 Sometimes a hosting district may provide host families although it may be difficult when the project is far away from a major population center.
- 🌐 In weaker economies a small amount of dollars can produce outstanding results.
- 🌐 Consider funding the whole project with internal monies without resorting to matching grants.
- 🌐 Remember that many construction projects are not eligible for matching grants.

Checklist

- ☐ Prepare a budget



TRANSPORTATION ISSUES

- 🌐 Centralized purchase of tickets facilitates logistics at the destination.
- 🌐 Arrival as a group facilitates security and transportation to hotels and work sites.
- 🌐 Simplify security and timing issues by controlling transportation tightly.

Checklist

- ☐ Find a travel agent, preferably a Rotarian



ORGANIZATION

- 🌐 Avoid causing more harm than good. Do not force your desires on your hosts.
- 🌐 Avoid overruling the host organization. Let them come up with work suggestions.
- 🌐 Good leadership provides clear guidance and allows freedom of action
- 🌐 Delegate the following:
 - Inviting participants
 - Preparing information about the destination
 - Securing travel tickets
 - Preparing language aids
 - Assembling packing lists
 - Creating first aid kits
 - Preparing PR packets
 - Documenting the trip
 - Creating a blog
 - Obtaining photocopies of passports
 - Obtaining emergency contact numbers
- 🌐 With a group of more than 12 members divide it into teams of 6-8 with a sub-group leader.
- 🌐 Sub-group leaders are responsible for attendance at every assembly of the whole group.
- 🌐 Make sure team leaders understand their responsibility.
- 🌐 If possible assign at least one foreign language speaker to each team. **See sample of a list of teams in appendix B.**

Checklist

- ☐ Develop a leadership team
- ☐ Divide the group into sub-groups and assign leaders and translators
- ☐ Delegate the assignments list above
- ☐ Distribute first aid kit suggestions (See below for more information regarding first aid)
- ☐ Distribute foreign language vocabulary
- ☐ Distribute packing list suggestions
- ☐ Request photocopies of passports
- ☐ Request emergency contact numbers
- ☐ Order tickets
- ☐ Start blog

COMMUNICATIONS

- 🌐 Establish good lines of communication between the organizing committees.
- 🌐 Establish good lines of communication between the leadership team.
- 🌐 Establish good lines of communication between leadership and the members of the group.
- 🌐 Provide the members with addresses, phone numbers and emails of each other.
- 🌐 Set time frame for response to queries from the leadership and enforce it.
- 🌐 Keep the team informed without overwhelming them.

PRIOR TO DEPARTURE

- 🌐 Develop a combined spreadsheet budget and schedule shared with the host organization. *See sample of working budget and itinerary in appendix C.*
- 🌐 The most consistent way of communicating is via email because it leaves a written version.
- 🌐 Each email should have a consistent subject matter with a different chronology or sub-subject.
- 🌐 One or two team meetings prior to departure are necessary despite good exchanges.
- 🌐 Key information should be distributed again as handouts and clarified at these meetings. *See sample of an information packet handout in appendix I.*
- 🌐 Distribute a rooming assignment list with phone numbers and emails addresses.
- 🌐 Team meetings clarify issues and encourage camaraderie.

DURING THE TRIP

- 🌐 Establish many channels of communication between the team, the hosts, and people at home.
- 🌐 Relatives must be comfortable that they can reach members of the team in several ways.
- 🌐 Instructions on who to contact in each circumstance must be provided prior to departure.
- 🌐 Designate a central contact person at home for emergency contact with relatives. *See sample of an emergency contact list in appendix G.*
- 🌐 The knowledge that communication is available provides reassurance.
- 🌐 If possible obtain a cell phone that works in the country of destination.
- 🌐 These phones can be rented in most airports overseas.
- 🌐 Provide the cell phone number to the contact person as well as to the club and district leadership.
- 🌐 Do not provide it to relatives for unlimited calls but have available for emergency use only.

BLOG

- 🌐 Keep relatives and friends informed via a blog.
- 🌐 This blog can be updated from Internet cafes or from a laptop with a phone connection.
- 🌐 A blog writer can comment on information received from team members via phone calls.
- 🌐 Alert the local press to the existence of this blog as they may want to follow the trip.
- 🌐 The blog is an excellent tool to encourage future participation in these trips.

Checklist

- ☐ Prepare emailing lists
- ☐ Provide addresses, phone numbers, and email address of everybody to all participants
- ☐ Develop budget and itinerary spreadsheet
- ☐ Organize team meetings
- ☐ Prepare information packet handouts
- ☐ Distribute rooming assignment list
- ☐ Designate a central emergency contact and distribute his/her information to relatives via participants
- ☐ Arrange for cell phone at destination and provide number to central emergency contact
- ☐ Alert local press of existence of blog

LEADERSHIP AND DECISION MAKING

- 🌐 Leadership may be single or a multiple tiered depending on size of project and number of clubs involved.
- 🌐 Flexibility and delegation increase the speed of organization.
- 🌐 Keeping everybody informed reduces friction.
- 🌐 Delegate, communicate, and decide!
- 🌐 Leadership must speak with one voice. Do not contradict each other.
- 🌐 Travelers must understand the importance of following directions. Do not jeopardize the team under any circumstance!



HEALTH ISSUES AND FOOD

- 🌐 It may not be possible to accommodate travelers with health-related food issues if these are not known in advance.
- 🌐 Part of the questionnaire for potential team members must include questions related to health issues. *See sample questionnaire in appendix J.*
- 🌐 Recommend that each team member obtain health insurance for travelers and/or emergency evacuation insurance.
- 🌐 It may be possible to obtain temporary health insurance overseas. Consult with the host club.
- 🌐 Some companies offer health insurance for travelers as part of trip cancellation insurance.
- 🌐 Be very conscious of the age and health of the travelers to prevent problems.
- 🌐 Team leadership should carry a very complete first aid kit.
- 🌐 If the group includes a medical practitioner then this person should be put in charge of the group's first aid kit. *See appendix E for a sample of a group's first aid kit.*
- 🌐 Each member should carry a personal first aid kit.
- 🌐 Pocket first aid kits can be purchased in quantities at discounted prices and provided to each team member as part of the package. *See appendix K for a sample of a personal first aid kit.*
- 🌐 Never depend on locally available first aid! Be prepared and bring your own kits.
- 🌐 Check required inoculations for the country you are visiting.

Checklist

- ☐ Review questionnaire
- ☐ Recommend acquisition of health and/or evacuation insurance in not available overseas
- ☐ Acquire team first aid kit and assign it to medical practitioner if available

HOSPITALITY

- 🌐 Team members should room in double occupancy rooms.
- 🌐 Avoid placement in multiple hotels.
- 🌐 Be realistic and don't overstate the quality of the accommodations.
- 🌐 Assign any available single room to the group's leader.
- 🌐 In some areas it is advisable to bring a sleeping bag and a plastic barrier for the mattress. These items should be considered disposable.
- 🌐 Discourage bringing back bed sheets, sleeping bags, or mattress covers because of potential contamination.

Checklist

- ☐ If needed, inform the requirement of sleeping bags and mattress barriers



LOGISTIC SUPPORT

- 🌐 Logistic support refers mainly to transportation issues to and from the country, and in country as well as room and board.
- 🌐 Consolidate the reservations functions and the purchase of tickets.
- 🌐 Consult with the club or district treasurer for monetary arrangements.
- 🌐 Organize room and board with the assistance of Rotarians from the host country.
- 🌐 These arrangements must be left entirely in their hands for obvious reasons.
- 🌐 Early and accurate request for arrangements allow more flexibility. *See sample of an itinerary in appendix D.*

Checklist

- ☐ Inform the host club of the number of travelers and the number of rooms required



LOCAL SUPPORT

- 🌐 Cooperation and candor between the hosts and the travelers is imperative at all times.
- 🌐 Avoid imposing group desires on the hosts.
- 🌐 You must request total candor from your hosts when discussing possibilities and problems.
- 🌐 Reassure your hosts that the trip will take place even if perfect logistics cannot be achieved.

A potentially difficult issue is the monetary considerations that must be advanced in the form of deposits for traveling, meals, and rooms. The local hosts need to firm up the reservations but sometimes the traveling team final number is not established early enough. The organizing committee may be reluctant to send money until the final number has been established. This is one of the many reasons why is important that a single contact person from each side be assigned to communicate between both organizing teams.

The best alternative is to advance portions of the deposits on a timely manner. Here is where the trust between the foreign and the traveling leaders become important. Remember that you are dealing with Rotarians just as yourself.

- 🌐 Trust is established by having totally candid and open communications from the beginning.
- 🌐 There will be a need for local currency by the team and the individual members upon arrival.
- 🌐 Wire money to the host organization to convert into local currency.
- 🌐 Matching grants cannot be used for international travel but they can be used for in-country travel.

Checklist

- ☐ Wire money on a timely basis for deposits for hotel reservation and transportation
- ☐ Wire money for local currency conversion

SECURITY

🌐 This is an area where neither the host organization nor the traveling team's leadership can compromise on less than perfect performance.

🌐 The rules of behavior relating to security issues will be explained at the team meetings prior to departure. These include:

- Orders by the leadership or the security personnel must be obeyed at all times.
- Remain together at all times unless specific permission has been given by the leadership.
- No team member will be allowed to leave the hotel or work site without prior permission.
- Team members will carry copies of their passports at all times.
- A copy of their passport will be given to the contact person at home prior to departure.
- Another copy of the passport will be carried by the leadership.
- When allowed to wander members will do so in groups of two or more.
- Members will wear visible uniform identifiers, like hats or shirts, at all times.

Checklist

- ☐ Request security arrangements from the host organization if necessary
- ☐ Inform the team of the security arrangements and the rules
- ☐ Request two color copies of passports
- ☐ Recommend that each member carry a color copy of their passports
- ☐ Deliver one copy of each passport to the local emergency contact
- ☐ Deliver one copy of each passport to the team leader
- ☐ Select and acquire uniform identifiers for each member



LOCAL CUSTOMS

- 🌐 Be aware of the differences between the traveling Rotarians and those of the host country.
- 🌐 Because of social idiosyncrasies, many local Rotarians do not participate in hands-on projects. Do not invite them to do so to avoid embarrassing them.
- 🌐 Inform the team of some of the different customs they may encounter.
- 🌐 Travel guides and the Internet are good sources of local customs information.
- 🌐 Be respectful of the local population's feelings regarding photos. Ask permission before shooting!

An instant camera ('Polaroid') sometimes acts as an icebreaker between people who cannot communicate otherwise. For some native people this may be the only personal photo they have ever seen!

Checklist

- ☐ Inform the team of especially significant local customs if necessary
- ☐ Inform the team about photography issues if necessary
- ☐ Suggest the use of instant cameras



DRESS CODE

🌐 Many indigenous populations may consider certain forms of dress inappropriate, especially for women; namely bare legs, arms or lack of head covering.

🌐 Inform the team about these restrictions.

🌐 Suggest work and leisure attire.

🌐 Provide information about weather and terrains.

🌐 Recommend appropriate footwear.

🌐 Recommend leaving work clothes with the host organization for distribution to poor people.

🌐 Recommend carrying an additional suitcase with donated clothes, medical supplies or diapers.

🌐 Check with the airline for excess luggage allowances for humanitarian supplies.

🌐 Distribute a suggested packing list assembled with the help of the host Rotarians.

See additional recommended items in appendix F.

🌐 Provide each traveler a team shirt, preferably polo style, with a Rotary logo and a team or project name. Use the shirts at arrival and at meetings with foreign clubs. Bring additional shirts to give to key contacts along the way.

Checklist

- ☐ Inform the team about dress restrictions
- ☐ Inform the team about suggested attires
- ☐ Inform the team about weather, terrain, and suggested footwear
- ☐ Inform the team about luggage carrying allowances
- ☐ Recommend leaving donated clothes with the host organization for distribution
- ☐ Distribute suggested packing list
- ☐ Select, acquire and distribute team shirt
- ☐ Keep additional team shirts for overseas distribution

ROTARY RELATIONS

- 🌐 Recommended travelers to bring Rotary business cards preferably with photo, club, classification, and office held, in addition to address, phone number, and email.
- 🌐 Recommend bringing Rotary flags for exchange with clubs encountered during the trip.
- 🌐 Bring recognition plaques, certificates, and small gifts such as pins, hats, cups, or shirts for the leadership team of the host organization. Unique gifts beyond the standard Rotary fare are specially appreciated.

Checklist

- ☐ Recommend bringing Rotary business cards
- ☐ Recommend bringing Rotary flags
- ☐ Acquire gifts for host leadership



ENTERTAINMENT

Not all projects are all work and no play. Sharing relaxing moments with local Rotarians is a characteristic of humanitarian projects that also serves to increase international understanding. Sharing a moment of laughter or music, a good meal and a glass of wine, is one of the best ways of cementing relationships among Rotarians of different countries and backgrounds. These programs should be incorporated into the schedule from the very beginning.

An impromptu performance by a traveling musician or singer can be a great icebreaker with Rotarians who cannot communicate in the same language. Fellowship is a staple of all Rotary activities.

DEBRIEFING AND LESSONS LEARNED

A debriefing meeting should be held shortly after the return of the team. Lessons learned, what worked or what didn't, what was enjoyed and what was disappointing, are all important lessons that should be taken into consideration when planning the next humanitarian hands-on service project overseas.

🌐 Add your own lessons to this manual and pass it on to the next leader!

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We hope this short manual has been helpful. It is by no means an all-encompassing guide and we'd like your help in improving it for future planners. Please send your suggestions to the International Service Advisor of District 6440.

Yours in Rotary Service!

Thank you and 'bon voyage'!



Appendix A

Team Members List Sample Portion (Excel) (Hand out to all members and host Rotarians)

	Name	Last Name	Address	City	Zip	Phone	Email	Club	Class.
	Todd Matthew	Birch	1058 S. Walnut	Arlington Heights.	60005	847-385-7056	tbirch@bankatvillage.com	Arlington Heights Sunrise	Community Banking
	Michelle Ziska	Birch	1058 S. Walnut	Arlington Heights.	60005	847-385-7056	tbirch@bankatvillage.com	Arlington Heights Sunrise - guest	Sales
	Thomas G	Bookler	917 Wheaton Oaks Dr.	Wheaton	60187	847-952-8665	tbookler@comcast.net	Central DuPage AM	Educational Administ.

Appendix B

Sub Teams List Sample (Excel)

Note Sub Team Leaders with Green Background and Foreign Language Speakers in Red

Team 1	Larry	Kanar
	Susan	Kanar
	James	Killian
	Roberta	Killian
	Scott	Davis
	Wendy	Davis
	Todd	Birch
	Michelle	Birch
Team 2	Richard	Rivkin
	Helen	Rivkin
	Ron	Crawford
	Paul	Metivier
	Susan	Smith
	Kathy	Nowicki
	William	Schuberth
	Linda	Schuberth
Team 3	Phillip	Yoder
	Gary	Peterson
	Bob	Williams
	Kay	Williams
	John	Miller
	Christina	Miller
	Roger	Rehm
	Gretchen	Rehm

Appendix C

Working Budget Sample Portion (Excel)

		Tentative		Approx.	Costs per person	
Day	Date	Times	Activity	Costs	(Issues)	Questions
Saturday	13-Jan	10:00 PM	Arrival Guatemala City - CO 453	\$30,492.00	\$693.00	DG Carlos Andrade - Club President Estuardo Zachrisson, Jorge Aufranc and PDRI Luis Felipe Valenzuela PAID CC to STAN SHERMAN
		10:30 PM	Transportation to Biltmore Express Hotel - Ph. (502) 2410 50 41 - 15 Calle 0-31 Zona 10		2 School buses and 2 Suburbans	Extra luggage to be taken away by Guatemala Rotarians to Sumpango Orphanage
		11:00 PM	Hotel check in - Pre-registration	\$1,476.20	\$33.55	NOT PAID Includes breakfast - Jorge Aufranc credit card guaranteed
Sunday	14-Jan	7:30 AM	Breakfast at the hotel (included)			
		8:00 AM	Transportation from Guatemala City to Chichicastenango	\$2,024.00	\$46.00	Pullman Bus 47 passengers w / AC REPUELTESA SA - PNC Juan Carlos Botran PAID Includes city tour Guatemala City - Estuardo Zachrisson & Jorge Aufranc - Natl. Civil Pol. Escort
		11.00 AM	Walking Visit indigenous market			
		1:00 PM	Lunch in Chichicastenango - Hotel Santo Tomás	\$640.21	\$14.55	Q.110.00 per person @ 7.56 \$/Q - To be paid 75% in advance, balance on site, cash o credit card
		2.30 PM	Departure from Chichicastenango to Retalhuleu (3 hs.)			
		5.30 PM	Arrival IRTRA - Retalhuleu - Pre registration	\$5,138.30	\$116.78	PAID (Breakfasts not included) Q. 1680/doble room/4 nights = Q. 38,640.00 @ Q.7.52/\$
		7:00 PM	Dinner Restaurant La Hacienda - Buffet service	\$356.40	\$8.10	To be paid in advance - Wire transfer to Jorge's account
Monday	15-Jan	7:30 AM	Breakfast at IRTRA Restaurant La Hacienda	\$264.00	\$6.00	Wire transfer to Jorge's account - Estuardo Zachrisson, & Jorge Aufranc
		8:00AM	Transportation to work site in Patulul, visit to HELPS (1.5 hs)		Stop at HELPS to see stoves	Juan Carlos Cheves
		12:20 PM	Transportation to Restaurant El Rancho (10 min)			
		12:30 PM	Light Lunch	\$528.00	\$12.00	Cash or credit card on site - Hamburger
		4:00 PM	Return to IRTRA			
		7:00 PM	Dinner Restaurant La Hacienda - IRTRA	\$423.28	\$9.62	To be paid in advance - Wire transfer to Jorge's account

Appendix D

Itinerary Before Departure Sample Portion (Excel)

		Tentative	
Day	Date	Times	Activity
Saturday	13-Jan	10:00 PM	Arrival Guatemala City - CO 453 10.00 PM
		10:30 PM	To Biltmore Express Hotel – Ph. (502) 2410 50 41 - 15 Calle 0-31 Zona 10
		11:00 PM	Hotel check in - Pre-registration
Sunday	14-Jan	7:30 AM	Breakfast at the hotel (included)
		8:00 AM	Transportation from Guatemala City to Chichicastenango
		11:00 AM	Walking Visit to the indigenous market
		1:00 PM	Lunch in Chichicastenango - Hotel Santo Tomás
		2:30 PM	Departure from Chichicastenango to Retalhuleu (3 hours)
		5:30 PM	Arrival IRTRA - Retalhuleu - Pre registration
		7:00 PM	Dinner Restaurant La Hacienda - Buffet service
Monday	15-Jan	7:30 AM	Breakfast at IRTRA Restaurant La Hacienda
		8:00AM	Transportation to work site in Patulul, visit to HELPS (1.5 hs)
		12:20 PM	Transportation to Restaurant El Rancho (10 min)
		12:30 PM	Light Lunch
		4:00 PM	Return to IRTRA
		7:00 PM	Dinner at Restaurant la Hacienda - IRTRA
Tuesday	16-Jan	7:30 AM	Breakfast at Restaurant La Hacienda - IRTRA
		8:00 AM	Transportation to work site
		12:30 PM	Lunch at Restaurant El Rancho
		4:00 PM	Return to IRTRA
		7:00 PM	Dinner Restaurant La Hacienda - IRTRA - Rotary Meeting Club Retalhuleu
Wednesday	17-Jan	7:30 AM	Breakfast at Restaurant La Hacienda - IRTRA
		8:00 AM	Transportation to work site
		12:30 PM	Lunch at Restaurant El Rancho
		4:00 PM	Return to IRTRA
		7:00 PM	Dinner at Restaurant la Hacienda - IRTRA
Thursday	18-Jan	7:30 AM	Breakfast at IRTRA
		8:30 AM	Checkout at IRTRA
		9:30 AM	Transportation to Sumpango
		12:30 PM	Arrival Sumpango, Visit Neurological clinic at orphanage "Misioneros del Camino"
		1.00 PM	BBQ Lunch at the orphanage
		3.30 PM	Transportation to Antigua (45 min)
		4.30 PM	Check in at Hotel Hermano Pedro and Hotel El Carmen in Antigua Guatemala
		7:30 PM	Cocktail & light dinner @ Isabel de Bosch's house
Friday	19 Jan	8.00 AM	Breakfast at the hotel (included)
		9:00 AM	Visit market in Antigua, Cathedral, San Carlos University & Compañía de Jesús
		12:30 PM	Lunch Buffet Hotel Porta Antigua
		3.00 PM	Back to the hotel
		4.30 PM	Visit to Hotel Casa Santo Domingo & museums - Walking distance
		7.00 PM	Dinner at Hotel Museum Santo Doming Walking distance from the hotels

Appendix E

Recommended Group First Aid Kit

Advil (Ibuprofen)
Aleve (Naproxen)
Alka Seltzer or Pepto Bismol
Aspirin
Band-Aids assorted sizes
Benadryl Diphenhydramine
Benadryl Diphenhydramine cream or
Hydrocortisone
Bonine or Dramamine
Sudafed decongestant (Pseudoephedrine)
Imodium (Anti diarrhea)
Insect repellent
Insect sting swab
Moleskin (blister protection)
Neosporin (antibiotic cream)
Sunscreen PF 30
Tape waterproof 1"
Thermometer
Throat lozenges

Appendix F

Recommended Items to Include in Luggage

Alarm clock
Hand sanitizer
Handful of plastic ties in different sizes
Handy wipes
Hat
Leatherman tool
Paper
Pencil or pen
Safety pins
Small flashlight
Small roll of duct tape
Spare prescription glasses
Swiss Army knife

Appendix G

Emergency Contact List Sample Headings (Excel)

Passport		Birth			Emergency	Emergency	Addl.	
Number	Email	Year	First	Last	Contact	Phone	Emerg. Ph.	Club

Appendix H

Sample Vocabulary (Spanish)

VOCABULARY

botella - bottle
lata - can
cocina - kitchen
cuenta - check/bill
cuchara - spoon
Cuchilla - knife
hielo - ice
huevo - egg
m  nu - menu
moza - waitress
mozo - waiter
pan - bread
plato - plate/dish
precio - price
Propina - tip
queso - cheese
sandwich - sandwich
servilleta - napkin
sopa - soup
taza - tea cup
tenedor - fork
vaso - glass

MEAT

alb  ndiga - meatball/fishball
bistec - steak
carne de res -beef
cerdo - pork
Chorizo - spicy sausage
empanada - meat pie
hamburguesa - hamburger
pavo - turkey
pollo - chicken
tocino - bacon

SEAFOOD

at  n - tuna
calamar - squid
camarones - shrimp
gambas - shrimp
la langosta - lobster
mariscos - shellfish
Mejill  n - mussel
pescado - fish
robalo - bass/ snook

MEALS

almuerzo - lunch
cena - dinner
Comida - food
desayuno -breakfast
merienda - snack
postre - dessert

VEGETABLES & FRUITS

aceituna - olive
arroz - rice
banana - banana
cebolla - onion
ensalada - salad
fresa - strawberry
frijol - bean(kidney,pinto)
lechuga - lettuce
lim  n - lemon
ma  s -corn
manzana - apple
melocoton - peach
naranja - orange
papa - potato
patata - potato
pepino - cucumber
pera - pear
pi  a - pineapple
plat  no - plaintain, banana
tomate -tomato
uva - grape
zanahoria - carrot

CONDIMENTS

aceite - oil
ajo - garlic
az  car - sugar
mantequilla - butter
mayonesa -mayonaise
mostaza - mustard
pimienta - pepper
sal - salt
salsa de tomate - catsup
vinagre - vinegar

DESSERTS

bomb  n - chocolate candy, bonbon
caramelo - hard, caramel
flan -caramel custard
helado - ice cream
pastel - pastry, pie
tarta - cake
torta -cake

DRINKS

agua - water
bebida - beverage , drink
caf   - coffee
cerveza - beer
jugo - juice
leche - milk
refresco - soft drink
t   - tea
vino - wine
(blanco, rosado, tinto) -white, ros  , red)

GUATEMALAN SPECIALTIES

caldos - stew
lomito - thin beef strips
queso fundido - cheese /tortillas/condiments
r  balo - snook(fish)
tapado - coconut stew
tepezcuintle - large rodent
venado - venison

ADJECTIVES

asado - roasted
bastante - enough
caliente - hot (temperature)
crudo - raw
delicioso - delicious
dulce -sweet
fresco - fresh
frio - cold
frito - fried
hervido -boiled
picante -spicy
salado - salty

WORDS & PHRASES

Buenos dias - good morning
Buenas tardes - good afternoon
Buenas noches - good evening
Hola - Hello
Adi  s - Goodbye
Por Favor - Please
Gracias - thank you
Muchas Gracias - thank you very much
No, Gracias - No, thank you
De Nada - you're welcome
Con Permiso - excuse me
Perd  n - excuse me
Quiero...- I would like...
No hablo espa  ol - I do not speak Spanish
La cuenta por favor. - The check please.
  Cu  nto cuesta? - How much is it?
Tarejeta de credito - credit card
  D  nde esta el ba  o? - Where is the bathroom?

Appendix I

Sample Information Package

District 6440

The Home District



Project 100

Guatemala 2007

Guatemala Hands-On International Service

Project: To assemble and install water filters and wood burning stoves in houses built by Guatemalan Rotarians. The houses were built in the Lake Atitlan area of Guatemala after a tropical storm destroyed the homes of indigent native families. The water filters are needed to prevent gastrointestinal diseases while the stoves are needed to prevent respiratory diseases and rapid deforestation due to poor use of wood for cooking and heating. Onil stoves and similar are known for their efficiency which, coupled with their attached chimneys, are ideal for these abodes.

Local Partner: Rotary Club of Guatemala City Sur.

Dates: Departure from O'Hare and arrival to Guatemala City – Saturday, January 13, 2007
Departure from Guatemala City and return to O'Hare – Sunday, January 21, 2007

Cost: Including air travel, inland transportation, tours, room and board - \$1,500 per person, double occupancy.

Itinerary:

Saturday	January 13	Departure O'Hare and arrival Guatemala City
Sunday	January 14	Departure to Lake Atitlan and tour of the area. Famous author Aldous Huxley once called Lake Atitlan "the most beautiful in the world"
Monday	January 15	Work with indigenous population
Tuesday	January 16	Work with indigenous population
Wednesday	January 17	Work with indigenous population
Thursday	January 18	Work with indigenous population
Friday	January 19	Departure to Antigua and tour. Antigua is the ancient capital of Guatemala known for its churches and ruins. This is a tourist Mecca and has many shops and markets. Free evening.
Saturday	January 20	Departure and tour of Guatemala City
Sunday	January 21	Departure from Guatemala City and arrival to O'Hare.



Frequently Asked Questions

What about immunizations?

Medical professionals recommend current Tetanus and Hepatitis A vaccinations. According to local health professionals, there is still time for the Hepatitis A vaccine before departure. Alternatively, you may inquire of your health care professional for immune globulin (also called gamma globulin or immune serum globulin) which often provides short-term protection against or reduction in severity of certain diseases. There is a risk of Malaria but it decreases as the elevation rises. Cholera and Typhoid Fever are extremely rare. More information is available from the U.S. Centers for Disease Control and Prevention at <http://www.cdc.gov/travel/camerica.htm>

Medical care and insurance?

Check with your health insurance provider concerning coverage or reimbursement for medical costs outside of the USA. It is normal for patients to have to pay the local providers their full cost and then submit a claim for reimbursement once back in the USA. Some premium credit cards include medical assistance when traveling outside of the USA. Travel insurance policies often include emergency medical coverage with trip cancellation or interruption coverage.

Travel Insurance

Participants should have received information on travel insurance from Stan Sherman at Best Travel. This low-cost policy covers trip cancellation/interruption reimbursement and health and accident insurance including medical evacuation. Approximate costs are less than \$75.00/person (depending on age). If you need another brochure/order form, call Stan Sherman at 1-847-498-3450. You can also order toll-free at 1-866-455-6109 or online at www.accessamerica.com/ensembletravel. Reference ACCAM/Application Number BOF024797 – agent code 40CH.

Other health concerns?

Drink only bottled water purchased at the hotel or a reputable shop. Do not purchase bottled water from street vendors – they often refill empty bottles with local water. Avoid ice in drinks because this may be made from local water. Keep a small bottle of water with you for brushing teeth, taking pills, etc. Do not eat from street vendors no matter how good it looks or smells. Eat only thoroughly cooked foods or fruits and vegetables that you have peeled yourself (Boil it, cook it, peel it, or forget it). The CDC web site (link above) has more guidance information. Sunburn is another hazard, especially at high altitudes. Bring sunscreen (at least SPF 15) and a hat.

What about passports and visas?

Current passports are required. We recommend that the passports be valid for at least 6 months beyond the date of travel. If you have a current U.S. Passport that will expire within that period, you can renew it by mail. Details are available on the U.S. Department of State web site at http://travel.state.gov/passport/passport_1738.html. We recommend that you make photocopies of the inside front page of your passport. Leave one copy at home. Carry one copy at all times in Guatemala. Keep another copy in your hotel room. Please provide another copy to the trip leaders. Lock your passport in the hotel safe for security. U.S. citizens do not need a visa for a stay of 90 days or less.

Cell phone coverage

The mobile phone service in Guatemala uses GSM technology – same as Cingular and T-Mobile in the USA. If your cell phone service is other than Cingular and T-Mobile, it will not work in Guatemala. Parts of Guatemala use the same GSM frequency as your US Cingular or T-Mobile phone, so it may work. Other parts of Guatemala use a different GSM frequency so a multi-band phone is required. If you are a Cingular or T-Mobile customer and want to use your mobile phone in Guatemala, you should contact your mobile phone provider to activate international roaming service. You can also ask them if your model handset works on the 900 and 1900 bands or only 1900. If you must have a cell phone and are not a customer of Cingular or T-Mobile, you can rent an international cell phone from TravelCell at www.travelcell.com or 1-877-CELLPHONE.

What is the electricity supply?

110 volts 60 Hz – same as the U.S. Same plug configuration – no adapters needed.

Cash, credit cards, ATM, or travelers checks?

Most places take Visa, MasterCard, and Amex. ATM machines are available in Guatemala City, Antigua, and probably the Lake Atitlan area. Local banks will usually exchange money as well. We recommend bringing a few hundred dollars in cash, an ATM card, and 2 credit cards (in case there is a problem with one). We recommend you make photocopies of your credit cards (front and back) and keep one set of photocopies locked in your suitcase and another at home. Be sure to notify your credit card companies before leaving that you will be in Guatemala for the period January 13-21. Otherwise, their fraud protection systems may block your credit card charges outside of the U.S. Traveler's checks are not necessary and, in some countries, have a less favorable exchange rate than cash or ATM transactions (although your bank may charge extra fees for foreign transactions).

What is the weather like?

According to www.weather.com, the average temperature in Guatemala City for mid-January is a daily high of 72° and a daily low of 55° F.

How should I pack?

Pack as light as possible. The weather is nice during the day but can get cool at night so bring a sweatshirt or light jackets. We will be working, so jeans are the “uniform” of the day. Do not take expensive jewelry, watches, etc. Bring long pants and work shoes or boots (gym shoes OK), but no shorts and no open toe shoes. Short sleeve shirts will be OK. Nicer, casual clothes will be appropriate for the non-work days including events with the local Rotary club and tourism days. We strongly recommend considering “disposable” old clothes and shoes that can be discarded in Guatemala at the end of the trip.

Other essentials?

- Spare eyeglasses
- Alcohol-based hand wash like Purel
- Insect repellent containing DEET
- Sunscreen (at least SPF 15)
- Personal medications such as for stomach problems, allergies, etc. (bring copies of any prescriptions)
- Heavy duty plastic bags for any clothes that you bring back to the USA (see Customs below).
- Money belt to be worn under clothing (not a “fanny pack”)
- Day pack (small back pack) to carry daily essentials such as bottled water, sunscreen, etc.

Personal Protective Equipment

- You will be provided with general purpose work gloves, a rain poncho, and a pocket first aid kit.
- Bring a cap or hat as protection against the sun.
- Bring sunglasses

What NOT to bring

- Do not bring valuables. Even hotels rooms are not totally secure. Participants should keep a few dollars in a pocket and everything else in a concealed money belt.
- Do not bring portable computers. There are inexpensive internet cafes if you need to keep in touch.
- Do not bring expensive jewelry. There is nothing like a cheap Timex watch for occasions like this.

Can I take pictures?

Be careful and respectful taking pictures of the Guatemalans. Many Mayans still believe the cameras “steals their soul”. If you want to take pictures of locals, ask them first (some locals have become entrepreneurial and may ask for a fee to take their picture). Local authorities in many Central American countries consider all airports, police stations, military locations, oil installations, harbors, mines and bridges to be security-related and photography of them prohibited.

Emergency Contact

Sandra Früm will be available in Northbrook for emergency coordination while we are in Guatemala. Her e-mail address is sandy@frum.com, home telephone number is 847-272-2816, cell number 847-370-2816, fax 847-480-1873.

What about security?

Guatemala has had an increase in gangs and violent crime. Rotary District 6440 and the host Rotary clubs in Guatemala are making arrangements for security, but travelers need to take common sense precautions as recommended by the U.S. Department of State.

- Safety begins when you pack. Leave expensive jewelry behind. Dress conservatively; a flashy wardrobe or one that is too casual can mark you as a tourist. Leave photocopies of your passport personal information page and your airline tickets with someone at home and carry an extra set with you.
- Use a money belt or a concealed money pouch for passports, cash and other valuables.
- When walking, avoid marginal areas of cities, dark alleys and crowds. Do not stop if you are approached on the street by strangers, including street vendors and beggars. Be aware that women and small children, as well as men, can be pickpockets or purse snatchers. Keep your billfold in an inner front pocket, carry your purse tucked securely under your arm, and wear the shoulder strap of your camera or bag across your chest. To guard against thieves on motorcycles, walk away from the curb, carrying your purse away from the street.
- Use official taxi stands rather than cruising taxis. Illegal taxis can be decoys for robbers.
- Do not walk alone. Groups of at least three people are mandatory.
- Do not leave the hotel compound at night.
- If your group must leave the hotel area during the day please advise the Project leadership who is in your group and your general direction.
- We will wear Rotary armbands to identify us from mere tourists. Rotary is well regarded in Guatemala and this is an additional form of protection. Please wear your armband at all times.
- Needless to say we are very concerned about everybody's safety. Please adhere to the instructions and rules of the Project leadership. It's for your own good!

Customs

Upon our return to the USA, we must clear Customs at the first point of entry, Houston Texas. The Customs form will ask if you have been on a farm or rural area. You must answer positively and explain our project. If you have brought back shoes or clothes that have been worn at the project site, you may have to be checked by U.S. Department of Agriculture inspectors which is a normal practice to prevent the spread of agricultural diseases.

Air Transportation

You are entitled to bring 2 full-size suitcases, each weighing a maximum of 50 pounds and not exceeding 62 inches (length+width+girth combined).

You are entitled to bring 1 carry-on piece weighing a maximum of 40 pounds and not exceeding 51 inches (length+width+girth combined).

You are entitled to bring 1 personal item such as a briefcase or purse.

Want more information on baggage – visit www.continental.com and click on **Travel Information / Baggage Information**.

If you are a member (or want to become a member) of Continental Airlines ONE PASS frequent flyer program or if you are a member of Delta Airlines or Northwest Airlines programs, please advise Best Travel so that you can obtain mileage credit for the trip to/from Guatemala.

Be sure to arrive at O'Hare at least 2½ hours prior to departure on January 13, 2007. Departure and arrival will be at O'Hare Terminal 2.

All airport taxes are included in your airline ticket, but there is an additional airport security fee (20 Quetzales, approximately \$2.50) that all travelers must pay at the Guatemala airport upon departure.

Tax Considerations

Participants may be entitled to a charitable tax deduction for travel expenses incurred for charitable volunteer work. Consult your own tax advisor – Rotary is not in a position to offer tax advice.

Where can I get more official information about Guatemala?

State Department regional information - http://travel.state.gov/travel/tips/regional/regional_1172.html

State Department consular information - http://travel.state.gov/travel/cis_pa_tw/cis/cis_1129.html

CIA Fact book country profile - <https://www.cia.gov/cia/publications/factbook/geos/gt.html>

Appendix J

International Service Project Participant Application

Name: _____

Address: _____

Phone: (Home) _____

(Business) _____

(Cell) _____

Email: _____

Club Affiliation: _____

Emergency Contact: _____ **Phone:** _____

Passport No: _____ **Exp. Date:** _____

Do you have any physical or health concerns that may limit your ability to participate in work projects? _____

Any dietary restrictions? _____

Seat Preference*: **Aisle** _____ **Window** _____

Room Preference*: **Single** _____ **Double** _____

Room Mate: _____

Foreign Languages spoken: _____

Level of Fluency: _____

*While we will try to honor seat and room preferences, this may not always be possible.

MASTER CHECKLIST

- ☐ Form a committee to define club's interests
- ☐ Consult with a foreign club
- ☐ Establish goals
- ☐ Prepare a handout about potential countries
- ☐ Chose a country
- ☐ Send out detailed invitations
- ☐ Prepare a list of participants
- ☐ Send the list to the host organization
- ☐ Set up the dates
- ☐ Prepare a budget
- ☐ Find a travel agent, preferably a Rotarian
- ☐ Develop a leadership team
- ☐ Divide the group into sub-groups and assign leaders and translators
- ☐ Delegate the assignments list above
- ☐ Distribute first aid kit suggestions
- ☐ Distribute foreign language vocabulary
- ☐ Distribute packing list suggestions
- ☐ Request photocopies of passports
- ☐ Request emergency contact numbers
- ☐ Order tickets
- ☐ Start blog
- ☐ Prepare emailing lists
- ☐ Provide addresses, phone numbers, and email address of everybody to all participants
- ☐ Develop budget and itinerary spreadsheet
- ☐ Organize team meetings
- ☐ Prepare information packet handouts
- ☐ Distribute rooming assignment list
- ☐ Designate a central emergency contact and distribute his/her information to relatives via participants
- ☐ Arrange for cell phone at destination and provide number to central emergency contact
- ☐ Alert local press of existence of blog
- ☐ Review questionnaire
- ☐ Recommend acquisition of health and/or evacuation insurance in not available overseas
- ☐ Acquire team first aid kit and assign it to medical practitioner if available
- ☐ If needed, inform the requirement of sleeping bags and mattress barriers
- ☐ Inform the host club of the number of travelers and the number of rooms required
- ☐ Wire money on a timely basis for deposits for hotel reservation and transportation
- ☐ Wire money for local currency conversion
- ☐ Request security arrangements from the host organization if necessary
- ☐ Inform the team of the security arrangements and the rules
- ☐ Requests two color copies of passports
- ☐ Recommend that each member carry a color copy of their passports
- ☐ Deliver one copy of each passport to the local emergency contact
- ☐ Deliver one copy of each passport to the team leader
- ☐ Select and acquire uniform identifiers for each member
- ☐ Inform the team of especially significant local customs if necessary
- ☐ Inform the team about photography issues if necessary
- ☐ Suggest the use of instant cameras
- ☐ Inform the team about dress restrictions
- ☐ Inform the team about suggested attires

- ☐ Inform the team about weather, terrain, and suggested footwear
- ☐ Inform the team about luggage carrying allowances
- ☐ Recommend leaving donated clothes with the host organization for distribution
- ☐ Distribute suggested packing list
- ☐ Select, acquire and distribute team shirt
- ☐ Keep additional team shirts for overseas distribution
- ☐ Recommend bringing Rotary business cards
- ☐ Recommend bringing Rotary flags
- ☐ Acquire gifts for host leadership

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.