



New Life Children's Home

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

NLCH Team Member Handbook

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Table of Contents

<u>PART I: INTRODUCTORY INFORMATION</u>	Error! Bookmark not defined.
	DEAR TEAM MEMBER
	3TEAM MEMBER TIMELINE
	Error! Bookmark not defined.
	TEAM MEMBER CHECKLIST
	5
<u>PART II: TRAINING</u>	6
PRE-TRIP MEETING 1	7
PRE-TRIP MEETINGS 2 – 5	10
PRE-TRIP MEETING 6	12
ON-THE-FIELD MEETINGS	15
POST-TRIP MEETINGS	17
<u>APPENDIX 1 – SHORT-TERM TEAM PHILOSOPHY AND GUIDELINES</u>	18
<u>APPENDIX 2 – GENERAL INFORMATION</u>	22
APPENDIX 2.1 – HISTORY OF NLCH	22
APPENDIX 2.2 – A LOOK AT GUATEMALA	23
APPENDIX 2.3 – TEAM MEMBER FAQs	24
APPENDIX 2.4 – ACCOUNTABILITY GUIDELINES	27
<u>APPENDIX 3 – TEAM BUILDING</u>	29
APPENDIX 3.1 – LIFE STORY (TESTIMONY)	29
APPENDIX 3.2 – TEAM COVENANT	29
<u>APPENDIX 4 – ADDITIONAL ITEMS FOR PRE-TRIP MEETINGS</u>	30
APPENDIX 4.1 – DEVOTIONALS	30
APPENDIX 4.2 – BASIC LANGUAGE SKILLS	33
APPENDIX 4.3 – CULTURE	34
APPENDIX 4.4 – WAYS TO RUIN THE TRIP	36
APPENDIX 4.5 – COLLECTING PRAYER SUPPORT	37
APPENDIX 4.6 – SAMPLE LETTER	38
APPENDIX 4.7 – EXCHANGING MONEY	39
APPENDIX 4.8 – EMERGENCY CONTACT INFO	39
APPENDIX 4.9 – COMMUNICATION ONCE IN GUATEMALA	40
APPENDIX 4.10 – PACKING LIST, INSTRUCTIONS, & TIPS	40
APPENDIX 4.11 – SECURITY & SAFETY	43
APPENDIX 4.12 – MOSQUITO TRANSMITTED ILLNESSES	44
	44
<u>APPENDIX 5 – AFTER THE TRIP</u>	45

Part I: Introductory Information

Dear Team Member,

We are excited about the opportunity to have you at NLCH. We want you to know how valuable you and your entire team will be to God's ministry here at the children's home. 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 Member Handbook* is comprehensive and includes guidelines and training material. 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 Member 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. All of the information included will be useful and in turn, we request that you read all of the material. We want you to come prepared and leave changed, and this handbook is an important part of those two aspects. Therefore, we request that you bring this handbook to every pre-trip meeting and with you to Guatemala.

Our prayer is that your preparations run smoothly and that you are sensitive to what God will teach 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 Member Timeline

The purpose of this timeline (and the following checklist) is to outline the steps you need to take before your trip. As stated in the *Welcome Letter*, 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 _____ *

Date of 1 st Payment _____ *	Amount of 1 st Payment _____ *
Date of 2 nd Payment _____ *	Amount of 2 nd Payment _____ *
Date of 3 rd Payment _____ *	Amount of 3 rd Payment _____ *

3 Months Before Trip – Date _____

- 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 – Date _____

- 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>. You have to fill out our online application, reference form, and additional forms (liability forms, etc). If you have filled out the online application and/or reference form before, you will never have to fill out the reference form again and usually you do not need to fill out the application again. However, if your passport, health information, emergency contact, etc has changed, you need to fill out the application again. The additional forms (liability forms, etc) need to be filled out every time you come and then given to your team leader for mailing.

***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 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
- 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

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, substituting “team member” for “team leader” where necessary. 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 will be communicated. This section is therefore presented chronologically to help reduce your stress. We have included everything you need in order to be an effective team member.

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

This section contains:

PRE-TRIP MEETING 1	7
PRE-TRIP MEETINGS 2 – 5	10
PRE-TRIP MEETING 6	12
ON-THE-FIELD MEETINGS	15
POST-TRIP MEETINGS	18

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

Pre-Trip Meeting 1

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)
- Additional Items to Cover: prayer support, passports, trip cost/deadlines/applications, shots, fundraising, Facebook group, FAQs, basic language skills, 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. 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 3.1* 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 3.2* 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 (space below for notes):

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

Short-Term Team Philosophy and Guidelines: Our philosophy and guidelines are found in *Appendix 1*. You should read that document to understand 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 you read WHH as well.

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 you to note your prayer partners

Passports – A passport is required to travel internationally. If you have a passport expiring within 6 months of the departure date, you will have to renew it. For all passport information, visit http://travel.state.gov/passport/passport_1738.html.

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

Shots – You need current Tetanus, Hep A, and Hep B (check your County's health department).

Fundraising – Paying for a short-term mission trip does not mean that you should pay for all of it out of your own pocket. 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 – A good way to remind everyone of meetings, keep everyone up-to-date, and stay in contact after the trip. You and your team should discuss if this would be beneficial.

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

Notes:

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. For example, the devotionals for meetings 2-5 are listed chronologically in *Appendix 4.1*.

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. Games.
2. We strongly recommend that each team member shares his/her life story (testimony) with the whole team during the pre-trip meetings (*Appendix 3.1* 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 3.2* 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 4 and 5, respectively) to ensure that you are 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
- Bring passports next meeting or make 4 copies (1 for leader, 2 for you, and 1 to leave in U.S.) and bring 1

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, 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 to read *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 you have 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

Notes:

Pre-Trip Meeting 6

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?
Notes:

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. You will have the opportunity to express any problems or questions and discuss what you 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 3.2*).
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 4 and 5, respectively) to ensure that you have completed everything.

Reminders:

- You need to bring your *Team Member Handbook* and a journal on the trip
- Exchange your personal spending money before leaving home or at the Guatemalan airport (*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. Here are a few ideas to get you thinking:

- Sports (soccer, basketball, karate, etc), juggling, cutting hair, cosmetics, drawing, 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 – You need to give this info to your 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?

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

Notes:

On-the-Field Meetings

On-the-Field meetings will be one of the most important parts of the trip. You will have the opportunity to express any problems or questions and discuss what you 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 on the following page (make sure you have your 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 team leader, 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

Notes

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 needs) 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
 - Address reentry and reverse culture stress
 - Evaluate the program
 - Write yourself a letter to be mailed in six months
- Close with prayer

Notes:

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 your 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 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 member should read, pray about, and agree to the philosophy and guidelines. 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 1.2 million people.

At the present time there are about 50 boys and girls, ages 1-27 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 building a new building to house the school allowing us space to begin a high school program in the near future.

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 new 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.

A multi-purpose building, Henry House, was completed in 2015 consisting of a 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. 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 Department of State's website for additional information (http://travel.state.gov/travel/cis_pa_tw/cis/cis_1129.html).

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

Language: Spanish is primary, but a lot of other Mayan languages are spoken as well.

Climate: The land of Eternal Spring. Year round the weather is great. It is usually 70-80F in the day and 60-70F 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. In the past, Q7.4 = \$1. Go to <https://www.exchange-rates.org/converter/USD/GTQ/1> for the current rate.

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

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?

Your team leader

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), 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
- 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 transportation. 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 you agreed 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 you 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 at least 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. Suggestive tattoos should be covered. Questions or the need for exceptions can be sent to 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 any display 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 team members should avoid hugging adolescent females from NLCH and female 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:** 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 of Team Member

Date

Appendix 3 – Team Building

Appendix 3.1 – Life Story (Testimony)

To build trust within the team it is crucial that you are open and honest. Sharing the good, bad, ugly, and uglier is important. For the team to really connect and grow, you 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 3.2 – Team Covenant

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?

Notes:

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?

Notes:

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.

Notes:

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?

Notes:

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 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 tú?
How are you? (formal)	¿Cómo está?
Fine, thanks. And you? usted?	Bien, gracias, y
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 usted 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? repetir?	¿Me lo podría
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, talk to your team leader. 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.

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 – Create prayer cards, and pass them out to your church.

Ideas of what to pray for each team member:

1. That God will be glorified in and through your 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

You 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 February 20 and coming back February 28, 2004. There will be 8 of us total from Chapel Church who will be going. Chapel 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. I would have liked to have gone on one of the earlier trips, but it just wasn't the right time. 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 50 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 doing light construction work in preparation for more extensive construction work, which will take place later in the spring and summer of 2004. This will provide them with some much-needed additional housing for the children and staff. 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 \$1,500. 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 journey. We are blessed that they do this for us as a service free of charge. 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

We used to exchange all personal spending money for teams but for security reasons have had to ask that **all money be exchanged before arriving at NLCH**. There are three ways we recommend that you get your personal spending money exchanged before you arrive: 1) some of your local banks can exchange from dollars to quetzals 2) you can visit exchange kiosks in airports on the day of your travel if you are traveling during business hours 3) there are websites that offer the service

How Much Spending Money?

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 house: 806-853-9085 (U.S. Vonage number patched through to Guatemala)

NLCH office: +502-6627-8000 (office hours M-F, 7:00 – 4:00 Central Standard Time)

Kendon's cell: +502-5720-1680

Wendy's cell: +502-5373-2376

Lee's skype: 806-576-0626

Lee's cell: +502-4522-2232

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

teams@nlai.org, kendonwheeler@gmail.com, and wwheeler@nlai.org

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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.

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 that will be exchanged	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, knee length shorts, pants, underwear, and socks

Comfy work clothes (we may paint)
 Khaki pants, nice jeans, skirts & nice shirt for church
 Extra shoes (pair of tennis shoes)
 Rain jacket (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/Retainer
Razors/Shaving cream	Deodorant
Personal toiletries	Pepto-Bismol: Take 2 tablets daily
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	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, 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 preferable
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 50lbs 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.**
- 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

6. Optional items (your team leader will tell you 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. Your team leader has access to and is responsible for making copies for each team member. We also suggest that you fill out any relevant medical info on the back of this 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 in 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)

October 13, 2006

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://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.

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