



# New Life Children's Home

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From Children in crisis...  
to Children in Christ!

## **NLCH Team Leader Handbook**

New Life Advance International  
*New Life Children's Home*  
PO Box 35857  
Houston, Texas 77235-5857  
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## **Part I: Introductory Information**

Dear Team Leader,

We are excited about the opportunity to partner with you and your team, and we are blessed to have someone willing to do all of the work required of a team leader. We want you to know how valuable you and your team will be to God's ministry here at NLCH. We have several annual service opportunities as well as unexpected special projects that require a short-term team, and your team is going to help us fulfill one of those needs.

This *Team Leader Handbook* is comprehensive and includes guidelines and training material for you and your team. However, we know this handbook is long. You may be wondering, "How am I going to find time to read this entire handbook?" We designed this handbook to provide the material chronologically, meaning you will not need to know all of the details at one time. Instead, you can read *Part I* (pay special attention to the *Team Leader Timeline*), and then read through the rest of the information as the dates approach. If you elect to read all of this handbook at once, it will seem repetitive because it is meant to be covered over several months.

This handbook was created to simplify the process for you and your team. All of the information included will be useful and in turn, we request that you read all of the material. We want you and your team to come prepared and leave changed, and this handbook is an important part of those two aspects.

Our prayer is that your preparations run smoothly and that you and your team are sensitive to what God will teach each of you through this trip (before, during, and after). We appreciate you being sensitive to God's calling on your life, and we look forward to seeing you at the airport.

Be blessed,

Wendy Wheeler

*A father to the fatherless, a defender of widows, is God in his holy dwelling.  
Psalms 68:5*

*Religion that God our Father accepts as pure and faultless is this: to look after orphans and widows in their distress and to keep oneself from being polluted by the world.  
James 1:27*

*Dear children, let us not love with words or speech but with actions and in truth.  
1 John 3:18*

## Team Leader Timeline

The purpose of this timeline is to outline the steps you need to take before your trip. As stated in the *Welcome Letter*, you do not need to know all of the details for each date too far in advance. Instead, make a note of the different dates and deadlines in your personal calendar and then reference the info when the time is closer. There is also a *Team Member Timeline* (following page). The deadlines have been pushed forward for team members to make the process easier for you. (Note: Underlined items are required actions. The meeting schedule is strongly encouraged to prepare your team to come as learners. If you do not meet on this schedule, all the material in *Part II* has to be covered.)

### **7-11 Months Before Trip**

- Mail \$500 non-refundable check to NLAI within 2 weeks of your team's acceptance – Reserves the dates and is not an extra expense (*Appendix 6.1* has all the needed info)

**6 Months Before Trip** – *Recruiting Meeting* (info in *Part II*)

**5 Months Before Trip** – Hold *Pre-Trip Meeting 1* but see *Important Notes* first (info in *Part II*)

**4 Months Before Trip** – Hold *Pre-Trip Meeting 2* (info in *Part II*) and start looking at flights

**3 Months Before Trip** – Hold *Pre-Trip Meeting 3* (info in *Part II*) and look at flights

**2 Months Before Trip** – Hold *Pre-Trip Meeting 4* (info in *Part II*) and look at flights

- All online applications should be completed (*Appendix 6.1* has instructions)
- Mail references/additional forms to NLAI (*Appendix 6.1* has important notes and address)
- Skills Sheet completed and emailed to [teams@nlai.org](mailto:teams@nlai.org) (*Appendix 6.2*)
- Email [teams@nlai.org](mailto:teams@nlai.org) with the size of your group and the male/female count

**6 Weeks Before Trip** – Finalize flights and transportation (in the U.S.) to/from the airport

- Email insurance forms to NLAI [maldana@nlai.org](mailto:maldana@nlai.org) and [teams@nlai.org](mailto:teams@nlai.org) (*Appendix 6.2*)

**1 Month Before Trip** – Hold *Pre-Trip Meeting 5* (info in *Part II*) and view *Appendix 6.6*

- 1<sup>st</sup> half of team money is due at NLAI (*Appendix 6.1* has address and memo line info)
- Email [teams@nlai.org](mailto:teams@nlai.org) your flight itinerary

**2 Weeks Before Trip**

- Balance of team money is due at NLAI (*Appendix 6.1* has address and memo line info)

**1 Week Before Trip** – Hold *Pre-Trip Meeting 6* (info in *Part II*)

- Email [teams@nlai.org](mailto:teams@nlai.org) a list of donations/ministry materials (For Customs Letter)
- View your *Team Leader Checklist* and be sure to print needed docs (*Appendix 6.3*)

**Day Before and Day of Departure** – View your *Team Leader Checklist* and referenced docs

**After the Trip** – Hold *Post-Trip Meeting* (info in *Part II*)

## Team Member Timeline

The purpose of this timeline (and the following checklist) is to outline the steps you need to take before your trip. You do not have to know all of the information right now. Make a note of the different dates and deadlines in your personal calendar and reference the additional information when the time is closer. This will make the preparation process a lot easier for you. (Note: Underlined items are required actions.)

### Pre-Trip Meetings:

- Team Meeting 1* – Date \_\_\_\_\_ \* Prepare to share your life story next meeting
- Team Meeting 2* – Date \_\_\_\_\_ \* Check deadlines below
- Team Meeting 3* – Date \_\_\_\_\_ \* Check deadlines below
- Team Meeting 4* – Date \_\_\_\_\_ \* Check deadlines below
- Team Meeting 5* – Date \_\_\_\_\_ \* Check deadlines below
- Team Meeting 6* – Date \_\_\_\_\_ \* Check deadlines below
- Commissioning Service* – Date \_\_\_\_\_ \*

### DEADLINES:

**Cost** of the trip will be \_\_\_\_\_ \*Half is due at least 1½ months before the trip. The total is due at least 1 month before the trip.

Date of 1 <sup>st</sup> Payment _____ *	Amount of 1 <sup>st</sup> Payment _____ *
Date of 2 <sup>nd</sup> Payment _____ *	Amount of 2 <sup>nd</sup> Payment _____ *
Date of 3 <sup>rd</sup> Payment _____ *	Amount of 3 <sup>rd</sup> Payment _____ *

### 3 Months Before Trip

- All online applications should be completed\*\*
- All references and additional forms should be completed and given to your team leader\*\*
- You should have put in your information on the *Skills Sheet*\*\*\*

### 2 Months Before Trip

- Your insurance should be purchased\*\*\*

**1 Week Before Trip** – View *Appendix 4.10* for packing and travel suggestions

**Day Before and Day of Departure** – View *Appendix 4.10* for packing and travel suggestions

**After the Trip** – *Post-Trip Meeting* – Date \_\_\_\_\_ \*

\*Please write in the information your team leader gives you.

\*\**Applications, references, and additional forms* are at <http://nlai.org/serve/short-term>. Each team member will have to fill out our online application, reference form, and additional forms (liability forms, etc). If anyone has filled out the online application and/or reference form before, then he/she will not have to fill them out again until 5 years has passed. However, if his/her passport, health information, emergency contact, etc., has changed, he/she needs to fill out the application again regardless of the 5 years. The additional forms (liability forms, etc) need to be filled out every time someone comes.

\*\*\*Coordinate with your team leader. He/she has the info.

## Team Member Checklist

The following checklist combined with the *Team Member Timeline* contains everything you (including the team leader) need to do to ensure that you come prepared. Consider making an extra copy of this checklist to put on your fridge or mirror.

### **Spiritual**

- Pray individually and with your team
- Share your life story (testimony) with your teammates (*Appendix 3.2* has important info)

### **Logistics**

- Attend ALL team meetings (dates on previous page)
- Read this handbook thoroughly (simply follow the meeting itineraries to do this step)
- Recruit prayer partners (*Appendix 4.5*)
- Passport is required – [http://travel.state.gov/passport/passport\\_1738.html](http://travel.state.gov/passport/passport_1738.html)
- Write/send your support letter to family and friends (*Appendix 4.6* has a sample letter)
- Raise your funds
- Pay on deadlines (dates on previous page)
- Fill out your application (info on previous page)
- Shots – current Tetanus, Hep A, and Hep B (check with the County health department)
- Purchase insurance (Coordinate with your team leader. He/she has the info.)
- Practice Spanish (*Appendix 4.2*)
- 4 copies of your passport (1 for your leader, 2 for you, and 1 to leave at home)
- Leave NLCH's emergency contact info (*Appendix 4.8*), a copy of your passport, and travel info with a family member
- Pack (*Appendix 4.10* has important info)
- Get personal spending money exchanged into quetzales (takes up to 1 week to order from your bank)

## Team Leader FAQs

(Note: There are FAQs for team members with ministry and cultural questions in *Appendix 2.3.*)

### Questions about this handbook and the training materials:

*Do I have to read this entire handbook?*

Please read the second paragraph in the *Welcome Letter* (page 3) and then read the paragraph explaining the *Team Leader Timeline* (page 4).

*Do I have to use the provided training materials in Part II?*

The short answer is no. However, we suggest every team meet before, during, and after the trip. The meeting schedule is strongly encouraged to prepare your team to come as learners. However, if you elect not to meet on this schedule, we suggest every team leader present all of the information in *Part II* to each team member. If you already have a training program and choose to reorganize the material in order to combine it with material you already use, that will be sufficient.

### Questions about contacting and finances:

*Who do I contact if I have any questions?*

Email <mailto:teams@nlai.org> with any and all questions.

*What all does the cost that NLCH sent me include?*

Includes all of your costs in Guatemala. *Appendix 6.1* has details.

*Where do I send checks for our payments?*

Mail all checks to the address listed below. The check memo line needs to say: Your Team's Name, and the Month and Year your team will be coming.

NLAI

Attn: NLCH Teams

P.O. Box 35857

Houston, TX 77235-5857

*What is the payment plan?*

7-11 Months Before Trip – \$500 non-refundable (deposit)\*

1 Month Before Trip – 1<sup>st</sup> half of team money is due

2 Weeks Before Trip – Balance of team money is due

\*If you are scheduled within the 6 month time frame, a \$500 non-refundable check is due within 2 weeks.

*When is everything due?*

See all underlined items in the *Team Leader Timeline* on page 4.

*Can we bring cash to Guatemala to pay for the cost of our trip?*

There is a money exchanging law that states that one person cannot exchange more than \$3,000 in a month. We therefore really have to space out depositing U.S. Dollars in Guatemalan accounts. That means it is not okay for anyone to bring money for the cost of the trip. The money for the cost of the trip needs to be sent to NLAI by the above outlined deadlines.

*How will we exchange spending money, and what size bills do we need to bring?*

*Appendix 4.7* has details. Money needs to be exchanged before you are at NLCH either in your local bank, an online exchange service, or in exchange kiosks at the airport on the day of your travel.

### **Questions about logistics:**

*Does it matter what size my team is? What about adult/youth ratio?*

In order to comply with our strategic plan, our teams will have no more than 20 people (no more than 14 of either sex) simply because of the difficulty in housing, transporting, and hosting more people. We want to guard against the team becoming the ministry rather than being an asset for the ministry. Youth teams will need 1 adult per 4 youth.

*What about changing the size of my team soon before the trip?*

We rely heavily on our team leaders to do the recruiting of their teams and in turn, hold them accountable for their team members. If you feel someone will be an asset to your team, then we trust your judgment. However, that will affect your team's overall cost and an email will need to be sent to <mailto:teams@nlai.org>. Also, all the material in the *Team Member Handbook* needs to be covered and made available for the new team member.

*What about charging electronics?*

The electricity is 120 volts (same as the U.S.). Only the team leader can bring a laptop.

*Where do I access the documents referenced on your website?*

See instructions in *Appendix 6.2*.

If you have other questions, please email us at <mailto:teams@nlai.org>.

## **General Tips for Leading a Team Effectively**

These tips were compiled in large part from experienced team leaders.

- Rely heavily on this handbook. It contains all the material needed to lead a team effectively.
- If you are not administratively gifted, identify someone who is and can help you.
- Read When Helping Hurts (WHH) and To Give or Not to Give for personal spiritual benefit.
- Have someone shadowing you who is aware of the plan and where you are in the process.
- Recruit well. Don't just take anyone.
- Make a nonrefundable deposit for your team members. You will have to buy airline tickets and will not want to cover the losses.
- It is not a lack of faith to have deadlines far in advance. Lack of time is your greatest enemy.
- Expect professionalism from the trip participants.
- Assume people will expect the worst about safety in Guatemala (*Appendix 4.11*).
- Make a phone tree in the States. Allows for quickly passing along emergency information.
- Assign people to specific duties (luggage count, cooking, cleaning, etc).
- Be flexible. Things will not go as expected.

## **Part II: Training**

Why do we have a training section in this handbook? The answer to that question is found in the *Short-Term Team Philosophy and Guidelines* in *Appendix 1*. Please read through that document again. We are relying heavily on you to put the guidelines, thoughts, and ideas into action in the meetings before, during, and after the trip. We understand that those meetings can be a burden because of all of the information that needs to be communicated. This section is therefore presented chronologically to help reduce your stress. We have included everything you need in order to lead a team effectively.

As stated earlier, the meeting schedule in the *Team Leader Timeline* in *Part I* is strongly encouraged to prepare each of your team members to come as learners instead of teachers. If you elect not to meet on this schedule, all the material in this training section still has to be covered, or if you already have a training program and choose to reorganize the material in order to combine it with material you already use, that will be sufficient.

The devotionals at the beginning of each meeting are important. The purpose is to guide your team to the awareness that we as North American Christians do not always have all the answers. The rest of the material in each meeting is also designed to lead your team to this goal and to make sure each team member completes all of the required actions before coming.

This section contains:

RECRUITING MEETING	11
PRE-TRIP MEETING 1	12
PRE-TRIP MEETINGS 2 – 5	15
PRE-TRIP MEETING 6	17
ON-THE-FIELD MEETINGS	21
POST-TRIP MEETINGS	23

NOTE: The appendices that follow *Part II* are referred to often throughout *Part II*.

## Recruiting Meeting

Why should you have a recruiting meeting? To “clearly explain what the trip is and is not about” (When Helping Hurts (WHH) p176), and to identify individuals who want to “serve, learn, receive, grow, and respond in God-honoring ways.”

What should be covered? You can edit the *Short-Term Team Philosophy and Guidelines* (Appendix 1), changing the wording from ‘prospective team leader’ to ‘prospective team members.’ That should place emphasis on the attitude and qualities necessary to be a team member. Also, before the meeting, think about changing the name from “Short-Term Mission Trip” to “Vision Trip” or “Go, Learn, Return, and Respond.” The purpose is to “achieve a bigger end,” instead of the trip being the end (WHH p176).

In our philosophy, we wrote about how we require post-trip meetings. This may seem early, but we encourage you to go ahead and look at *Appendix 6.6* and the *Post-Trip Meetings* section later in *Part II*. This will give you a feel for the importance of post-trip meetings. In turn, you will be able to communicate that significance to the team now, in preparation, and during the trip.

Ideas for promoting the meeting:

- Share with your pastors, church administrator, missions committee, Sunday school classes, youth group, previous mission trip participants, etc
- In your church and schools, use posters, flyers, etc
- Put trip information in your church bulletin; schedule an info meeting
- Put information on your church/ministry website

Below are some details that we suggest you emphasize in the *Recruiting Meeting*. This list is not extensive but gives you a good idea.

- Why? Be sure you cast a vision, identifying the purpose and objectives (there is a purpose statement in *Pre-Trip Meeting 1*)
- The trip will be “about ‘being’ and ‘learning’ as much as about ‘doing’ ” (WHH p175)
- The trip will not be a chance to get away; we will be working
- Require potential trip members to demonstrate serious interest in missions by being active locally (WHH p176)

Here are some logistic details:

- The dates of the trip
- What will be done on the trip (if it is construction, emphasize why it is necessary and how it will help the ministry; etc)
- Cost of the trip (emphasize that this is an estimate; passports and other items are extra)
- Outline the *Team Member Timeline* in *Part I*
- Reference *Team Member FAQs* in *Appendix 2.3*
- Encourage them to check out our website <http://www.nlai.org/>
- Announce date of first meeting and date of first payment
- Have a sign-up for people interested; include name, email, phone, etc
- Start a Facebook group for interested people
- Finally, allow individuals sufficient time to think and pray before making a final commitment

## Pre-Trip Meeting 1

IMPORTANT NOTES for the team leader to review before the meeting:

- Review the *Team Leader Timeline* and the *Team Member Timeline (Part I)* on pages 4 and 5, respectively) to work out the dates, deadlines, costs, and payment plan.
- There is an important note in *Appendix 6.1* about the cost for each team member.
- Print the *Team Member Handbook* for each team member, which can be found on our website.
- Continue recruiting. Who else should be here?
  - FYI: The first meeting has the most material and is the longest.

**Please take time to pray to start the meeting.**

### Objectives:

#### *Spiritual*

- Prayer, Welcome, and Purpose
- Devotional
- Team Building

#### *Logistics*

- Trip Overview
- History of NLCH and a Look at Guatemala
- Short-Term Team Philosophy and Guidelines
- When Helping Hurts (WHH) discussion
- Additional Items to Cover: prayer support, passports, trip cost/deadlines/applications, shots, fundraising, Facebook group, FAQs, basic language skills, preparations for activities, date of next meeting
- What can I do now?

## Spiritual

### Purpose:

*Serve, learn, receive, grow, and respond while building relationships with God, Teammates, Nationals, and Hosts.*

### Devotional:

Please take time to discuss the two questions below and then read what follows.  
Are there problems in the U.S.? Do we have all the answers?

*Romans 3:22b-23* – There is no difference between Jew and Gentile, for all have sinned and fall short of the glory of God...

*Romans 6:23* – For the wages of sin is death...

These verses are relatively well known. However, what is clear? Without Christ we are all broken, and we are all in need (whether relationally or materially). It does not matter whether we live in a mansion or do not have a house. It does not matter whether we have all the money in the world or do not have a penny. It does not matter whether we live in the U.S. or in a squatter's village in Guatemala. No one is perfect. We all "fall short," we are all in need, we all deserve

death, and we are all nothing without God's grace through Jesus Christ. In the next meeting, the devotional will continue to discuss our need, but it will also include the good news.

### **Team Building:**

Team building is a crucial part of having a successful trip to Guatemala. Below are five parts.

1. *Appendix 3.1* has game ideas for icebreakers.
2. We strongly recommend that each team member prepares to share his/her life story (testimony) with the team in the pre-trip meetings (*Appendix 3.2* has reasons and tips).
3. Be thinking about what specific things you will be doing together as a team to prepare spiritually for your trip (praying, encouraging, etc).
4. *Appendix 3.3* has information about a team covenant and an example. Discuss whether or not your team feels it would be beneficial.
5. Close out this section by breaking into small groups and praying together.

## **Logistics**

### **Trip Overview:**

Give a brief overview of the trip. What will be done on the trip, and why is it important? For example, if it is construction, emphasize how it will help the ministry. Below is an example:

*The July 2011 trip plans are to perform light maintenance and construction in support of the NLCH. We will be departing on Saturday morning, July 16<sup>th</sup>. We will return on Saturday, July 23<sup>rd</sup>. There are constant maintenance needs at the ministry. These needs cannot be met without our service. Helping with the maintenance and construction projects will enable the ministry to better function.*

**History of NLCH and a Look at Guatemala:** See *Appendix 2.1* and *Appendix 2.2*,

Please check out our website [www.nlai.org](http://www.nlai.org). The purpose, mission, and vision of NLCH are a part of the *Short-Term Team Philosophy and Guidelines* outlined below.

**Short-Term Team Philosophy and Guidelines:** Our philosophy and guidelines are found in *Appendix 1*. Every team member should read that document to place an emphasis on the attitude and qualities necessary to be an effective team member.

### **When Helping Hurts (WHH):**

When Helping Hurts (WHH) focuses on holistic ministry: meeting the social, physical, and spiritual needs of a people. As Americans, we have the tendency to try to throw money at the situation instead of truly investing in the people. Making a difference is a long-term process, not a short-term process. We must respond to God's heart for people, which is relational.

As mentioned in the *Short-Term Team Philosophy and Guidelines*, it is strongly suggested that every team leader read WHH. However, for a better understanding of God's ministry at NLCH and for the personal spiritual benefit, we strongly suggest that all team members read WHH.

### **Additional Items to Cover:**

Prayer support, passports, trip cost/deadlines/applications, shots, fundraising, Facebook group, FAQs, basic language skills, date of next meeting

Prayer Support – *Appendix 4.5* outlines why it is important to have prayer support, provides some ideas for collecting prayer support, and has space for each team member to note his/her prayer partners

Passports – A passport is required to travel internationally. If anyone has a passport expiring within 6 months of the departure date, they will have to renew it. For all passport information, visit [http://travel.state.gov/passport/passport\\_1738.html](http://travel.state.gov/passport/passport_1738.html).

Trip cost/deadlines/applications – View the *Team Leader and Team Member Timelines* in *Part I*.

Shots – Each team member will need current Tetanus, Hep A, and Hep B (check with your County's health department).

Fundraising – Raising support for your trip stretches your faith, opens doors to evangelism and ministry relationships with supporters, builds a base of prayer support, allows God to develop you, and gives people the opportunity to invest in the body of Christ. Discuss ideas for possible team projects to raise funds (golf tournament, garage sale, car wash, etc). There is also a sample letter for raising support in *Appendix 4.6*.

Facebook Group – Creating a Facebook group is a good way to remind everyone of meetings, keep everyone up-to-date, and stay in contact after the trip.

FAQs – View the *Team Member FAQs* in *Appendix 2.3*.

Basic Language Skills – *Appendix 4.2* is where to start

Date of Next Meeting – \_\_\_\_\_

### **What can I do now?**

- Review the *Team Member Timeline* and *Team Member Checklist* in *Part I*
- Start praying, fasting, and reading  
Pray and fast for the children at the home, your team, your trip, fundraising, the staff and missionaries at NLCH, and health. Pray and fast for each other, those you will be working with, and the new friends you will be meeting. Faithfully be reading and memorizing God's Word. Ask God to give you at least one verse to personally focus/meditate on before, during, and after your trip.
- Start journaling
- Start practicing your Spanish
- Clear your calendar for the next meeting

## Pre-Trip Meetings 2-5

IMPORTANT NOTE: *Pre-Trip Meetings 2-5* have the same basic itinerary. To reduce repetition, we have made an unchanging itinerary for meetings 2-5 that references *Appendix 4* and other items in this handbook that do change. That means that even though all the objectives are the same for meetings 2-5, different information is covered in each meeting. For example, the devotionals for meetings 2-5 are listed chronologically in *Appendix 4.1*.

- Notes for the team leader to review before each of these meeting and use during the meeting:
  - Review the *Team Leader Timeline* and the *Team Member Timeline (Part I)* on pages 4 and 5, respectively) to see what **deadlines** are approaching for you and your team members.
  - Remember to make copies of each team member's signed *NLAI Medical Release Forms* before mailing. Those copies then need to be brought to Guatemala.
  - Find someone to be the email liaison and continue to pass on email addresses to him/her. (See *Appendix 4.9* for ideas and tips)
  - Have everyone bring their passports by *Pre-Trip Meeting 4*. Copies can be made or each team member can bring copies (4 total: 1 for leader, 2 for them, and 1 to leave in States).
  - Cover past info with any new team members and give them a *Team Member Handbook* (*Appendix 6.2* explains how to get the *Team Member Handbook*).

**Please take time to pray to start the meeting.**

### Objectives:

#### *Spiritual*

- Prayer and Devotional
- Team Building

#### *Logistics*

- *Team Member Timeline* and *Team Member Checklist*
- Additional Items to Cover
- Past Items Covered: prayer support, passports, trip cost/deadlines/applications, shots, fundraising, Facebook group, FAQs
  - Date of Next Meeting
  - What can I do now?

### **Spiritual**

#### **Purpose:**

*Serve, learn, receive, grow, and respond while building relationships with God, Teammates, Nationals, and Hosts.*

**Devotional:** See *Appendix 4.1* for the devotionals for *Pre-Trip Meetings 2-5*.

#### **Team Building:**

Continued team building is a crucial part of a successful trip to Guatemala. Below are five parts.

1. *Appendix 3.1* has game ideas.
2. We strongly recommend that each team member shares his/her life story (testimony) with the whole team during the pre-trip meetings (*Appendix 3.2* has reasons and tips).

3. Continue thinking about what specific things you will be doing together as a team to prepare spiritually for your trip (praying, encouraging, etc).
4. *Appendix 3.3* has information about a team covenant. If your team elected to have a team covenant, please review it.
5. Close out this section by breaking into small groups and praying together.

### **Logistics**

**Team Member Timeline and Team Member Checklist:** Please review both of these (*Part I* on pages 5 and 6, respectively) to ensure that each team member understands what is expected and is on track with the different deadlines.

**Additional Items to Cover:** This section uses *Appendix 4*, which is a large appendix that enables you to cover new info for each of the *Pre-Trip Meetings 2-5*. Below is the schedule.

Pre-Trip Meeting 2 (review the below info):

- *Appendix 4.2* basic language skills; *Appendix 4.3* culture; *Appendix 4.11* security & safety

Pre-Trip Meeting 3 (review the below info):

- *Appendix 4.2* basic language skills; *Appendix 4.3* culture

Pre-Trip Meeting 4 (review the below info):

- Should your team schedule a commissioning service?
- *Appendix 4.2* basic language skills; *Appendix 4.3* culture; *Appendix 4.7* info on amount of spending money (best if only **\$50 & \$100** bills), exchanging money, and credit/debit card fraud

Pre-Trip Meeting 5 (review the below info):

- Set a date for your post-trip meeting and a time to share at your church.
- *Appendix 4.2* basic language skills; *Appendix 4.3* culture; *Appendix 4.4* ways to ruin the trip; Reminder, best if only **\$50 & \$100** bills (*Appendix 4.7*); *Appendix 4.10* packing list (please review the clothing instructions and traveling/packing tips)

**Past Items Covered:** prayer support, passports, trip cost/deadlines/applications, shots, fundraising, Facebook group, FAQs

- These items were covered in the *Pre-Trip Meeting 1*. If there are questions, please return to the info in the first meeting for additional details.

**Date of Next Meeting:** See the dates that you wrote in the *Team Member Timeline (Part I)*.

#### **What can I do now?**

- Review the *Team Member Timeline* and *Team Member Checklist* in *Part I*
- Continue praying, fasting, and reading  
Pray and fast for the children at the home, your team, your trip, fundraising, the staff and

missionaries at NLCH, and health. Pray and fast for each other, those you will be working with and the new friends you will be meeting. Faithfully be reading and memorizing God's Word. Ask God to give you at least one verse to personally focus/meditate on before, during, and after your trip.

- Continue journaling
- Continue practicing your Spanish
- Clear your calendar for the next meeting

## **Pre-Trip Meeting 6**

Notes for the team leader to review before the meeting and use during the meeting:

- Review the *Team Leader Timeline* and the *Team Member Timeline (Part I)* on pages 4 and 5, respectively) to see what final preparations need to be made.
- View your *Team Leader Checklist* and be sure to print needed docs (*Appendix 6.3*).
- Bring at least one copy of the travel itinerary (meeting time and flight times) and task assignments for each team member (*Appendix 6.4 and 6.5*, respectively).
- Make (or just confirm) sure you have transportation (in the U.S.) to/from the airport.
  - FYI: This meeting is almost as long as the first meeting. There is a lot to cover.

**Please take time to pray to start the meeting.**

### **Objectives:**

#### *Spiritual*

- Prayer and Devotional
- Team Building

#### *Logistics*

- *Team Member Timeline* and *Team Member Checklist*
- Reminders
- Ministry
- Additional Items to Cover: basic language skills, culture, emergency contact info, communication once in Guatemala, packing list, security & safety
- Past Items Covered: FAQs, ways to ruin the trip, health guidelines, info on amount of spending money, exchanging money
- Date of Post-Trip Meeting
- Final Questions
  - What can I do now?

### **Spiritual**

#### **Purpose:**

*Serve, learn, receive, grow, and respond while building relationships with God, Teammates, Nationals, and Hosts.*

### **Devotional:**

Please take time to discuss what is mentioned below...

Last time we saw that God is calling us to action and asked the question “How will we respond?” How did you take action since the last meeting?

*Philippians 2:5-8* – Your attitude should be the same as that of Christ Jesus: 6 Who, being in very nature God, did not consider equality with God something to be grasped, 7 but made himself nothing, taking the very nature of a servant, being made in human likeness. 8 And being found in appearance as a man, he humbled himself by becoming obedient to death—even death on a cross!

*Colossians 3:15-17* – Let the peace of Christ rule in your hearts, since as members of one body you were called to peace. And be thankful. 16 Let the message of Christ dwell among you richly as you teach and admonish one another with all wisdom through psalms, hymns, and songs from the Spirit, singing to God with gratitude in your hearts. 17 And whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through him.

*Hebrews 10:24-25* – And let us consider how we may spur one another on toward love and good deeds, 25 not giving up meeting together, as some are in the habit of doing, but encouraging one another—and all the more as you see the Day approaching.

These Scriptures speak for themselves. Humility, gratitude, and accountability are influential in how we take action. We are all in need, we are all saved by grace, we are all called to do good works, we are all called to action, we are called to humility, and we are called to continue to meet together to encourage one another and hold each other accountable.

What all have you learned through these pre-trip devotionals? How has it affected your attitude? What will be your attitude on the trip? Are you going with a superior attitude or as a learner? How will your team be intentional about meeting during the trip to encourage one another?

### **Team Building:**

By this time your team should be well acquainted. All team members should have shared their life stories (testimonies) with the whole team in order to build trust between teammates. We have a few more parts of team building to emphasize in this final meeting.

1. Debriefing meetings during the trip will be one of the most important parts of the trip. Team members will have the opportunity to express any problems or questions and discuss what they have learned. The *On-the-Field Meetings* section (following this last pre-trip meeting) has ideas and tips.
2. If your team has a team covenant, please review it one last time (*Appendix 3.3*).
3. Close out this section by breaking into small groups and praying together.

### **Logistics**

***Team Member Timeline and Team Member Checklist:*** Please review both of these (*Part I* on pages 5 and 6, respectively) to ensure that each team member has completed everything.

### **Reminders:**

- Everyone needs to bring their *Team Member Handbook* and a journal on the trip
- Best if only **\$50** and **\$100** bills can be exchanged for spending money (*Appendix 4.7* has info)
- Don't forget extra money that might be needed for meals while flying to/from Guatemala
- Guatemala does not have daylight savings time. That means Guatemala is on Central Standard Time (CST) not Central Daylight Time (CDT).

**Ministry:** Almost anything can be turned into a creative ministry tool and open up a chance for you to talk to someone. If there is something you can do that you think may be of use during your trip, ask your team leader to find out if it would be appropriate where you are going. Here are a few ideas to get you thinking:

- Sports (soccer, basketball, karate, etc), juggling, cutting hair, cosmetics, drawing, music, etc.

**Additional Items to Cover:** basic language skills, culture, emergency contact info, communication once in Guatemala, packing list, security & safety

Basic Language Skills – See *Appendix 4.2*

Culture – See the *Pre-Trip Meeting 6* section in *Appendix 4.3*

Emergency Contact Info – Every team member needs to give this info to family (*Appendix 4.8*)

Communication Once in Guatemala – *Appendix 4.9* has the guidelines

Packing List – See *Appendix 4.10* (includes clothing instructions and packing/traveling tips)

Security & Safety – Review *Appendix 4.11* again

**Past Items Covered:** FAQs, ways to ruin the trip, health guidelines, info on amount of spending money, exchanging money

- If there are questions, please return to the info in meetings 1-5 for additional details.

**Date of Post-Trip Meeting** – \_\_\_\_\_

**Final Questions?** – See if your team has any final questions. Also, think through if you have any final questions. If so, email <mailto:teams@nlai.org>.

**What can I do now?**

- Review the *Team Member Timeline* and *Team Member Checklist* in *Part I*
- Pack (*Appendix 4.10* has guidelines)
- Continue praying, fasting, and reading
  - Pray and fast for the children at the home, your team, your trip, fundraising, the staff and

missionaries at NLCH, and health. Pray and fast for each other, those you will be working with, and the new friends you will be meeting. Faithfully be reading and memorizing God's Word. Ask God to give you at least one verse to personally focus/meditate on before, during, and after your trip.

- Continue journaling
- Continue practicing your Spanish
- Clear your calendar for the post-trip meeting

## On-the-Field Meetings

On-the-Field meetings will be one of the most important parts of the trip. Team members will have the opportunity to express any issues or questions and discuss what they have learned. However, it is important to be sure that these meetings do not turn negative. Discussing and addressing problems is essential, but be careful of the direction of the conversation.

IMPORTANT NOTE: The *On-the-Field Meetings* have the same basic itinerary except for the last meeting. That meeting includes the same itinerary plus a few more ideas.

### Objectives:

- Start with prayer
- Take a look at the corresponding devotional below (make sure everyone has their journal and Bible)
- Logistics recap/planning – What got done? What does tomorrow look like?
- Any funny cross-cultural situations?
- What is God showing us? What are we learning?
- Is anyone having any problems/issues with the teammates, nationals, hosts, the culture, etc?
- How did pre-trip training prepare you? How did it not?
- Please take some time tonight or tomorrow morning to journal. For journaling, consider the corresponding devotional below and these ideas:
  - The Date
  - Who did you meet? What did you do? What was the highlight from the day?
  - How did God work in your life today?
  - How is your relationship with God changing?
  - Who and what do you want to remember in prayer?
  - Close with prayer

### Devotional

#### Meeting 1:

Read Matthew 14:22-23 several times slowly.

Do you typically spend more time listening to God or telling God things? How are you going to intentionally listen this week?

#### Meeting 2:

Read Luke 8:4-15 several times slowly.

Which type of soil relates most to you? How are the busyness, consumerism, and materialism of the U.S. distracting us from God? What is God teaching you?

#### Meeting 3:

Read Luke 10:2 several times slowly.

What kind of worker are you? Ask God to help you focus on Him and what He has for you.

#### Meeting 4:

Read Hebrews 4:12-16 several times slowly.

How has God penetrated you this week? We are covered in God's grace, despite our many insufficiencies. Take some time to meditate on that.

Meeting 5:

Read Hebrews 13:11-16 several times slowly.

Think about your neighborhood, community, town, and church back home. Where is God already working?

Last Meeting:

Now that the trip is almost over, please read through the Pre-Trip Meeting 5 devotional in *Appendix 4.1* again.

Did you come with the mindset of being sensitive to what God will teach you through the people, the place, and the time you spend at NLCH? If so, what have you learned?

How has God used this trip to challenge you to consistently take action in your neighborhood, your community, your town, and your church (missions is not only international)?

What need is God calling you to meet locally? Work out a plan to meet that need.

How can your team work together to hold each other accountable?

See below

### **Important Ideas for the Last Meeting**

Please reference *Appendix 5* for some ideas of things to do after this trip that will challenge and stretch you. Remember *James 1:22* says, "Take action!"

## Post-Trip Meetings

“Research is demonstrating that post-trip training is essential for short-term mission trips to have positive, long-term impacts on team members. This training...is an intentional and ongoing learning process that...carefully examines the ‘next steps’ for both the individual and the sending church” (chalmers.org).

IMPORTANT NOTE: The *Post-Trip Meetings* have the same basic itinerary with some different ideas to cover in different meetings.

### Objectives:

- Start with prayer
- Ideas for post-trip meetings:
  - Take time to think through and process what you wrote in *Appendix 5*. Also, go back and read your journal entries during the trip. What need(s) did God call you to meet? How are you doing at meeting those needs? What are some ways to improve?
  - It is crucial to use discipleship in the post-trip meetings to translate the mountaintop experience into something more. The NavPress 2.7 series is an excellent tool. Here is a link:  
[http://www.christianbook.com/Christian/Books/product?item\\_no=216216&item\\_code=WW&netp\\_id=880240&event=ESRCN&view=details](http://www.christianbook.com/Christian/Books/product?item_no=216216&item_code=WW&netp_id=880240&event=ESRCN&view=details)
  - Address reentry and reverse culture stress
  - Evaluate the program
  - Write yourself a letter to be mailed in six months
- Close with prayer

## **Appendix 1 – Short-Term Team Philosophy and Guidelines**

(Note: This document uses “prospective team leader” and “potential team leader” because it is simply a copy of what you, as the team leader, already agreed to before NLCH could schedule your team.)

### **Opening Guidelines**

As we all know, short-term teams are a relatively recent development. There are many ways to do short-term ministry. Perhaps you have had experience leading teams elsewhere, or even here. We are not saying that our way is the right and the only way. However, our purpose here is to outline the expectations that we feel are necessary in order to be good stewards of the ministry the Lord has given us.

The prospective team leader should read, pray about, and agree to the philosophy and guidelines before NLCH can consider partnering with the team. Remember, we are inviting you into our home where we have in our care many precious and priceless treasures (the children), so one can understand that we must put their spiritual, physical, and soul-level needs before any other consideration. If the team does not agree with our philosophies, then it is understood that the team would best partner with another ministry. Those who have or desire long-term relationships and investments in the ministry will understand our stance.

### **Short-Term Team Philosophy**

Why do we do short-term teams? We want to provide an opportunity for others to come and assist us in ministering to the children that the Lord has put in our care. Through this process, we hope God shows them the heart He has for children in crisis. We think that the Lord's desire for His people is that they invest their lives in service to Him and His purposes--not just a week thing! We therefore have short-term teams to generate long-term fruit. In that light, we also see the impact that the experience can have on teams themselves. We would like to ensure that each team member can maximize this experience by enabling them to serve, learn, receive, grow, and respond in God-honoring ways.

### **General Guidelines**

The book When Helping Hurts (WHH) has influenced the short-term team philosophy of NLCH. For a better understanding of God's ministry here and for the personal benefits, we strongly suggest that every team leader read WHH. Even though we do not agree with every word of WHH, we believe that this book has added to our insight of God's direction for His ministry at NLCH. The purpose of reading the book is to provoke different thought processes before the trip. To Give or Not to Give is also a suggested reading.

When Helping Hurts focuses on holistic ministry: meeting the social, physical, and spiritual needs of a people. As Americans, we have the tendency to try to throw money at the situation instead of truly investing in the people. Making a difference is a long-term process, not a short-term process. We must respond to God's heart for people, which is relational.

Much good can come from mission trips, but negative things can happen as well. Our expectation is that the prospective team leader would be committed to learning and teaching his/her team the pros and cons of short-term teams, in order to "maximize the potential benefits and minimize the possible harm of teams" (WHH p. 179).

We would also expect that sufficient consideration (initially by the team leader and eventually by all team members) has gone into the decision to partner with us: 1) earnest prayer for oneself and the field, 2) motivations for service, 3) wise use of God's resources, 4) spiritual reputation of team members: if they are not productive at home, they will not be productive on the mission field, 5) willingness to invest time and energy in what can be a difficult situation without complaining (counting the cost), 6) purposing to learn from the different culture, not look down on it, 7) willingness to adequately prepare as a team before coming. This is not an exhaustive list, but gives one the idea of what should be considered.

### **Fitting within NLCH's Strategic Plan**

The potential team leader understands that his/her team will be a part of the long-term, strategic plan for NLCH (see below). In other words, NLCH will work alongside the team leader to determine if and/or what each team will do based on how that will fit into our strategy.

The prospective team leader agrees to adhere to the cultural norms and follow the rules that have been put in place. Those cultural norms and rules will be communicated with each team member and the team leader will take responsibility for members that do not cooperate. In order to comply with our strategic plan, our teams will have no more than 20 people simply because of the difficulty in housing, transporting, and hosting more people. We want to guard against the team becoming the ministry rather than being an asset for the ministry.

### **Screening, Training, and Funding**

The prospective team leader agrees to prepare some form of presentation for prospective team members "clearly explaining what the trip is and is not about" (WHH p176). Each team member is committed to praying for and serving our ministry. Individuals should then be given sufficient time to think and pray before committing.

The potential team leader agrees that individuals will not be allowed to come on the trip simply because he/she wants to go on the trip and can raise the funds. Team members should be actively involved in their own church. We are seeking teams interested in partnering with us long term, therefore this speaks to a dedication to serving the Lord that is evident in team member's lives. We desire teams that are coming to build relationships, remembering relationships are the focus, not the work projects.

The potential team leader understands that meeting before, during, and after the trip is required, with the purpose being to foster learning, growth, and community among the team and in each team member. Untrained short-term mission teams are a "significant contributor to harmful teams" (WHH p177). The team leader will be required to read and comply with the "NLCH Team Leader Handbook."

The prospective team leader agrees that we are all broken and poor (whether relationally or materially) and that we are nothing without God's grace and healing. Therefore, we expect the potential team leader to emphasize to each team member that he/she is going as a learner (not necessarily as a teacher), instead of focusing on what he/she is sacrificing. The team's trip is to be "about 'being' and 'learning' as much as about 'doing' " (WHH p175). Teams that come with this attitude are often amazed at what they learn from the children and the Guatemalan staff. After all, if individuals refuse to meet in order to learn before, during, or after the trip, do they really have a desire to serve, learn, receive, grow, and respond?

Individuals will devote more time to the learning process before, during, and after the trip if they have to pay and/or raise all or a part of their trip expenses. Therefore, NLCH strongly encourages every team member to personally pay for and/or raise at least a part of the trip's expenses. The end result will be that each member will experience more growth because investment in God's kingdom is a personal value.

**Statement of Agreement:**

I have read and agree to abide by this philosophy.

**STRATEGIC PLAN**  
New Life Children's Home

The PURPOSE of NEW LIFE CHILDREN'S HOME is to lead each person into the reality and presence of Jesus Christ.

The MISSION of NEW LIFE CHILDREN'S HOME:

New Life Children's Home is a Christian ministry that offers love and holistic care for Guatemalan children and youth, attending to their physical, emotional and spiritual needs in a family atmosphere. NLCH promotes life change: a transformation through knowing Jesus Christ, imparting Biblical values and principles through a comprehensive, quality education.

The VISION of NEW LIFE CHILDREN'S HOME:

New Life Children's Home strives to prepare Guatemalan children and youth to be God-fearing persons of honor and principle; with the goal that they will one day be good husbands(wives), responsible parents, committed citizens of their country, Christian leaders, and professionals with respectable jobs, that help them to confront the challenges of life they will face.

The VISION for the School is to offer an education that is academically sound in a Christian atmosphere, challenging the student to develop academically while at the same time encouraging the student to become a disciple of Jesus Christ and nurturing him in his walk with the Lord.

## **Appendix 2 – General Information**

### **Appendix 2.1 – History of NLCH**

New Life Advance International (NLAI) began a home for orphaned and abandoned children in 1976, in the aftermath of a huge earthquake, in Villa Nueva, Guatemala. Villa Nueva is located on the southwest side of Guatemala City and has an estimated population of 1.4 million people. At the present time there are about 55 boys and girls, ages 3-23 years. Some of the children are orphans, some are abandoned, and some come from broken homes.

In addition to the home, there is a Christian school and a medical clinic on the property. Around 400 kids (including the children that live at NLCH) attend the school which consists of Pre-Kindergarten – 9th Grade. Along with the core subjects and electives, they teach Bible, English, and computer literacy to all grade levels. In January 2009, a Special Education program as well as a Discovery program for children with learning difficulties was started. We are currently in a building phase to allow space for a new high school program.

The medical clinic was opened in December 1998 after Hurricane Mitch. People receive quality medical care and medicines at a fraction of the cost in other nearby clinics. A dental clinic started in 2006.

For several years NLCH wanted to build home units that reflect the vision of being “family” to the children God brings to NLCH. However, due to the growth of the school, there was not space to build. In 2000, God provided additional property for this purpose. It is located right across the narrow street that runs by our front gate. Casa Elisabeth, the home unit for our girls, and Casa Anthony, the home unit for our boys, are “duplex style” buildings consisting of two home units, two stories high.

In March 2008, a three-story apartment building was completed. It houses six 2-bedroom apartments for national staff and missionary staff.

In 2015 Henry House was built, a multi-purpose building consisting of dining hall and kitchen, area for worship and devotionals, recreation room, study area, library, computer lab and office space.

Plans call for the construction of one more home unit and one additional three-story apartment building.

Please check out our website [www.nlai.org/](http://www.nlai.org/). The purpose, mission, and vision of NLCH are a part of the *Short-Term Team Philosophy and Guidelines* outlined in *Appendix 1*.

## Appendix 2.2 – A Look at Guatemala

Guatemala has a developing economy, characterized by wide income disparities. A peace accord, signed in 1996, ended a 36-year armed conflict. Visit the CIA's World Factbook website for additional information (<https://www.cia.gov/library/publications/the-world-factbook/geos/gt.html>).

Religion: There is a combination of Catholic, Mayan, and protestant.

Language: Spanish is primary, but there are 23 Mayan languages spoken as well.

Climate: The land of Eternal Spring. Year round the weather is great. It is usually 70-80 F in the day and 60-70 F at night. There are only two seasons, rainy and dry. Rainy season is May – Oct (it is clear in the morning and rains most afternoons) and dry season is Nov – April.

Currency: The Quetzal. Currently around, Q7.4 = \$1. Go to <https://www.exchange-rates.org/history/GTQ/USD/G/180> for the current rate.

Economy: The economy is weak. The children's home is in a town with 50% unemployment.

More than half of the population is below the national poverty line, and 23% of the population lives in extreme poverty. Poverty among indigenous groups, which make up more than 40% of the population, averages 79%, with 40% of the indigenous population living in extreme poverty. Nearly one-half of Guatemala's children under age five are chronically malnourished, one of the highest malnutrition rates in the world.

Literacy: 69.1% of the people 15 and older can read and write.

Time Zone: Guatemala does not use daylight saving time. From Nov – mid-March, Guatemala is on Central Daylight Time. From mid-March – Nov, Guatemala is on Mountain Daylight Time.



NLCH is in Villa Nueva, which is just south of the capital.

*Appendix 4.3* will be covered in the pre-trip meetings and has info about Guatemala's culture.

## Appendix 2.3 – Team Member FAQs

### Questions about this handbook:

*Do I have to read this entire handbook?*

Please read the second paragraph in the *Welcome Letter (Part I)* and then read the paragraph explaining the *Team Member Timeline (Part I)*.

*Should I bring this handbook to Guatemala?*

Yes, and to every team meeting.

### Questions about contacting and finances:

*Who do I contact if I have any questions?*

The Short Term Missions Coordinator ([teams@nlai.org](mailto:teams@nlai.org))

*What is the payment plan?*

See the *Team Member Timeline* in *Part I*

*When is everything due?*

See all underlined items in the *Team Member Timeline* in *Part I*

*How will we exchange spending money, and what size bills do we need to bring?*

*Appendix 4.7* has details. Money needs to be exchanged before your arrival at NLCH.

### Questions about the ministry, culture, and logistics:

*Where and what will we be eating?*

Breakfast is in the building where your team will stay. Different people on your team will be cooking breakfast (eggs, pancakes, cereal, etc).

Lunch is in the dining hall with everyone. The lunches are usually really good and filling.

Supper is usually in the home units. Come expecting to eat black beans and tortillas every night. If you will not be able to eat black beans and tortillas, please bring snacks. Please

Do not eat those snacks in front of the kids. Eat your snack in your dorm after supper.

*If I bring extra money, will you be able to purchase special snacks or drinks for me?*

Part of a mission trip is choosing to be a part of the culture that you are visiting. In our situation,

we ask that you be sensitive to the culture of Guatemala and the culture of NLCH. Our kids get

snacks and soda on special occasions. We try to keep the budget for teams low. We will be

sure that you have plenty of snacks available that include drink mixes like tea and Kool-Aid.

*Can I eat the food and drink the water?*

Yes, you can eat the food. It is all cleaned. Drink water and brush teeth from water filters or

bottled water only. We will show you the filtered water when you arrive.

*Will we need passports and/or visas to travel to Guatemala?*

A passport is required ([http://travel.state.gov/passport/passport\\_1738.html](http://travel.state.gov/passport/passport_1738.html)), but you will not need a visa.

*Will we be safe in Guatemala?*

See *Appendix 4.11*

*What will we be doing?*

Your team leader should have a basic outline.

*What can I wear, shorts, pants, or skirts? What about for church? How much should I pack?*

See *Clothing Instructions* in *Appendix 4.10*.

*What about tattoos and piercings?*

See *Tattoos and Piercings* in *Appendix 4.10*.

*What does a typical week look like for a team?*

- Saturday: flight arrival, orientation, and tour
- Sunday: church, play with the kids in the afternoon, prep time
- Monday – Friday: work morning and afternoon, play with the kids at night
  - One of these days will be spent touring and shopping in Antigua
- Saturday: flight departure

*Where will we be staying?*

There is a kitchen, living room, dining room and guy and girl dorm (showers, toilets, bunk beds).

All bedding, towels, hand and dish soap are provided.

*What will we use for transportation?*

We will not be traveling much. We will go to and from the airport and to Antigua. We have microvans that we typically use for transporting your team. The home is located in a secure compound. Leaving the compound without authorization is not allowed.

*How much spending money should I bring?*

\$50-\$100 will be enough. However, it's best that \$50 and \$100 bills be exchanged at airport kiosks. See *Appendix 4.7* for more details.

*Who should my family/friends call if there is an emergency back in the States?*

See *Appendix 4.8*

*Will I be able to call home?*

See *Appendix 4.9*

*Can I bring my smartphone, mp3 player, or laptop?*

Yes. You may bring your cell phone or mp3 but we ask that you only use these to take pictures or briefly to check in at home. These items quickly become a distraction to you, your team, and the nationals. Allowing the children to use your phone for any reason is not allowed. Only the team leader is allowed to bring a laptop.

*Do I need health insurance?*

Yes, see the *Team Member Timeline* in *Part I*.

*What code of conduct should volunteers observe?*

The *Accountability Guidelines* that every team member must agree to is in *Appendix 2.4*. Also, see *Appendix 4.3* about the culture and *Appendix 4.10* about clothing.

*What are luggage restrictions?*

You will need to check with your airline. New TSA regulations (July 2018) restricts the amount of powders allowed in checked luggage (12 OZ). Ground Coffee purchased at NLCH will need to put in checked baggage on return.

## Appendix 2.4 – Accountability Guidelines

(Note: This is just a copy of what each team member signed and agreed to before coming to NLCH.)

### Mission Teams, Interns, Summer Missionaries

New Life Children's Home

Villa Nueva, Guatemala

The following guidelines are designed to: (1) protect the children and young adults living at New Life Children's Home (NLCH) from various forms of abuse, (2) establish a degree of accountability and protection for volunteer work team members, and (3) encourage interns and short term team members to model behavior and appearance which honors God during their visit to NLCH. In order to serve on a short term team or as an intern at NLCH, you must agree to the guidelines below:

- **Accountability Partners:** When interacting in any way with the children or young people at NLCH, you must be accompanied by at least one other team member or intern who can serve as an “accountability partner,” and any interaction should always be in one of the “neutral” areas of NLCH. You should never enter the rooms of any of the children or staff of NLCH or invite any of the children or staff of NLCH into the guest dormitory. If you are serving as an intern alone at NLCH, and there is no other intern or short-term team member here to serve as an accountability partner, you must only interact with the children in neutral, prescribed areas of NLCH, and never alone with only one child.
- **Physical Appearance:** Be appropriate and modest. Female team members should be especially careful not to sexually challenge adolescent boys by their physical appearance; for example, halter tops, tank tops, other tight fitting clothes, and short shorts should be avoided. Male team members should also avoid short shorts and should wear shirts even when working or playing sports. Shorts should always be knee length for males and females. Earrings, Other Jewelry and Hair: We discourage males from wearing any earrings or ponytails. It is requested that males and females not wear any kind of body or facial piercing jewelry and that revealed piercings only be in ears. Females may have one piercing in each ear. Be modest in the display of jewelry. Be modest in hair coloring. If you do color your hair, it should be a natural hair color. Questions or the need for exceptions can be sent to [teams@nlai.org](mailto:teams@nlai.org).
- **Romantic Activity:** Dating or other romantic activity among unmarried work team members should not be a part of your visit to NLCH. Since romantic activity among the children at NLCH is not permitted, modeling this behavior in front of them may provoke needless challenges. Of course, absolutely no romantic activity of any kind is allowed between team members and the young people at NLCH; this includes (1) inappropriate physical touch and (2) romantic or sexually suggestive communication whether verbal, written, through body language, or even through inappropriate eye contact. We ask that married couples be modest in displays of affection in public. Short hugs and kisses are permissible when done in good taste.
- **Physical Contact:** Team members should be very cautious and discerning when making any physical contact with the children at NLCH. Male work team members should avoid hugging adolescent females from NLCH and female work team members should avoid hugging adolescent males from NLCH; the only possible exception would be very short

“congratulatory” or “greeting” hugs. Regarding perceived disciplinary problems involving children or young people at NLCH, simply report your concern to an NLCH staff member; never administer any kind of discipline yourself.

- **Social Media:** For the safety of our kids, do not post on social media pictures of the kids with their names or posts with their life stories. You can post pictures but only without names.
- **Language:** Glorify God in what you say to the children and young people at NLCH. Obscene or sexually oriented language, whether in English or Spanish, is not permitted at any time.
- **Alcohol, Drugs, Tobacco:** Alcohol, illegal drugs, and tobacco products are not allowed at NLCH.
- **Consequences:** Failure to follow these guidelines may result in a work team member being sent back home at his or her expense, depending on the offense. Any type of sexual or physical abuse will be treated as a violation of the law.

I have read and understand the above guidelines and agree to follow them during my visit to NLCH.

Signature \_\_\_\_\_ Team Name \_\_\_\_\_ Date \_\_\_\_\_

## Appendix 3 – Team Building

### Appendix 3.1 – Team Building Games

Team Building Games help your team members get to know one another and start building the trust they will need for the mission trip. This is not an exhaustive list. Feel free to use any other similar tools. For more games and team building ideas, check out [www.teampedia.net](http://www.teampedia.net).

1. **Have You Ever:** Active, fun group activity to discover the diversity of people’s past experiences. Works well with large groups. All members stand up. A “Have you ever?” question is asked. Everyone who answers “yes” sits down until only one is standing.
2. **Two Truths and A Lie:** People share two truths and a lie about themselves. All three are introduced as facts to the rest of the group who try to guess which one is a lie.
3. **Categories:** Interactive get-to-know you activity. Ask a group to organize themselves into small groups, based on categories such as favorite color, etc.
4. **Back to Back:** In partners, have them sit back to back and try and stand up. Repeat adding one person every time until everyone can stand together as one team.
5. **Helium Stick:** Form two lines facing each other. Lay a long, thin rod on group's index fingers. The goal is to lower to ground, but in reality it goes up.
6. **Minefield:** Objects are scattered in an indoor or outdoor place. In pairs, one person verbally guides his/her blindfolded partner through the minefield.
7. **Limited Senses:** People are blindfolded and given a unique number. The challenge is to line up in sequential order, without talking (without blindfold, try lining up by date of birth).
8. **Group Juggle:** Stand in a circle, toss a ball to someone, using his/her name, and they in turn toss it to someone else, using the next person's name. Add more balls to increase difficulty.
9. **Human Knot:** In a circle, people put their arms in and hold someone else’s hand, then try to unravel the knot without letting go of hands. Involves getting physically close to others, stretching, laughing and problem solving.

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### Appendix 3.2 – Life Story (Testimony)

To build trust within the team it is crucial that each person is open and honest. Sharing the good, bad, ugly, and uglier is important. For the team to really connect and grow, each team member must make themselves vulnerable. As the first meeting's devotional outlined, no one is perfect.

Things to consider:

- Share your life from the heart and be real
- Relax, it is for the benefit of you and your team
- Know what you are communicating and why
- After sharing with your team, you should be ready to share at any time on the trip

### **Appendix 3.3 – Team Covenant**

First, your team needs to decide if a team covenant is needed. Merriam Webster defines a covenant as “a written agreement or promise usually under seal between two or more parties especially for the performance of some action.” A covenant will ensure that everyone on your team knows what is and what is not expected. It is another way to build team trust. Below is an example team covenant. Edit it however you see fit to better serve the specifics of your team.

#### **A Covenant for Success**

We are privileged to have the opportunity to serve our great God by being volunteers in mission. Our primary purpose as volunteers is to radiate the love of Jesus Christ. We are to invest ourselves in the mission and honor God in all we do.

We will need to be flexible, adaptable, sensitive and patient. There will be times when we may want to hurry and get things done but delays happen. We will make the best of the quiet time to rest, get acquainted, communicate with the residents, and play with the children.

From now on we are a TEAM! A team functions best like the body of Christ. If one part of the body isn't functioning well the whole body suffers. We will need to be an encouragement to each other and support one another. When the team leader says, “let's get back to work,” it is time to get back to work. When the team leader says, “Let's take a break,” the whole team takes a break.

Our Task may be to clean up, or build bunk beds, or pave over some dirt. But our Purpose, which is far more important, is to be a living expression of God's love, building relationships, and to always have a learning attitude.

Cooperating is the key. We will need to cooperate with many, varied persons and conditions... Smile! A happy, positive attitude will go a long way. As we radiate the Love of Jesus Christ on this mission trip, let us also be good examples of His actions. Love one another!

"Pray without ceasing" for this adventure in mission!

Many Thanks for being on board!

**I have read the team covenant above and agree to follow these guidelines during the week in Guatemala. I understand that failure to do so will result in disciplinary action.**

Printed Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

## **Appendix 4 – Additional Items for Pre-Trip Meetings**

### **Appendix 4.1 – Devotionals**

#### **Pre-Trip Meeting 2:**

Please take time to discuss what is mentioned below...

Let's take a quick look at the two passages that we covered last time, but this time we will include the good news.

*Romans 3:22b-24* – There is no difference between Jew and Gentile, for all have sinned and fall short of the glory of God, *and all are justified freely by his grace through the redemption that came by Christ Jesus.*

*Romans 6:23* – For the wages of sin is death, *but the gift of God is eternal life in Christ Jesus our Lord.*

We “all have sinned” and deserve “death,” but we can receive eternal life through the grace offered by Jesus Christ. What powerful passages! Though no one is worthy, we have all been redeemed through Jesus. However, once again, it is important to emphasize that it does not matter who you are; you are incomplete without Christ. Without Christ, a billionaire in the U.S. is in just as much need as a homeless woman in Guatemala. No one is omniscient; no one has all the answers. We are all in need and have room to learn and grow.

Do you sometimes think you have all of the answers? Does the way you interact with people that are less educated, less influential, etc cast a vision that you have all the answers?

#### **Pre-Trip Meeting 3:**

Please take time to discuss what is mentioned below...

As we discussed in the last two meetings, we all “fall short” without the grace of God.

*Ephesians 2:8-9* – For it is by grace you have been saved, through faith—and this is not from yourselves, it is the gift of God— 9 not by works, so that no one can boast.

*Romans 11:6* – And if by grace, then it cannot be based on works; if it were, grace would no longer be grace.

*Galatians 2:21* – I do not set aside the grace of God, for if righteousness could be gained through the law, Christ died for nothing!

*Galatians 5:4* – You who are trying to be justified by the law have been alienated from Christ; you have fallen away from grace.

These Scriptures are clear that there is nothing that we (as men and women) can do or action that we can take to “earn” salvation. It doesn't matter who you are, where you live, what you do, or what you have done; without Jesus, death is all that waits. Following the law does not bring life, nor does completing certain works help you obtain salvation. Every citizen of the U.S. is in just as much need of the grace of Jesus Christ as every person throughout the rest of the world. We each have the option to accept this gift of grace through faith in Him. From there, we have to be continually sensitive to learning and listening. No one has it all figured out.

What have you already learned through the preparation for this trip? How are you going to intentionally seek out what God is teaching you and will teach you through this trip?

#### **Pre-Trip Meeting 4:**

Please take time to discuss what is mentioned below...

Last time we continued to discuss how it does not matter who you are, where you live, what you do, or what you have done, you are in need of the grace of God through Jesus Christ. We also talked about how we are not saved through works. Does that mean that we are saved by grace through faith but do not need to do anything?

*Ephesians 2:10* (Eph 2:8-9 was discussed last time) – For it is by grace you have been saved, through faith—and this is not from yourselves, it is the gift of God— 9 not by works, so that no one can boast. 10 *For we are God’s handiwork, created in Christ Jesus to do good works, which God prepared in advance for us to do.*

*James 2:18* – But someone will say, “You have faith; I have deeds.” Show me your faith without deeds, and I will show you my faith by what I do.

We also suggest your team reads Matthew 5:17-20.

These Scriptures make it clear that it is not enough to simply claim to be saved through grace and not do anything. Our works do not save us, but throughout Scripture it is clear that if we are truly saved it will be evident by our actions. We will be judged by what we do with the grace we have received. In turn, we should be intentional about how our works and actions point everyone around us to Christ.

What are you doing in your neighborhood, in your church, in your town, internationally, etc?

• How can you become more active? After you answer these questions, go do it.

#### **Pre-Trip Meeting 5:**

Please take time to discuss what is mentioned below...

We have now discussed how everyone is in need and how works do not save us, but we are still called to “do good works.”

*1 John 3:18* – Dear children, let us not love with words or speech but with actions and in truth.

*James 1:22-24* – Do not merely listen to the word, and so deceive yourselves. Do what it says.

23 Anyone who listens to the word but does not do what it says is like someone who looks at his face in a mirror 24 and, after looking at himself, goes away and immediately forgets what he looks like.

What does the Word say? It says to love God, love people, and make disciples. Are we being intentional about what we are called to do? These two verses are a call to action. Are we taking action? Or do we just see opportunities, problems, and maybe even solutions but do nothing? A trip to Guatemala is taking action. However, be sensitive to how God is going to use this trip to challenge you to consistently take action in your neighborhood, your community, your town, and in your church. Missions is not only international. Come as a learner and be seeking what need He is calling you to meet locally as well. God has challenged us. How will we respond?

Are you coming with the mindset of being sensitive to what God will teach you through the people, the place, and the time you spend in Guatemala? Go back and read the two questions at the end of Pre-Trip Meeting 4. Did you go do it?

## Appendix 4.2 – Basic Language Skills

We recommend learning some Spanish before coming to Guatemala. The below has been divided into the pre-trip meetings, but please review the info from past meetings each meeting. We also recommend visiting [http://www.randomhouse.com/livinglanguage/Audio-Scripts/Complete\\_Courses/Spanish\\_ToGo.pdf](http://www.randomhouse.com/livinglanguage/Audio-Scripts/Complete_Courses/Spanish_ToGo.pdf) and <http://www.fodors.com/language/spanish/>. The first one is a PDF, which allows for easy printing.

### Pre-Trip Meeting 1

Hello	Hola
Good-bye	Adiós
Good morning	Buenos días
Good afternoon	Buenas tardes
Good night	Buenas noches
See you later	Hasta luego

### Pre-Trip Meeting 2

How are you? (informal)	¿Cómo estás?
Fine, thanks. And you?	Bien, gracias, y usted?
How are you? (formal)	¿Cómo está?
Fine, thanks. And you?	Bien, gracias, y tu?
What is your name?	¿Cómo se llama?
My name is...	Me llamo...
Nice to meet you	Mucho gusto

### Pre-Trip Meeting 3

Please	Por favor
Thank you	Gracias
You're welcome	De nada
Yes, thank you	Sí, gracias
No, thank you	No, gracias
I'm sorry	Lo siento
Pardon me	Perdón

### Pre-Trip Meeting 4

That's okay	Está bien
It doesn't matter	No importa
Do you speak English?	¿Habla inglés?
Yes	Sí
No	No
I speak a little	Hablo un poco
I don't understand	No entiendo
I don't speak Spanish	No hablo español

### Pre-Trip Meeting 5

Could you repeat that?	¿Me lo podría repetir?
I don't know	No sé
No problem	No problema
How do you say...?	¿Como se dice...?

### Pre-Trip Meeting 6

Review everything you have learned so far

## Appendix 4.3 – Culture

Guatemala is not the United States, and there is nothing wrong with that. Don't expect everything to be the same as back home. We are guests in this country. As you come to Guatemala in obedience to God's call on your life, be sensitive to the culture. As you would expect someone in the United States to adapt to your culture, you need to adapt to the Guatemalan culture. This appendix is split up into five sections for the pre-trip meetings.

### **Pre-Trip Meeting 2 – Time, Relationships, and Development**

Time and relationships are very different in Guatemala. Americans “see time as a limited and valuable resource...Get the most out of every minute. Time is money” (WHH 163). For Guatemalans, “Time is a somewhat unlimited resource...Tasks typically take a backseat to forming and deepening relationships” (WHH 163). They are event oriented and not schedule oriented. This means that instead of being somewhere after supper at 8:00 p.m. sharp, you will be there when you finish supper, whenever that is. Both views of time are Biblically based. The extreme of either is not Biblical. It is not a situation where “we are right, and they are wrong.”

The U.S. and Guatemala also differ in relationships. Americans are usually individualistic, and Guatemalans are usually community based. You might see things as “yours” that Guatemalans would consider as “ours.” Friendships do not happen quickly in Guatemala. Americans start a friendship very easily and then stop. Guatemalans don't do this and count on you from then on. In Guatemala, relationships take time to form. Realize the consequences for them when you start to behave as a friend. Please keep your word.

Personal space is a lot smaller for Guatemalans. There is not a bubble around you...meaning how close you are comfortable with a Guatemalan getting will probably be different than how close they are comfortable being. If you are ever uncomfortable, please let us know.

We are usually in a development situation at NLCH, which takes time. There is no quick fix for development. As the devotional outlined, we are all in need (relationally and/or materially). Someone in material need may not be in a relief situation. Development may be what is necessary. Therefore, we want to “avoid paternalism; do not do for people what they can do for themselves” (WHH 175). Don't give away money, other items, or lend money.

### **Pre-Trip Meeting 3 – Communication, Greetings, and Personal Space**

Study the list of Spanish words (*Appendix 4.2*) and try to learn them. It will mean a lot if you have learned a few words of the language. You will find some people with whom you can communicate. Remember not to say anything around people that you do not want them to hear.

Do not speak about your beautiful homeland. Give basic information, but don't go on and on about how the U.S. is better. The U.S. has its own problems, but many Guatemalans see it as Heaven. You are the visitor; so ask a lot of questions about their interests and country. Don't encourage Guatemalans to want to go to the U.S. This is a very difficult thing to accomplish and might give them false hopes, thus discouraging them.

Don't make promises you won't keep about staying in touch with people or sending them things, or returning, etc. Sometimes even mentioning something as a possibility, "maybe I can send you some clothes," is understood as a promise.

Greetings are important! It is rude not to greet. However, be careful with greetings with the opposite sex. Men may shake hands or may greet each other with kissing both cheeks and hugging, or by simply putting their cheeks close to each other. Women generally kiss other women on both cheeks and hug. Men and women greet each other through hugging and at times through kissing on both cheeks. If you are a hugger, side hugs are best between opposite sexes. With male/female relationships, beware of implications across cultures. What may seem innocent to you may not mean the same to your Guatemalan friend of the opposite sex. Therefore, do not pair off with someone of the opposite sex.

#### **Pre-Trip Meeting 4 – Gifts for the Children and Clothing**

People wonder about bringing gifts to the children they sponsor. We do not allow team members to give things away directly (including to: the children, staff, or other Guatemalans), and we ask that you do not bring a gift for just one child. Over the years, a number of children have received many gifts and special attention while others have not received anything. We do not want to create an atmosphere of unhealthy dependency. If you want to bring something for all of the children to enjoy such as inexpensive toys, group games, sports balls (especially soccer), candy, etc, this is permitted. If you want to know what specific needs exist at this time, email [teams@nlai.org](mailto:teams@nlai.org). The NLCH Team will always coordinate distribution.

For clothing guidelines, see section entitled *Clothing Instructions* in *Appendix 4.10*.

#### **Pre-Trip Meeting 5 – While In Guatemala (includes Health)**

No one can leave the NLCH grounds without specific permission. If you have permission, always stay in groups. A good rule for packing is "if in doubt, leave it home." Do not wear any expensive jewelry (necklaces, bracelets, rings, or watches). This is especially true on days when you will be off property. You signed our *Accountability Guidelines (Appendix 2.4)* and agreed to not drink, smoke, or use drugs while at NLCH.

It's best not to pull out your camera right away. Wait until people know you a little better. Ask before you take people's pictures, and be sensitive to those who don't want their picture taken. Don't make people feel like they are part of a sightseeing tour. You can charge your cameras; the electricity is 120 volts (same as the U.S.).

#### Health

Please tell your team leader if you have any serious or chronic health issues (diabetes, etc).

Regularly ask the Father to give you good health during this trip! Eat lots of fresh fruit and drink lots of water. However, do not eat anything from the street vendors. All of the food served at the NLCH will be properly washed and sanitized for your safe enjoyment. There will also be filtered water available in the dorms. Do not use the tap water for brushing teeth or drinking. Bathing in it is fine, but do not swallow it if some gets in your mouth. Take care to always wash your hands, especially before meals.

If you take prescription medication, make sure to bring enough for the entire time you are in Guatemala and a little extra in case there are any delays. If you are asthmatic, or have bad allergies, bring whatever you might need should you have an occurrence while in Guatemala. We recommend that each team member takes small doses of Pepto-Bismol as soon as they leave the States and throughout the stay. This will often help avoid any sickness. If you still get sick, please let us know.

Mentioning some of these precautions tends to make people nervous, but that is not our desire. We simply recommend following these guidelines to help ensure a healthy stay in Guatemala.

### **Pre-Trip Meeting 6 – Health, Giving Things Away, and Working with Hosts**

Your team should probably review the health guidelines again that were discussed in this appendix in the *Pre-Trip Meeting 5* section.

Guatemala is full of people living in material poverty, which means you are going to be asked for things. You are going to want to give to help meet the need. Giving is good, but has to be done carefully or it can cause more harm than good. Make sure your giving is done appropriately. Here are a few tips:

- Review the info discussed in this appendix in the *Pre-Trip Meeting 4* section.
- Don't give money to people. It may not be used for the purpose you intend.
- If you want to give something away, always ask your host.

Appreciate the people who are hosting you on your mission trip. Many times they are taking time away from their normal jobs, or adding onto their normal work schedule to make your trip happen. Be careful not to bombard your host with questions about what's going on, the schedule, etc. Run questions like that through your team leader. Think of special ways your team can serve them. If you have time in your schedule, you could wash their cars, treat them to a special meal, or watch their children while they have a night out.

### **Mosquito Transmitted Illnesses:**

**Zika, Dengue and Chikungunya** are all mosquito transmitted illnesses that are risks in Guatemala. Please read the information below regarding these illnesses and the recommendations regarding prevention. **NLCH recommends using mosquito repellent day and night to prevent mosquito bites.** See *Appendix 4.12* for information regarding these.

## **Appendix 4.4 – Ways to Ruin the Trip**

1. Don't pray before, during, and after the trip. Don't find prayer partners.

2. Don't read this handbook. Don't come prepared. Don't journal.
3. Be a loner. Don't make an effort get to know all of your teammates or the nationals.
4. Expect everything to be the exact same as the States.
5. Don't be flexible. Always complain and whine when things are different than expected.
6. Don't eat the food and make fun of how bad it tastes.
7. Stay up late playing games or talking and don't get enough sleep.
8. Look only for the negative in people and situations.
9. Don't stretch yourself or try anything new.
10. If you get sick, don't tell anyone.
11. Don't be a team player. Always say how you would do things better if you were leading.

## Appendix 4.5 – Collecting Prayer Support

Enlisting a prayer support team at home allows your church family to be an important part of what God will be teaching you and doing through you. There are a variety of ways to collect prayer support and to pray for the team/trip. Below are some different ideas.

Pray for a participant – Have prayer cards for each team member. Pass them out to your church.

Ideas of what to pray for each team member:

1. That God will be glorified in and through his/her life
2. Spiritual discernment
3. Physical health and safety
4. Opportunities to share God’s Love
5. Power to do God’s will
6. Other members of the team
7. Missionaries and Guatemalans

Pray Scripture over the team – John 17:20-23, 2 Thessalonians 1:11-12, Ephesians 3:16-21

Pray for a day – Make a list of the days of your trip. People can then select a day and pray for the team, ministries, the missionaries, and Guatemalans.

Pray for a project – Make a list of the different projects your team will be performing. Have people pray during the planning and the actual event.

### My Prayer Partners

Each team member should find at least five people who will pray for every aspect of the trip. Ideas of what to pray for are listed above under *Pray for a participant*. Be sure to express your gratitude for each person’s prayer support after the trip.

Name	Email	Address	City/State/Zip	Phone
1				
2				
3				
4				
5				
6				
7				
8				

## Appendix 4.6 – Sample Letter

Dear friends and family,

I am planning on going on a mission trip to New Life Children’s Home in Villa Nueva, Guatemala. We will be leaving \_\_\_\_\_ and returning \_\_\_\_\_. There will be \_\_\_ of us total from \_\_\_\_\_ Church who will be going. \_\_\_\_\_ Church has done quite a few mission trips to Guatemala in the past few years and God has given me a burning desire to go on this trip. As some of you know, my family and I support one of the children at the Children’s Home. I am very anxious to meet her and get to know her and her brothers and sisters. The Children’s Home has approximately 55 children living there. These children are there either because they don’t have any parents to care for them or their parents are unwilling or unable to care for them due to various reasons.

Our job when we get there will be \_\_\_\_\_. This will provide them with \_\_\_\_\_. We will also probably be doing some maintenance work and be taking the children out one day for some “free time”.

The Children’s Home not only provides for their physical welfare, but also attends to their spiritual needs. Many of them have come to know the Lord as their Savior. It is our mission to show God in action through what we say and do. Not only will we be showing this to the children, but also to the local people. Jesus commissioned all of us to go and make disciples of all people.

I am asking that you would consider providing me with support for this trip through prayer and/or finances. The monetary support will go to help offset the cost of the trip, which will be approximately \$ \_\_\_\_\_. The prayers will assure my safety and the safety of the rest of the team, that we will accomplish God’s will while we are there, and that we show God’s love to everyone we meet along the way on our trip.

(Note: Please include something similar to what is below somewhere in your support letter.)

\_\_\_\_\_ is the church/organization that is planning and leading us on this mission. Please make all checks out to \_\_\_\_\_ and do not put my name anywhere on the check. This will ensure that your contribution is tax deductible.

Thank you so much for your support and prayers. May God bless you and your family.

Love in Christ,

## Appendix 4.7 – Exchanging Money

### Important Bank Policies:

One of the money exchanging laws is that one person cannot exchange more than \$3,000 in a month. On top of that, we really have to space out depositing U.S. dollars. That means it is not okay for anyone to bring money for the cost of the trip. That money needs to be sent to Houston by the outlined deadline (see *Part I*).

### Exchanging Money

If you bring money for souvenirs, you need to exchange that into the local currency here, quetzales. What you exchange needs to be in brand new crisp bills and in denominations of 20's, 50's or 100's for the exchange locations to be able to accept them better. If a bill is worn too much, not to mention torn, it will not be accepted for exchange. No coins are accepted. **Be sure before you arrive at NLCH that you have that exchanged either with your local bank, an online exchange service, or by just simply visiting an exchange kiosk in the airports the day of your travel.** You can put each individual in charge of exchanging their own money or put everyone's money in a pool and divide it up later.

### How Much Spending Money?

Concerning personal spending money, team members often wonder how much should be changed into Quetzales for personal souvenir shopping. \$50 will go quite a ways and \$100 will go a long way. If you plan to buy coffee from us it is Q60 per bag (or about \$8) and t shirts are Q90 (or \$12) and we can only accept quetzales for these.

### Credit/Debit Card Fraud

Please do not plan on using a credit/debit card. Credit/debit card fraud is becoming increasingly popular in Guatemala, especially in Antigua where we will tour and shop for a day. If you use the card at an ATM, people have found a way to withdraw money from your account, even if the card remains in your possession at all times. We therefore do not allow anyone to use a debit card to withdraw spending money. You should bring a credit/debit card in case there is an emergency, but please bring cash for spending money. You should also make arrangements with the credit card company so that it can be used in an international location.

Emergency use of a credit card would be necessary if someone had to be hospitalized. Hospitals here will not admit you unless you lay down a large deposit beforehand. That is why the credit card is so important. Then you would most likely use the same credit card to pay the final bill. Later you would work with the insurance company for reimbursement minus any deductible. Visa is the most accepted card here as there have been problems with Discover cards being as widely accepted.

## **Appendix 4.8 – Emergency Contact Info**

(Note: This info is to be left with someone in the U.S.)

We ask that no one from the U.S. calls a team member unless it is an emergency. If there is an emergency, by all means call us, and we will get you in immediate contact with the team.

Emergency telephone numbers:

Wheeler's skype: 832-775-8765 or 806-853-8980

Wheeler's house: [806-853-9085](tel:806-853-9085) (U.S. Vonage number patched through to Guatemala)

NLCH office: [+502-6631-3607](tel:+502-6631-3607) (office hours M-F, 7:00 – 4:00 Central Standard Time)

Kendon's cell: [+502-5720-1680](tel:+502-5720-1680)

Wendy's cell: [+502-5373-2376](tel:+502-5373-2376)

Lee's skype: 806-576-0626

Lee's cell: [+502-4522-2232](tel:+502-4522-2232)

Emergency emails (would be best to use all addresses):

[teams@nlai.org](mailto:teams@nlai.org), [kendonwheeler@gmail.com](mailto:kendonwheeler@gmail.com), and [wgfwflute@gmail.com](mailto:wgfwflute@gmail.com)

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## **Appendix 4.9 – Communication Once in Guatemala**

Team members are preferred to email or call home as little as possible while in Guatemala (in order to be fully engaged while here) unless there is an emergency. Once a day the team leader (or designated team member) will be allowed to update the team blog or send out an email to update family members, supporters, and anyone else interested in keeping up with the team. In fact, the following policy has been created to help guide the communications process.

### **NLCH Official Guest Dorm Internet Policy**

New Life Children's Home, the school, and the clinic all share one internet service. Due to this, we are requiring that groups and visitors adhere to new internet policies in an effort to maintain available bandwidth for the daily necessities of NLCH, the school, and clinic. Effective November 2014.

1) The router name and password to the internet will never be written down or available to any child or unauthorized staff person at NLCH. Therefore, we require all team members and visitors to only share the password by word of mouth as the password is not for kids. See your team host for the password.

2) Internet use must be limited to the hours outside of 7am until 8pm. This allows for bandwidth to be maintained for NLCH, the school, and clinic and also encourages our guests to be involved in children's home activities. During the permitted time of internet use, no video chat (Facetime, Skype) or video streaming (Netflix or other) is allowed.

We realize this is a technology driven world and that restricting your internet use like this can be a challenge for some of you. We would ask you to remember the fact that you are not here for very long and that engaging in life here is one of your main purposes for coming.

Tips for the team leader for handling updates to be sent to the States:

Three options are finding an email liaison (see details below), creating a blog for your team, creating a Facebook group for people interested in staying updated.

1. Prior to coming to Guatemala the team leader should identify someone at home who is willing to be the email liaison. This person will be the person to whom the team leader will call or email from Guatemala. The email liaison will then be in charge of distributing/forwarding the messages to the email address list.
2. The email liaison's email address should be given to each team member. Each team member is then responsible to give this person's email address out to family members, supporters, and other interested parties who want to receive email updates from the team while in Guatemala. Each of these persons should send an email to the email liaison requesting that their address be added to the team update distribution list.

## Appendix 4.10 – Packing List, Instructions, & Tips

### INCLUDES:

1. Categorized Packing List
2. Clothing Instructions
3. Tattoos and Piercings
4. Travel Tips and Important Reminders
5. Things you do not need
6. Optional Items

### INFORMATION:

#### 1. Categorized Packing List

##### Essentials:

Passport (and 2 copies packed separately)	Insurance cards/Emergency cards
Quetzals or dollars to exchange in airport for spending money	Itinerary/Tickets
This handbook	Snacks for flight
You should bring a credit or debit card in case of emergency (see <i>Appendix 4.7</i> )	

##### Clothes:

Shirts, shorts (knee length), jeans, underwear, and socks	Comfy work clothes (we may paint)
Khaki pants, nice jeans, skirt & nice shirt for church	Extra shoes (pair of tennis shoes)
Rain jacket or umbrella (only May-Oct.)	Sweater/light jacket for cool evening
Flip-flops for showers/lounging	Cap or hat (optional)
Gloves (construction team)	Bag for dirty clothes
Swimsuit (only if instructed by team leader. Ladies must bring a one piece or wear a t shirt over)	

##### Toiletries/Medicine:

Soap/Shampoo	Toothpaste/Toothbrush/Floss
Razors/Shaving cream	Deodorant
Personal toiletries	Pepto-Bismol
Ibuprofen/Tylenol	Prescriptions (bring extras in case of delays)
Sunscreen/Aloe Vera	Medicines: Asthma, Diabetes, Allergies, etc
Insect repellent	Glasses, contacts, and solution

##### Miscellaneous:

Bible	Notebook or journal and a pen
Spanish-English dictionary	Plastic water bottle (w/your name)
Camera	Alarm clock
Snack Foods for travel	Flashlight/good batteries
Umbrella for rainy season (May-Oct.)	Student I.D. (tourist attractions are cheaper)
Money Belt/Security Pouch	Ear plugs

#### 2. Clothing Instructions

Be modest! For church, khaki pants or nice jeans and a nice shirt are fine for both men and women. Skirts that are at least knee length are fine too. However, shorts cannot be worn to

church. As far as how much to bring, we recommend bringing a little bit extra of everything (4-5 work project sets of clothes, and 2-3 “other” ministry sets of clothes).

We are often asked about shorts (particularly by high school/college age young people). Shorts are permitted when working at the children’s home, but please be selective in terms of style. Shorts that are not tight and are knee length are fine. Basketball type shorts are the best. Above all, we want to demonstrate a good testimony of our Lord to the Guatemalan people, be they believers or not. If you have a doubt as to the “appropriateness” of a particular article of clothing, it would probably be best to leave it at home.

Guys and girls should not wear sleeveless shirts. Furthermore, we are very strict with our girls in their dress, and for that reason, also ask the same dress code of those visiting:

1. No cleavage showing—no tank tops or “spaghetti” straps
2. No short, tight shorts or skirts...again, basketball type & knee length only
3. No midriffs
4. No super tight shirts
5. Let modesty be the rule

### 3. Tattoos and Piercings

If anyone has tattoos which are sexually explicit or gang/cult related, we ask that you cover them. One piercing of ears for women is allowed. We ask that facial or body piercings be removed while serving at NLCH. Piercings may have a clear stud, but only during times in guest dorm. Although tattoos and piercings are becoming increasingly popular in the U.S., they are both associated with gangs in Guatemala. Please be sensitive to this policy.

### 4. Travel Tips and Important Reminders

- Pack toiletries and an extra change of clothes in your carry-on, but be sure and **follow the guidelines for packing gels, lotions, etc.**
- A maximum of 50 lbs for checked bag(s). If they weigh more, you will have to pay a fee.
- If you can’t use a money belt/security pouch, men should use a money clip and keep it in their front pocket. Women should have a zip-top purse that securely closes.
- Laundry is available only for emergencies. Make sure you have enough clothes.
- Pack anything that can leak in Ziploc bags.
- Only use suitcases (no boxes).
- Your team should mark all bags with a unique tag for easy spotting at the airport.
- **Save your baggage claim tickets. You will need them to claim your bags in Guate.**
- Personal Reminders
  - Email out of office assistant turned on
  - Phone message changed
  - Mail put on hold
  - Newspaper delivery put on hold
  - On return- any ground coffee will need to put in checked baggage due to TSA restrictions

5. Things you do not need

- No bedding-sheets, blankets or pillows (if you have a favorite pillow, it is fine to bring it)
- No camouflage or Army-type clothing
- No voltage converters - Electricity is 120V, which is the same as the U.S.
- No nice/expensive jewelry
- snacks or food while at NLCH...You will be well stocked and fed!

6. Optional items (check with team leader to see if these items are necessary)

- 2-way radios with extra batteries
- Personal tools/medical examining equipment (depending on type of trip)

### **Appendix 4.11 – Security & Safety**

We want to be honest with you; Guatemala is a violent country. We are extremely conservative, take every precaution to ensure your safety, and remember that God is in control. We do not go out at night, we stay in during the day except if we use vehicles (no walking down the street), we have 4 guards (2 work at a time) that work 24/7, and we have a fence all the way around our property with electric barbed wire on top.

#### **Emergency Card**

IMPORTANT: Please carry the card with the information on the right with you at all times while in Guatemala. The team leader can get a PDF of these cards from our website (see *Appendix 6.2*). We also suggest that each team member fills out any relevant medical info on the back of his/her card.

Kendon & Wendy Wheeler  
Hogar De Niños, Liga de Vida Nueva  
Dirección: 5a. Calle 15-20, Zona 4, La Arada  
Villa Nueva, Guatemala  
(Tome la Carretera al Mayan Golf, 1/2 km. de  
MetroCentro, cruce a la derecha 4 cuadras)  
Cel: 5720-1680 (Kendon) 5373-2376 (Wendy)  
4022-2186 (Staci) 4522-2232 (Lee)  
U.S. Embassy 2331-2354

#### **Things to Consider from a Security Standpoint**

- Never leave valuables in vehicles.
- We discourage wearing team shirts off the property or at airport, as it draws unwanted attention.
- Dress simply.
- Do not wear jewelry. Leave rings at home. Wear cheap watches. Leave anything expensive or that has sentimental value behind.
- Limit the number of cameras. If possible, have one or two people as official photographers.
- Do not bring any attention to yourselves by wandering around, talking loudly or yelling.
- Be a servant, be humble, and don't give anyone a reason to be mad at you.

#### **Information from the Guatemalan U.S. Embassy**

(Note: For updated info on Guatemala, we recommend visiting the websites of the U.S. Embassy and the U.S. Department of State – <http://guatemala.usembassy.gov/> and [http://travel.state.gov/travel/travel\\_1744.html](http://travel.state.gov/travel/travel_1744.html))

The Department of State provides information to assist travelers in better understanding foreign countries they may visit and the known risks that they should consider. The Department of State strongly urges

Americans to consult with their medical insurance company prior to traveling abroad to confirm whether their policy applies overseas and whether it will cover emergency expenses such as a medical evacuation; Medicare does not cover medical expenses abroad.

## **Appendix 4.12 – Mosquito Transmitted Illnesses in Guatemala**

### **ZIKA**

Zika is spread mostly by the bite of an infected *Aedes* species mosquito (*Ae. aegypti* and *Ae. albopictus*). These mosquitoes bite during the day and night.

Many people infected with Zika virus won't have symptoms or will only have mild symptoms. The most common symptoms of Zika are Fever, Rash, Headache, Joint pain, Conjunctivitis (red eyes), Muscle pain.

Zika infection during pregnancy can cause serious birth defects. Therefore, pregnant women should not travel to Guatemala. Partners of pregnant women and couples planning pregnancy should know the [possible risks to pregnancy and take preventive steps \(more information\)](#).

Zika can be passed from a [pregnant woman](#) to her fetus. Infection during pregnancy can cause certain birth defects. There is no vaccine or medicine for Zika.

See the CDC links for more information and prevention.

<https://wwwnc.cdc.gov/travel/page/zika-information>

[https://www.cdc.gov/zika/pdfs/zpk\\_poster.pdf](https://www.cdc.gov/zika/pdfs/zpk_poster.pdf)

<https://wwwnc.cdc.gov/travel/page/risk-of-zika-selected-destination>

### **DENGUE**

Dengue is an illness caused by a virus that is spread through mosquito bites. [Symptoms](#) include fever, headache, nausea, vomiting, rash, and pain in the eyes, joints, and muscles. After you are bitten by an infected mosquito, symptoms can take up to 2 weeks to develop but usually end in a week. In severe cases, symptoms may include intense stomach pain, repeated vomiting, bleeding from the nose or gums, and death.

See the CDC links for more information and prevention.

<https://www.cdc.gov/dengue/>

<https://www.cdc.gov/dengue/traveloutbreaks/index.html>

<https://www.cdc.gov/dengue/prevention/index.html>

### **Chikungunya**

Chikungunya (pronunciation: chik-en-gun-ya) virus is [transmitted](#) to people by mosquitoes. The most common symptoms of chikungunya virus infection are fever and joint pain. Other symptoms may include headache, muscle pain, joint swelling, or rash. Outbreaks have occurred in [countries](#) in Africa, Asia, Europe, and the Indian and Pacific Oceans. In late 2013, chikungunya virus was found for the first time in the [Americas](#) on islands in the Caribbean. There is a risk that the virus will be imported to new areas by infected travelers. There is no vaccine to prevent or medicine to treat chikungunya virus infection. Travelers can protect themselves by [preventing](#) mosquito bites. When traveling to countries with chikungunya virus, use insect repellent, wear long sleeves and pants, and stay in places with air conditioning or that use window and door screens.

See the CDC links for more information and prevention.

<https://www.cdc.gov/chikungunya/>

[https://www.cdc.gov/chikungunya/pdfs/factsheet\\_chikungunya-what-you-need-to-know.pdf](https://www.cdc.gov/chikungunya/pdfs/factsheet_chikungunya-what-you-need-to-know.pdf)

## **Appendix 5 – After the Trip**

We hope that God has spoken to you through this short-term mission trip. Hopefully you will look at things differently over the next few weeks and months. We have compiled the following to help you to continue to process the trip and to challenge you to take action.

**Going Home Changed**

Why did God send me on this mission trip?

What are some things that happened on this mission trip that I never want to forget?

What will I do differently? How will I make sure that happens?

What are some goals that I have set?

**Bringing My Mission Trip Home**

What ministries/opportunities can I become involved in when I get back home?

<i>Ministry/Opportunity/Need</i>	<i>Plan</i>
1.	
2.	
3.	
4.	
5.	
6.	
7.	

**Now That I am Back in the States**

Think through how you would complete some of the below sentences:

1. Now that I am back home, I am...
2. I find it easy to...
3. I find it hard to...
4. I wish...
5. My spouse/family says I...
6. My friends think I am...

**Post-Trip Checklist**

- Send thank you letters to prayer/financial supporters
- Attend post-trip meetings
- Take action!
- Be disciplined.
- Use the trip to glorify God

**Appendix 6 – Team Leaders Only**

## Appendix 6.1 – Team Leader Timeline Extra Information

### **NLCH Contact:**

NLCH Team Coordinator – [teams@nlai.org](mailto:teams@nlai.org)

### **NLAI Address (for all checks):**

NLCH  
c/o NLAI  
P.O. Box 35857  
Houston, TX 77235-5857

### **NLAI Contact:**

Email: [maldana@nlai.org](mailto:maldana@nlai.org)  
Tel: 832.242.7750

### **Instructions for All Checks**

Mail all checks to the address listed above. A note needs to be enclosed with the check saying: Your Team's Name, and the Month and Year your team will be coming.

### **Cost for Each Team Member**

The cost for each team member given to you by NLCH includes accommodations, meals, transportation, and a small ministry budget, but it does not include the items below. Be sure to include those items in the amount you give to team members to raise. The amount that we gave you for each team member is what needs to be sent to NLAI.

- Air Fare
- Short-Term Insurance
- Personal Shopping Money
- Food, Lodging, Transportation, and Other Expenses in U.S.
- U.S. Airport Taxes

### **Additional Information for Various Deadlines in Timeline:**

#### 7-18 Months Before Trip

- *Mail \$500 non-refundable check to NLAI within 2 weeks of your team's acceptance. We have interest from a lot of teams and have elected to use this non-refundable deposit to help avoid a team canceling. The \$500 will be a non-refundable deposit to reserve the dates and will go towards your team's overall expenses (this is not an extra expense).*

#### 6 Months Before Trip

- If for some reason your team will no longer be coming, we will need to know at this point. We would therefore have sufficient time to explore other teams interested in your service opportunity and dates.

#### 2 Months Before Trip

*Applications, references, and additional forms are at [nlai.org/serve/short-term](http://nlai.org/serve/short-term).*

- Each team member will have to fill out our online application, reference form, and additional forms (liability forms, etc). If anyone has filled out the online application and/or reference form before, he/she should only have to fill out the reference form again and usually he/she does not need to fill out the application again. However, if his/her passport, health information, emergency contact, etc, has changed, he/she needs to fill out the application again. The additional forms (liability forms, etc) need to be filled out every time someone comes.

- The references and additional forms will need to be mailed to Houston. We have found the easiest thing to do is to have all team members fill out the documents in a team meeting and return the info to you. You can then mail all of the documents to Houston.
- **IMPORTANT:** As team leader, you will need to keep a copy of every team member's *NLAI Medical Release Form* and bring it to Guatemala.

## Appendix 6.2 – Short Term Team Page on NLAI Website

Every team member now has access to the *Short Term Team* page on our website. This page contains many documents. All of the documents are listed below and are available for viewing/printing.

To access the page directly:

1. Go to <http://nlai.org/serve/short-term>

### Documents on the *Team* Page

Documents for Pre-Trip:

- Short-Term Team Philosophy and Guidelines
- Team Leader Handbook – This handbook is available in a PDF for easy access.
- Team Member Handbook – Outlines all of the pre-trip info that each team member needs to have (devotionals, culture, packing list, etc). Every team member will need a copy.
- Skills Sheet – Helps us determine the best jobs for each team member (typically everyone will be involved in a work project). Print, fill out, and email to [teams@nlai.org](mailto:teams@nlai.org).
- Trip Insurance Info – Outlines how you can purchase short-term insurance for each team member (go to the website for the instructions).

Documents to Print for the Trip:

- Team Leader Checklist for Traveling – An extensive checklist to make sure nothing is forgotten.
- Emergency Cards – Includes the emergency info that each team member will need to keep at all times while in Guatemala.
- Travel Tips – Hints for on the plane and for your arrival/departure.

## Appendix 6.3 – Team Leader Checklist for Traveling

### Essentials:

- Check for passports before departing for airport and when getting out of the van at airport

- Insurance cards for each team member
- NLAI Medical Release Form* signed by each team member (was part of the application)
- Cash – money for meals while traveling and spending money (split up spending money)
- Team Leader and each participant need copies of:
  - Passports
  - Itinerary/tickets (*Appendix 6.4* has an example)
  - Emergency Cards\** (each team member has to carry while in Guatemala)
- Travel Tips\** (includes missionaries' Guatemalan phone numbers)
- NLCH Team Leader Handbook*

**Other Items to Have:**

- Any donations for NLCH and/or items requested by missionaries
- If applicable, letter for Guatemala Customs explaining why you are bringing items

**General Information:**

- Your team should mark all bags with a unique tag or ribbon for easy spotting at airport
- Also, be sure bags are labeled (inside and out) with name, address, and phone number
- Assign team members different duties (*Appendix 6.5* has an example)
- For early flights, have a wakeup call partner for each team member

**Items to leave with someone at home:**

- Emergency contacts in Guatemala (*Appendix 4.8* has info)
- Copies of passports
- Flight itinerary
- Copy of insurance information

\*See *Appendix 6.2* for instructions on how to access the online information

## Appendix 6.4 – Example Travel Itinerary

*Check in is at the church at 5am. We want to leave the church by 5:30am.*

You may only bring:

- 1 personal suitcase not to exceed 50 pounds (not a good one as it may get beat up)
- 1 carry-on bag not to exceed 22 pounds

### STATION 1 – Luggage Check-In

Your luggage will be weighed and tagged for you.

You do not need to have name tags on your luggage prior to check in.

**YOU WILL NOT HAVE ACCESS TO YOUR CHECKED LUGGAGE UNTIL YOU GET TO NLCH.**

After your bags are weighed and tagged, line them up at the door in numerical order.

### STATION 2 – Cash

Turn in your U.S. Dollars you wish to have exchanged for Quetzales in airport. They have to be **\$50s** or **\$100s**. You will also need about \$20 for lunch in the airports on our way to/from NLCH.

### **Travel Itinerary**

Departing YCC Saturday, February 18th at 5:30am (meet at 5am)

Arrive back at YCC Saturday, February 25th 9:00pm

*Flight Information (Local Times)*

#### American Airlines – Flight 971

Saturday, February 19<sup>th</sup> DFW to Guatemala City 9:10am – 11:50am

#### American Airlines – Flight 2128

Saturday, February 26<sup>th</sup> Guatemala City to DFW 3:35pm – 7:05pm

## Appendix 6.5 – Example Task Assignments

Team Leader	Trent
Organize Luggage	Melissa, Jen, Hannah, Michelle
Count Luggage	Candace, Leslie
Watch Carry-Ons	Kathy, Olivia, Christina
Baggage Claim	Jimmy, Sam, Joe, Darryl
Luggage Shuttlers	Dylan, David, Wayne, Mike, Paul
Breakfast Cooks	Trent & faithful assistants

These assignments may seem silly and easy but if each person follows his/her assignment and **ONLY** his/her assignment it goes much smoother. You will be tempted to do more than you are assigned, don't.

After we gather all the luggage, we need to have our bags inspected by customs. Make sure you have saved your baggage claim ticket and airline ticket. They will need to be inspected by customs. We will go through customs together but may be checked individually. After customs, gather with the team to exit the airport. When we exit the building, refuse all offers to help with our luggage. The Hosts and Trent will get men to help us carry luggage.

## Appendix 6.6 – Post-Trip Meetings

“Research is demonstrating that post-trip training is essential for short-term mission trips to have positive, long-term impacts on team members. This training...is an intentional and ongoing learning process that...carefully examines the ‘next steps’ for both the individual and the sending church” (chalmers.org).

“Experienced short-term mission leaders know what God does in the hearts of team members is just as important as what He does through them. Every team leader wants members of the team to come home changed, to have a vision for the world and to act out the next steps God has shown them. A quality debriefing experience is the key that unlocks the potential of long-term life change for most team members. As a team leader, planning and executing the debriefing sessions is like putting the key in the lock. It is up to the team members to ‘turn the key’ as they engage in the process and open their hearts to God's next steps” (shorttermmissions.com).

We believe post-trip meetings are essential for every person that comes to NLCH. As team leader, we are relying on you to disciple team members and to challenge them to take action. We pray that Jesus Christ works through your team’s pre-trip training, short-term trip, and post-trip training so that people come here and are changed. The *Post-Trip Meetings* section in *Part II* has some ideas for the post-trip meetings.

### **Reflective Questions for Team Leaders** (from shorttermmissions.com)

1. Will your team members be given opportunities to share in a church service upon their return? What responsibility do you have as the team leader to help them prepare?
2. Many teams meet regularly for weeks prior to leaving for their short-term mission trip. What value would you see in meeting regularly for a number of weeks after the trip? What subjects would you want to address?