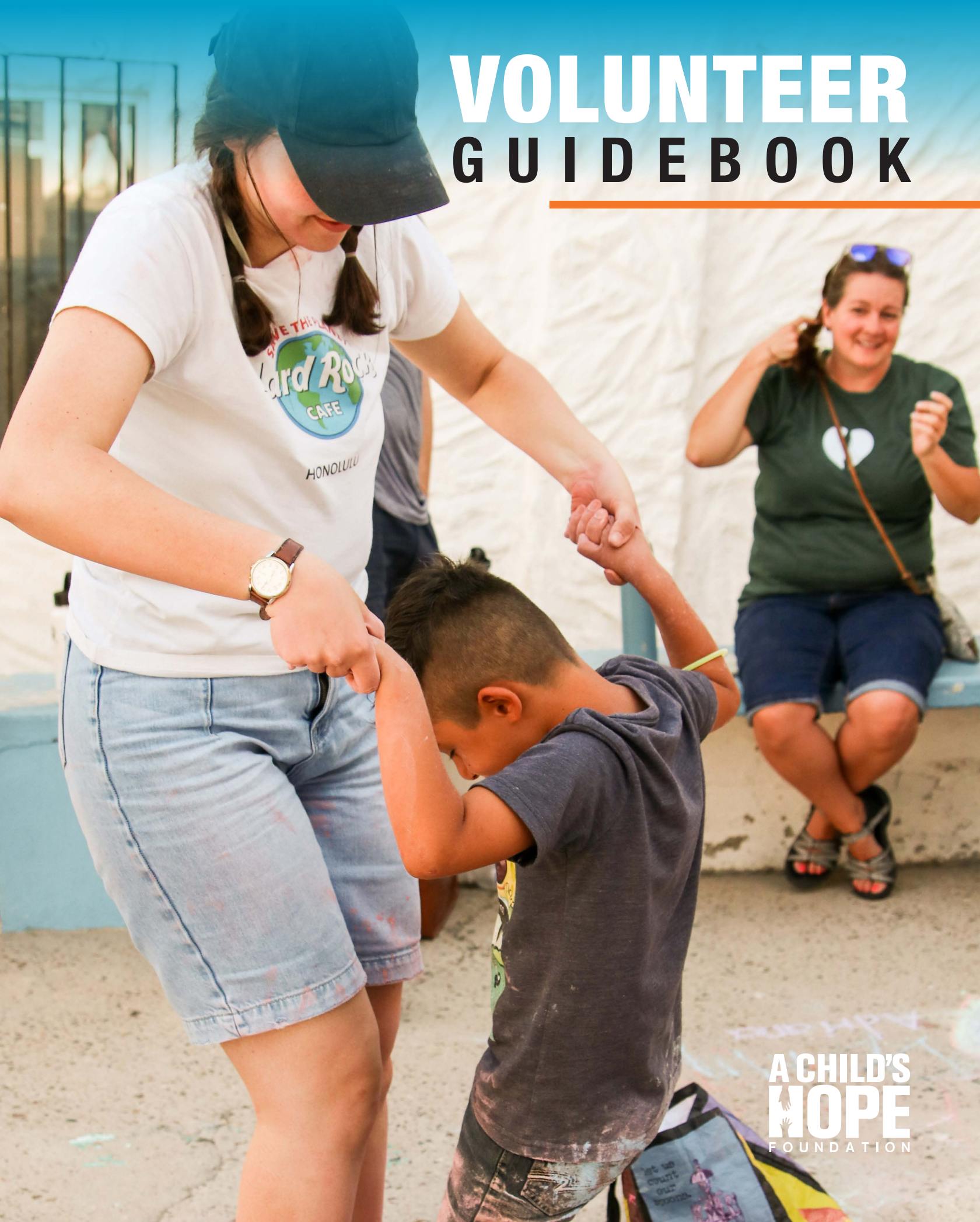


# VOLUNTEER GUIDEBOOK

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A CHILD'S  
**HOPE**  
FOUNDATION





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# Welcome

We are delighted to have you join A Child's Hope Foundation in lifting orphans from surviving to thriving! We know your time will be full of unique opportunities and we hope that you will make the effort to develop meaningful connections and lasting friendships through this experience. The contents of this guidebook are based upon previous volunteer experiences, so we hope you find the information helpful!

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**PLEASE READ THIS INFORMATION CAREFULLY  
SO YOU CAN PREPARE IN ADVANCE FOR YOUR  
EXPERIENCE IN MEXICO.**





# About A Child's Hope Foundation



# Our Mission

A Child's Hope Foundation (ACHF) has a unique approach to “Lifting Orphans from Surviving to Thriving.” We are dedicated to programs that offer long-term success for orphanages. Through trusting relationships and clear processes, we help connect donors to programs that are already working.

## **HEALING CHILDREN FROM ABUSE AND NEGLECT:**

Because most kids in orphanages have previously been abused and/or neglected, we seek to ensure that the children at our partner orphanages have access to therapists, tutors, mentors, and trained caregivers who help them learn, heal, and transform into successful adults.

## **STRENGTHENING ORPHANAGE DIRECTORS:**

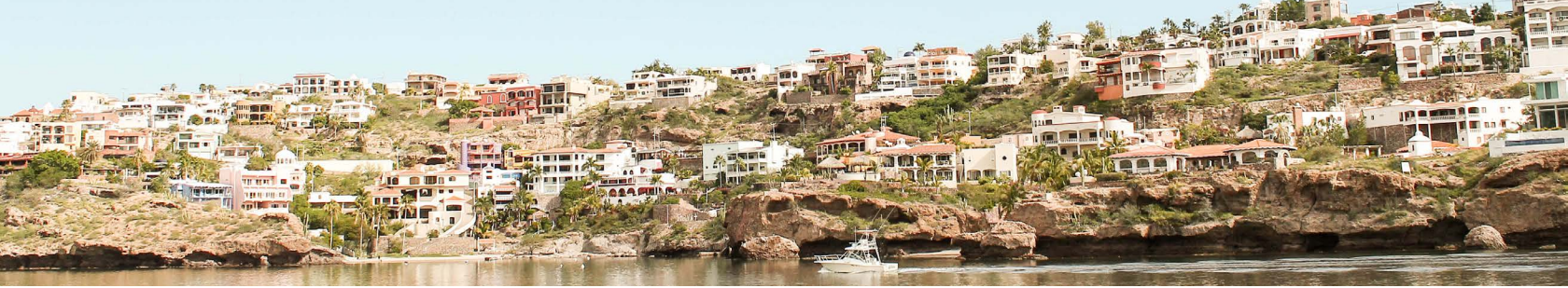
We help overwhelmed and under-resourced orphanage directors become successful leaders by working together on assessments and roadmaps to help identify an orphanage's priority needs and connect them to additional resources.

## **MAGNIFYING DONOR IMPACT:**

Donors sometimes worry that funds they give may not be helping kids in need. We provide additional certainty that funds are used appropriately through our orphanage certification program, which requires regular reports and audits to demonstrate results and progress at each orphanage.







# Expectations for Volunteers

You are about to have a unique experience in a developing country. Please remember, you are a guest in Mexico and in the homes we serve. Your attitude should reflect that understanding. Don't forget that the kids, caregivers, directors, and even people in the community will be observing your language, actions, and behaviors.

Everything you do should reflect the highest standards of kindness, courtesy, respect, dignity, and morality. Our volunteers should be exemplary models of appropriate friendship and behavior with the children we serve. You are setting a foundation for all who will follow you, both for future volunteers and partners with the orphanages we support. If anything in your behavior detracts from this fundamental role, you will be asked to evaluate your personal motivations for serving and to realign those priorities.

You are expected to observe all rules, policies, and guidelines outlined in this guidebook. Please refer to "Orphanage Policies" and "Important Guidelines" and for more specific information.

## Ways to Volunteer

There are many different ways to volunteer with A Child's Hope Foundation. Each volunteer role, in its own way, helps to address the needs of the orphanages we partner with. Which one best fits your interests?

### **EXTENDED VOLUNTEERS**

Extended volunteers serve as a critical piece of our efforts to strengthen orphanages by addressing specific needs. For at least 6 months, extended volunteers fill specific roles that the orphanage may need, such as a mentor, teacher, handyman or other role. Extended Volunteers play a special role in supporting kids one on one, helping to focus on elements of the Child's Hope Plan.

### **SUMMER CAMP VOLUNTEERS**

Our Summer Camp program occurs at one or more orphanage locations and hosts volunteers for 3-4 months to provide supplemental education and activities for kids while they are out of regular school. Summer Camp volunteers are teachers who work with children to maintain learning through the summer months and support them as mentors.

### **SERVICE TRIP VOLUNTEERS**

Service trips are generally five days and happen throughout the year. As needs and projects emerge at our partner orphanages, we recruit volunteers to join us on a service trip to help address those needs. While some projects need to be performed by skilled licensed labor, there are several that can be accomplished through hard work, grit, and a willingness to learn. This is also a time for volunteers to spend meaningful time with kids who love playing and learning with the volunteers.

### **LOCAL VOLUNTEERS**

There are a few opportunities locally to help with the mission of A Child's Hope, including in the finance and event departments. There are also opportunities for outside of office work to help fundraise, including becoming a Fiesta Facilitator or adopting a Project Tile. Our local volunteers are a connected part of our work family and we are excited to have you be a long-term part of that family! Opportunities for local volunteers are posted on our website, or you can reach out to the office at [info@achf.org](mailto:info@achf.org).





# Preparing for Your Trip





# Documentation

Obtain necessary ID to return to the US from Mexico. Acceptable documentation for land travel includes a passport for those older than 18 or a certified birth certificate for those 18 or younger. If volunteers who are younger than 19 have a valid passport, that is the best form of citizenship. If minors are traveling without their parents, it is also required to have a [letter](#) from the parents giving limited power of attorney and guardianship of the minor for a specified period of time to an adult who will be traveling with the minor. The requirements to enter the United States are detailed on the US State Department's web site at [http://www.getyouhome.gov/html/eng\\_map.html](http://www.getyouhome.gov/html/eng_map.html)

All volunteers 19 and older are required to send photo documentation of their passports. You can do this by taking a photo of your passport data page and emailing it to [passports@achf.org](mailto:passports@achf.org). This policy has been put into place for the safety of our volunteers and the orphanages that we work with. Having each individual's passport helps keep track of who is visiting the orphanage and it is important for us to have in case of an emergency. For questions about this policy, please contact the Service Trip Team at [info@achf.org](mailto:info@achf.org).

Please review payment and waiver information in your respective appendix: Service Trip, Extended or Summer Camp.

If you are a summer camp or extended volunteer, please visit the Department of State website to review Visa requirements for your stay. Volunteers are responsible for obtaining the necessary Visa. A Child's Hope does not require documentation of Visa status.



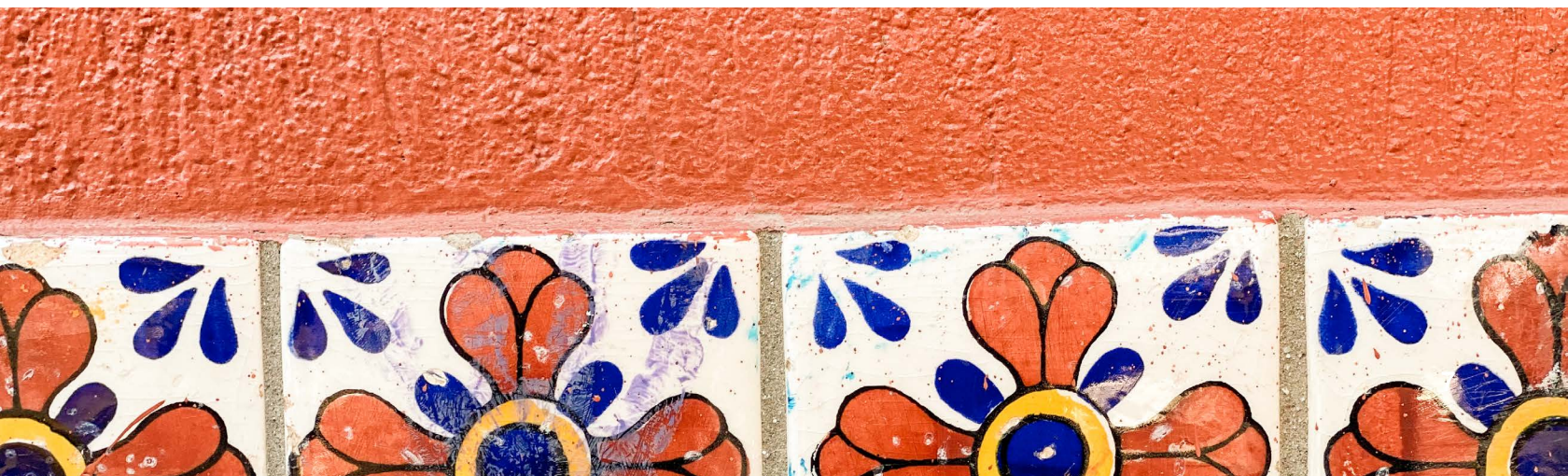
# Medical Information

Though general health and sanitation in Baja is much better than in other parts of Mexico, travel to this part of the world may expose you to disease and illness. Viruses, bacteria, or parasites can contaminate food or water. Accordingly, we have compiled this brief outline of recommendations regarding vaccinations that you should consider. This document is NOT a complete medical guide for travelers to this region of the world.

PLEASE CONSULT YOUR DOCTOR for specific information related to your individual needs and your medical history.

The chart below shows immunizations recommended for travelers to Mexico by the US Centers for Disease Control and Prevention (<https://wwwnc.cdc.gov/travel>). The CDC website contains helpful suggestions relating to Travelers' Diarrhea, precautions all travelers should take, things to do to stay healthy, how to avoid getting sick, what to take with you, what to do after you return home, and much more.

VACCINATION OR DISEASE	RECOMMENDATIONS OR REQUIREMENTS FOR VACCINE-PREVENTABLE DISEASES
Routine	Recommended if you are not up-to-date with routine shots, such as measles/mumps/rubella (MMR) vaccine, diphtheria/pertussis/tetanus (DPT) vaccine, etc.
Hepatitis A or immune globulin (IG)	Recommended for all unvaccinated people traveling to or working in countries with an intermediate or high level of hepatitis A virus infection where exposure might occur through food or water. Cases of travel-related hepatitis A can also occur in travelers to developing countries with standard tourist itineraries, accommodations, and food consumption behaviors.
Hepatitis B	Recommended for all unvaccinated persons traveling to or working in countries with intermediate to high levels of endemic HBV transmission and who might be exposed to blood or body fluids, have sexual contact with the local population, or be exposed through medical treatment, such as for an accident, and for all adults requesting protection from HBV infection.
Typhoid	Recommended for all unvaccinated people traveling to or working in Mexico and Central America, especially if visiting smaller cities, villages, or rural areas and staying with friends or relatives where exposure might occur through food or water.
Rabies	Recommended for travelers spending a lot of time outdoors, especially in rural areas, involved in activities such as bicycling, camping, hiking, or work. Also, children are considered at higher risk because they tend to play with animals and may not report bites.





In a medical emergency, volunteers may be transported to a recommended hospital depending on the nature of the emergency. If there are any pressing medical or dental issues, volunteers need to get them taken care of before departure. It is strongly recommended that volunteers are currently on their immunizations (see recommended immunizations in previous section).

A first aid kit is maintained by A Child's Hope and can be accessed by the Trip Host or Volunteer Supervisor, but you must bring your own personal first-aid needs, e.g. personal medications, Band-Aids, sun screen, Pepto Bismol, or any other over-the-counter medications for minor ailments you may experience.

## Emergency Numbers in Mexico

<b>EMERGENCY</b>	911
<b>POLICE</b>	060
<b>FIRE</b>	068
<b>AMBULANCE</b>	065
<b>US DEPARTMENT OF STATE</b>	(202) 501-4444
<b>U.S. CONSULATE GENERAL IN TIJUANA</b>	Paseo de las Culturas S/N Otay Mesa, 22425 Tijuana, B.C. Mexico (664) 977-2000



## Insurance

It is your responsibility to provide your own health insurance. Speak with your current health insurance provider to see what coverage you may need.

Travel insurance may be another thing to consider. With any trip, there is always the chance of cancellation. This could be due to orphanage needs, civil unrest in the destination country, or lack of volunteers on trip. In the case of last minute cancellations, volunteers can purchase travel insurance to cover costs spent in preparing for the trip. If volunteers choose to buy travelers insurance, you may purchase through this link <https://www.insuremytrip.com/>.

If you are driving your own vehicle in Mexico, Mexican auto insurance is highly recommended. Make sure you have all of your vehicle registration paperwork, including proof of Mexican auto insurance. Please purchase Mexican auto insurance ahead of time. Online you will find dozens of providers, including [www.mexadventure.com](http://www.mexadventure.com) and <https://www.bajabound.com/?r=ach>. We have partnered with Baja Bound, so when you use this link they will donate a portion of their income to A Child's Hope Foundation. With that said, either company is a great option to get car insurance.

## Orientation

Orientation will be held for every volunteer prior to their term of service. During orientation, you will learn about schedules, lodging, cultural context, the team you will be working with, guidelines, A Child's Hope's mission and how you are a critical part of that mission. Orientation is required for all volunteers. You will be notified of when your specific orientation will be held. We are excited to meet you and go through any questions you may have!





**Know Before You Go**





## Personal Safety

We follow a rule of 2—when at the orphanage, you cannot be alone with a beneficiary of the orphanage, especially children, and when you leave the orphanage, make sure someone else is with you. You are not allowed into orphanage living areas and children or other beneficiaries are not allowed into your living space. Make sure your supervisor (Trip Leader or Volunteer Supervisor) always knows where you are, whether you are leaving the orphanage or leaving the group while off-site. If you have questions about exceptions to this rule, please consult with the Trip Host/Volunteer Supervisor.



## Photographs

For the safety of the orphans, please do not post images of the children on social media with their names, location, or the name of the orphanage included in the post. Do not post photos where kids' faces are discernable. You can blur faces or post photos where a child is turned away from the camera. As a rule of thumb, keep content general. Feel free to contact your trip host or volunteer supervisor about questions regarding information you want to post.

Be aware that during your activities in Mexico, many individuals, including representatives from A Child's Hope Foundation, will be taking pictures. By participating in this activity, you may very well be included in some of these pictures. As part of your consent for this trip, you grant A Child's Hope Foundation the right to use such pictures for their purposes, including publicity, web pages, marketing materials, or to solicit additional funding for A Child's Hope Foundation, without any compensation to you. Please be courteous and ask permission before taking photos of others.



## Dress & Grooming Standards

We ask all participants to observe the following dress and grooming standards:

It's important we dress modestly to promote a welcoming and wholesome atmosphere and align with orphanage policy. Examples of inappropriate dress at the orphanage include spaghetti strap tank tops, very short shorts, shorts or tops that expose undergarments, and exposed chest/midribs.

Please do not draw attention to yourself with Extreme choices regarding grooming, hygiene, clothing, hair styles, or jewelry. If you have questions regarding dress and grooming, please reach out to your Trip Host/Volunteer Supervisor.





# Orphanage Policies

We are hosted by an orphanage and we respect the policies the orphanage has in place for us. Here are the following policies you and your volunteers need to abide by:

- Photos of kids are permitted to keep for your personal memories, but do not post pictures of the kids on social media where their face is recognizable.
- Nuestra Familia asks that no pictures of the children (even with blurred or covered faces) are posted anywhere to respect their privacy
- DO NOT enter any children's rooms outside of a tour. The children are also not allowed in volunteer dorms or rooms.
- NO one-on-one time with any child. Only play with the children in open areas and where another volunteer is present. Stay in groups of 2 or more at all times.
- Modest clothing and swimwear
- Long pants or long shorts - NO yoga pants, sheer clothing, or short shorts
- Short or long sleeved shirts - NO spaghetti-strap tanks or crop tops & shirts should always stay on while working
- Quiet hours are 10:00 p.m. - 7 a.m. (Note that curfew applies to on-site campfires also. Campfires extending past 10:00 pm must have house parent or Regional Volunteer Coordinator present)
- Close all exterior doors when leaving and turn off all lights when not in use.
- Do your best to reduce any unnecessary waste and keep things tidy.
- Keep all food in the volunteer kitchen or sealed with your belongings.
- NO romantic relationships are allowed with beneficiaries of the orphanage.
- NO explicit music
- Rancho La Hermosa asks that the kids listen to Christian music only
- DO NOT give the kids money or individual gifts. If you want to donate, talk to your Trip Host and they can help facilitate that with the Orphanage Director.
- DO NOT let the kids use your phone.
- DO NOT pick up children or put them on your lap or shoulders.
- Volunteers can hold babies at Rancho de Los Niños
- DO NOT ask the kids' probing questions about their backgrounds or why they are here (they are working with psychologists who are trained in dealing with past trauma).
- DO NOT bring plastic water bottles. Please bring hydro-flask type non-disposable bottles instead. Safe drinking water will be available. All other water sources are for washing only.
- DO NOT flush toilet paper. All trash goes in the wastebasket. If you forget, use a stick to fish it out.
- DO NOT make promises to the kids that you will return.



# Things to know

- Safe drinking water will be pointed out to you. All other water sources are for washing only.
- If you would like to make a donation to the orphanage while you are there, tell your host and they can help facilitate that with the Orphanage Director.
- First aid kit is on site. Use it if you need it. Let ACHF staff know what supplies need to be replenished.
- Flexibility is key!



## Important Guidelines

- Timeliness is expected of all volunteers. Please do your best to be ready for scheduled activities, events, and commitments. Sometimes things happen that are outside of our control so schedule adjustments may become necessary. Flexibility regarding the schedule is greatly appreciated.
- Every volunteer has either a Trip Host or a Volunteer Supervisor, and it is your responsibility to ensure that they know where you are always.
- When at the airports and other official locations (especially security) please behave appropriately. DO NOT whisper about harmful items or actions. At custom's checks and the border, answer any and all questions directly, honestly, and without side comments. If you do not understand a question, or if you are concerned that your answer may cause damaging effects to A Child's Hope Foundation, ask to visit with the trip host.
- Children love to touch. Don't be surprised when the children come up and hold your hand. However, be careful with the kids and let them lead out in physical contact. Some have experienced physical and other forms of abuse, so be considerate and respect their boundaries.
- Please DO NOT make any promises regarding assistance that could be provided to any individual, group, or institution. Even to imply that some help may be available may cause the people to take that as a promise to be fulfilled. Then, if A Child's Hope Foundation does not complete the work you suggested, problems arise. If you see a need that you feel should be addressed, please discuss the matter with the trip host or volunteer coordinator first.



- While single young men and young women participate in work projects, this is not a match-making activity. Pairing off or public displays of affection are not appropriate. All romantic relationships with ACHF beneficiaries are prohibited during ACHF service. We acknowledge that strong friendships occur, and we encourage lasting friendship. Please be mindful of the appearance and appropriateness of such relationships. Note: “ACHF Beneficiaries” includes anyone, regardless of age or where they live, who receives benefits from the orphanage (children, caregivers, family members of leadership, etc.)
- It is illegal to bring firearms, ammunition, or other weapons into Mexico. Please make sure you don’t have spent shells in your vehicle.
- Please remember that this is a humanitarian endeavor, not an opportunity to proselytize religious beliefs.
- A 10 pm curfew exists at all orphanages we partner with. Unless arranged with the Trip Host/Volunteer Supervisor, we expect all volunteers to be in their own living quarters by 10 pm. This helps provide a safe, quiet home-like environment. (Please don’t hesitate to work with your supervisor! Feel free to go to a show or grab a late snack. Just let your supervisor know.)
- If you’d like to exchange gifts, either monetary or otherwise, with ACHF beneficiaries (children, caregivers, etc.), staff, or community members, please discuss with ACHF Staff and be aware of equity and appropriateness. This helps avoid potential misunderstandings, embarrassment, injured feelings, or jealousy. Gifts are welcomed, they just need to be acknowledged and discussed beforehand.

## Appropriate Behavior

One of the pinnacle focuses of our volunteer program is to set an exemplary example of what it means to be a productive, moral, motivated, good person. We are role models for the kids we have come to love, and we want to work with volunteers who share the priority to be exceptional.

If someone’s behavior is inconsistent with these guidelines, staff will take appropriate action. Depending on the nature of the problem, individuals may be sent home prior to the end of the service project, at their own expense.

Activities for which participants may be sent home early if engaged in during volunteer service:

- Drinking alcohol on site, drinking anywhere with children or caregivers, drinking while wearing ACHF branded gear, or being onsite while showing signs of alcohol consumption (smell, altered mental status). Substance use.
- Lewd, obscene, or immoral actions
- Stealing or shoplifting
- Possessing firearms or other harmful weapons (souvenirs of this nature may need to be given to a staff member to secure until the return trip home)
- Doing anything harmful to themselves or others
- Deliberately damaging property of others
- Leaving the group and going anywhere alone or one on one with an orphanage beneficiary
- Refusing to participate in the work assignment when capable of working. This includes repeated tardiness and/or absence at commitments that are part of your volunteer role such as classes or trainings.
- Refusing to follow dress standards
- Engaging in romantic relationships with beneficiaries of the orphanage
- Other actions that, in the opinion of the staff, warrant such measures

Anyone being sent home from a trip will be responsible for his or her additional transportation costs. Fees already contributed will not be refunded.





# Child Protection Plan



For further information on A Child's Hope standard and policy regarding protecting kids and volunteers from any type of abuse, please see the information below.



## Introduction

Every child is potentially at risk of abuse and exploitation. Some kids may be particularly vulnerable, due to their socio-economic status, gender, disability, ethnicity, or living situation. That's why it's crucial that every person connected with the children we serve here at A Child's Hope Foundation understands child abuse, as well as his or her own role and responsibilities in protecting children. As a volunteer of A Child's Hope Foundation, we highly recommend reading the following information and take upon yourself the responsibility to protect the children you are serving.

## Types of Abuse

The most common types of abuse are:

- Physical Abuse - When an adult or another child is physically hurting someone
- Sexual - When an adult or another child's behavior includes unwanted sexual advances or conduct
- Emotional - When an adult or another child's behavior classifies as cruel or could be considered bullying
- Neglect - When an authority figure is failing to meet the children's basic needs

## Child-to-Child Abuse

Allegations or concerns regarding the abuse of a child by another child need to be responded to with sensitivity; nevertheless, they do have to be dealt with. All work with young people who have committed abuse needs to ensure the protection of people affected, while at the same time supporting the young person in the process of challenging and changing his/her behavior. Any such approach requires:

1. The recognition that a child who has abused another child is significantly different from adults who have committed similar offenses, because the child is not fully aware of why he or she has committed abuse and what the consequences are, and
2. Keeping in mind that the best interest of the child is the primary consideration in all decisions made, for both the victim and the abuser.

## Historical Allegations of Abuse

It is often the case that an individual does not report abuse until many years after the event. We are prepared to handle historical allegations of abuse transparently and responsibly according to our defined crisis management procedures.

We will:

- Listen to allegations of historical abuse, take them seriously, and act responsibly towards them.
- Seek to promote the welfare of those adults who allege historical abuse.
- Take all possible steps to protect the child from the person alleged to have been an abuser.



# Our Plan for Communication



## Prevention

To prevent child abuse, we need to create and maintain an environment which reflects the commitment we have to each child's wellbeing and to maintaining their right to grow up happily and safely.

Child abuse is less likely to occur within a context that fosters child participation at all levels. That's why it is essential that we listen carefully to children, take their views seriously, encourage them to participate in discussions on child protection issues, and offer them the opportunity to build relationships of trust with therapists and caregivers.

In addition, we strive to maintain a high standard of accountability among our staff and volunteers.

1. We are thorough and thoughtful in the processes we use for selection, recruitment and verification of new staff members. Applicants for any position, whether co-worker or volunteer, should disclose any previous criminal record. This is accomplished through providing a background check, and by the cross-checking of references.
2. All co-workers and volunteers must receive adequate training and sign this document.

## PROTECTION OF THE CHILD'S PRIVACY

The protection of a child's privacy refers to private data of the child as well as pictures, text, video, etc. about children which are produced for publicity purposes. We take the children's right to privacy very seriously, and only use images or stories of the children publicly according to the following policies:

- Any information about a child's history, medical condition and family background is kept private. We omit surnames and may also change first names to avoid sharing sensitive information of any kind about the children.
- We have agreements with the individual orphanages about their preferences regarding photography and video, and always adhere to those policies.
- We do not actively ask children to do or say anything that might make them feel displayed as 'objects of pity' (e.g. to speak about their past or ask for donations).
- We train our volunteers on these policies and give them ways to share their experiences without disclosing private information or inappropriate photos or video.

Following these guidelines ensures the respect of the children's privacy while at the same time preventing, and raising awareness for, violations of that privacy. Based on these guidelines, co-workers who are directly involved with children have the right and obligation to protect the children from any attempted violations of their privacy—be they intentional or not.



## REPORTING ABUSE

We take all concerns raised seriously, and take appropriate action. The following outlines our policies for reporting existing or potential cases of abuse:

Abuse instances observed must be reported to the trip host and/or Kent White at [kwhite@achf.org](mailto:kwhite@achf.org). Trip hosts must report all instances of abuse to the appropriate contact within ACHF, who will then report them to the regional leadership team. The regional team then ensures that the abuse is reported to the proper government authorities and the orphanage leadership so that appropriate action can be taken.

Confidentiality is of the utmost importance when dealing with cases of abuse; information is to be handled with sensitivity. The child or any other person who gives information regarding child abuse must be made aware that if he or she reports the case, information about the alleged abuse will be shared only with those authorized to have access to this information, i.e. the orphanage leadership and other persons involved.

## RESPONSE TO ABUSE

All forms of child abuse are taken seriously, without exception, and are responded to according to the gravity of the offense. We ensure that there is always a response, regardless of whether the abuse committed is considered large or small. By responding, we can ensure that a transparent and fair procedure is followed, so that no one is falsely condemned, and the rights of everyone involved are protected.

If the offense is on the part of an ACHF volunteer or trip leader, we will:

1. In all cases of suspected or proven child abuse or neglect, we will ensure that the affected persons receive the necessary counseling and support.
2. The response to child-to-child abuse focuses on what is best for the development and protection of all children involved in such a case.

3. If the abuse is committed by an adult, we will pursue the matter to the full extent of the law.
4. There is clear leadership, with one ACHF staff member being responsible for handling information and internal and external communication regarding child abuse incidents
5. Decisions and actions are taken quickly.
6. Written records of all reported abuse cases and their conclusions are privately kept by ACHF to prevent future incidents.

We are grateful for all of our volunteers who have the desire to serve the kids we work with and we are grateful for their willingness to do everything possible to protect the children.







**WELCOME TO**

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**EXTENDED  
SERVICE**





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# Welcome

Dear Extended Volunteer,

I want you to know how grateful I am that you are now a part of our team! This is work that really matters: Lifting Orphans from Surviving to Thriving! Let me share an experience I had that has challenged me now for over a decade.

The smell of urine was almost overpowering. Crying babies stood up in their cribs, filling the room with noise and stress. There had to be at least a dozen babies, several with orange hair from malnutrition.

This was my first trip to Haiti in 2004 with A Child's Hope Foundation. We were visiting the Mother Teresa orphanage in Port-au-Prince. I found myself in the room where they kept the infants. Babies were crying, reaching out for me to hold them.

I held one, then two babies at a time. They were relieved to be held, laying their heads on my shoulder or just staring into my eyes. One baby made my arm damp; his cloth diaper needed to be changed and had soaked through. Whenever I put one baby down, he started crying again, grasping my shirt.

But there were still so many babies reaching out their arms, crying to be held! Some of them were lying in their beds, not even making eye contact. Tears ran down my face as I realized many of these babies would die within a few months. Some in a few weeks. Many of the babies were already too sick and there wasn't more help available for them.

The orphanage had a policy of accepting any child who needed a home. As dirty as it was, it didn't look like they had much financial support. After a few minutes, a priest entered the room and sat down on a chair. He closed his eyes and fondled a rosary, mouthing the words to a prayer. He prayed for at least 20 minutes. I stared at him, dumbfounded. Then I was furious! I started yelling at him in my mind: How can you just sit there when all these babies need to be helped? Diapers needed to be changed!

But I was leaving. And he was staying. Which one of us actually had more compassion for these children?

These kids needed help, but I knew I couldn't do an adequate job. Did I resent this man for refusing to burn himself out, trying to do an impossible job? I was there holding children. Did he also need to be there holding them at the same time? These were overwhelming issues to process when I was feeling so powerless. I'm still not sure I've come to terms with that experience.



My first thoughts of the day are often: I didn't get enough sleep, I don't have enough energy, I don't have enough time to do all the work I need to do, I don't have enough focus, I can't make enough progress on my projects, I'm letting my family down by not making enough money, by not spending enough time with them. Sometimes I feel like I'm just not enough.

I know for a fact that I am inadequate to alleviate all the pain and suffering in this world. I'm inadequate for the change I want to see happen; change I think I could do something about if I just had more, if I just was more.

At that moment in Haiti, because I didn't think I was enough for those children, I blamed another man for not being enough. Should he have turned babies away so he could give better care to those they accepted? Which is more difficult, accepting all babies and doing an inadequate job, or turning away those who will die without your help? In no-win situations, I get angry. What can I do?

I've wanted to quit this work many times over the years. Tasks that used to be fun and challenging became boring and pointless. I thought I was above doing certain types of work. There is a danger for those of us that are engaged in charitable work; we may start to think of ourselves as deserving to be served because our work is to serve others. We think we are better than others and think less of them because we think more of ourselves, like I did with the priest at that orphanage in Haiti.

That is why I have wanted to quit over the years, because I became focused on myself. I have to remind myself to stop blaming others. When I blame others, it doesn't improve anything, I'm just trying to excuse myself for not doing my part.

Hanging on the wall in my office, there is a quote by Edward Everett Hale which says:

I am only one, but I am one.

I can't do everything, but I can do something.

The something I ought to do, I can do.

And by the grace of God, I will.

I've decided that while the hardest part is figuring out what to do next, I can do many things. I CAN do many things! Blaming others for not doing their part doesn't excuse me from doing MY part. I can focus on THIS moment and what I can do NOW. I agree with Carl Jung that the reason why I fail to see God is because I'm not looking low enough. The tedious or boring work that is in front of me is a gift if done with great love (to paraphrase Mother Teresa).

I am so grateful you have chosen to work with us. I know that sometime in the future, there will be days where only God will know of the depth of your sacrifices. As you struggle daily with the rest of the team in this sometimes-impossible cause, I want you to know that your sacrifices are meaningful. And you are not alone.

My deepest thanks,



Kent White  
Executive Director







# About A Child's Hope Foundation



# Our Mission

A Child's Hope Foundation is "Lifting orphans from surviving to thriving." We do this through our mission—a straightforward plan of connecting orphanage directors with training, funding, resources, partnerships, and volunteers that continually improve on the standards of care for the children. A Child's Hope Foundation acts as the connection point for donors, volunteers, and trainers to assist orphanage directors in providing a family-style environment that fully supports the long-term mental, physical, and emotional health of the children.

# Our Vision

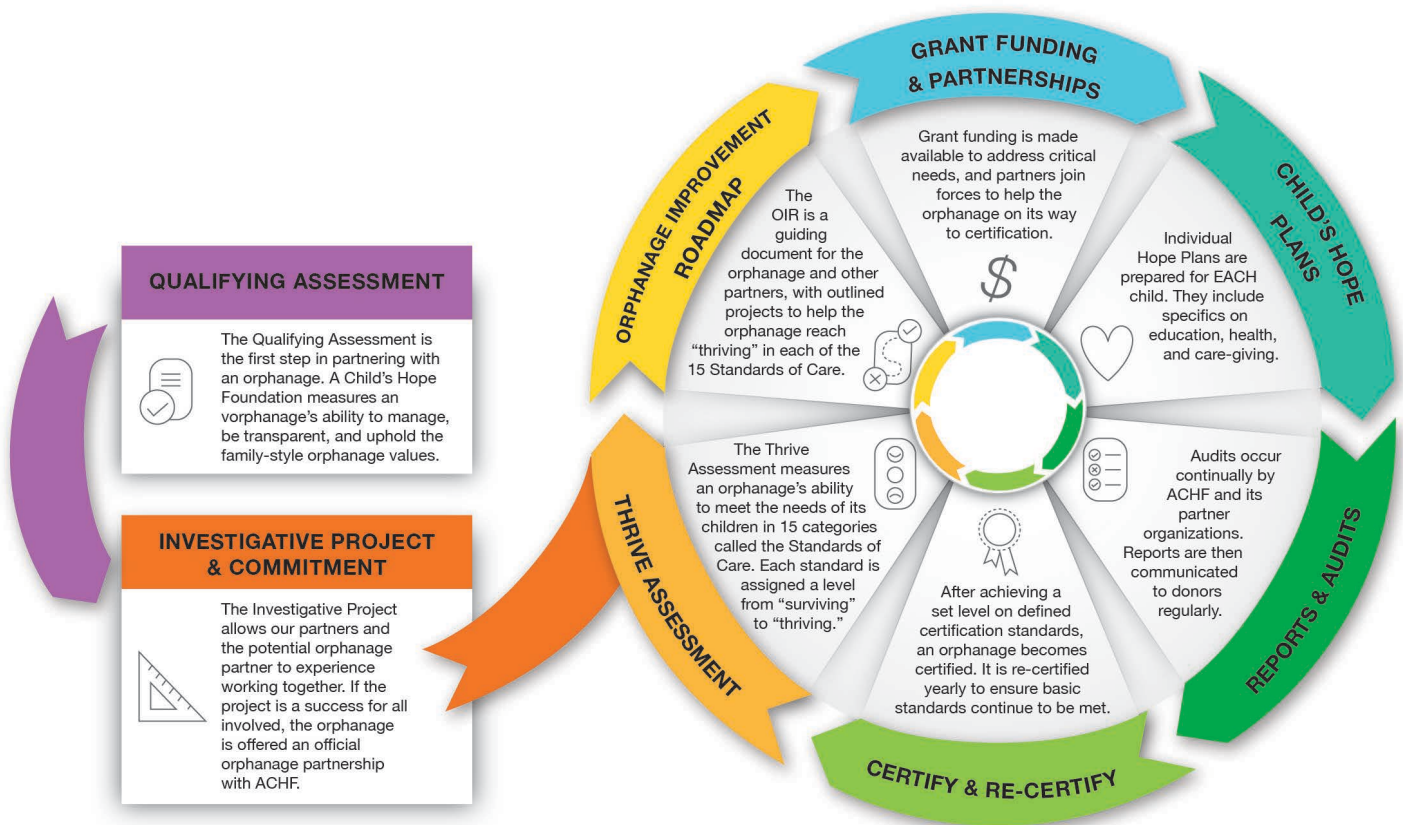
A Child's Hope Foundation works to help children without parents move from dangerous conditions to a healthy, family-style environment where they can experience love, safety, and enjoy the hope of a bright future.





# What We Do

- Support orphans by supporting their caregivers; helping them improve leadership and management skills through Thrive Assessments, improvement roadmaps, trainings, and grants to benefit their children
- Build personalized “Child’s Hope Plans” to create opportunities and nurture the talents of orphans, so they can pursue their potential and break the cycle of abuse and abandonment by providing a loving home to their own future families
- Support programs for adoption, foster care, and reunification with relatives
- Provide volunteers the opportunity to build meaningful relationships through service (This is where YOU come in! THANK YOU for being part of our team to provide meaningful, fun and educational opportunities for the kids we love and serve. You will be making a big impact!)







## Our Story

**In 1997**, Paul and Carolene Cook adopted their beautiful daughter, Megan, from China. In 2001, Megan's adoption agency came to the Cooks and asked them to donate to improve an orphanage in Haiti. They donated some money and thought little more of it. A few months later, the agency returned to the Cooks and asked Paul if he would take a trip to Haiti to see what his donation meant in a personal sense.

Paul said, "It was only then, when I saw the desperate plight of orphans in Haiti, that I knew that I needed to do more than just donate money. I needed to personally get to work on this problem and help save the lives of these kids. We named our charity 'A Child's Hope Foundation' (ACHF) because we believe it is every orphan's hope to belong to a loving family."

**In 2002**, A Child's Hope Foundation started by building an "Adoption Orphanage" in Haiti—a short-term home for children to stay until they were adopted. Hundreds of volunteers traveled at their own expense to help in construction efforts.

After dozens of children were adopted from that facility, The Hague Adoption Convention led to measures that made it incredibly difficult for international adoptions to be completed. Since 2004, there has been a 74% decline in adoptions to the US. Because of the drop in international adoptions and due to safety concerns, A Child's Hope Foundation stopped working in Haiti.

**In 2007**, we traveled to Baja, Mexico, to explore establishing a new volunteer program. We toured the state's short-term care facilities where 34 babies sat in cribs with only two overwhelmed caregivers to help them; one of whom asked us not to hold the babies because holding resulted in the babies crying to be held later. As we visited many orphanages, we learned that only a few would accept infants because they are so hard to care for.

As international adoption was proving increasingly difficult, we decided to build a new adoption orphanage with these infants in mind. We planned to operate with American orphanage directors and a mix of Mexican staff and American volunteers so we could have more oversight than we had experienced in Haiti. We were excited about the possibility to make a significant impact in the lives of these babies by doing more than simply hosting volunteer service trips; we raised funds to build a new orphanage.

**By the end of 2008**, our programs were reduced to providing only volunteer service experiences to Baja, Mexico. We would facilitate four or five trips, hosting about 150 people annually. We hoped to weather the recession and then build our own adoption orphanage in Mexico.

**From 2008-2014**, we plugged along, shrinking to three part-time employees, each working about six hours a week and usually raising less than \$70k a year. Many of the volunteers who traveled to Mexico became deeply invested in our work, returning multiple times and bringing their friends. We were surprised to find momentum had shifted suddenly in our favor and all of our trips filled to capacity—(50) generally—soon after they were announced.



**In 2015**, we had volunteers asking to become hosts so they could expand the number of people who would participate. In one year we went from five trips to 12. We knew that if we were to grow based on the demand, we would have to invest in new staff members. Though this was a big leap of faith at the time, we decided not to raise the cost of trips and we hired additional staff members. We partnered with additional orphanages and recruited and trained new hosts. Today we host about 1,000 volunteers a year to four orphanages in Mexico, and we are just starting trips again to Haiti.

We anticipate that the volunteer service trips we've been running for over 15 years will always be a part of what A Child's Hope does best. These short trips introduce families and individuals to our mission while building relationships with the children and the orphanage staff. We design these trips to make it easy for volunteers to connect with the children in such a way that they see themselves as aunts, uncles, and cousins who give financially to provide ongoing support to the children and their caregivers. A wonderful outcome is how these trips enliven the spirits of all involved, often resulting in changed lives by re-connecting volunteers with their values.

There is tremendous momentum for our mission, and past trip volunteers are eager to increase support. Rather than ACHF pushing hard for new supporters as we have in the past, today we are being pushed by volunteers and donors who want to do more for the orphans. These "aunts and uncles" want to know that the children are getting adequate nutrition, education, help in overcoming trauma, and guidance in becoming healthy adults. They are especially interested in making sure the children have a future after leaving the orphanages and often offer help for college. If we are to support donors in these desires, ACHF will need to continue growing.



## Lessons Learned

What we have learned over the years has changed the way we see our work in some very significant ways.

We have visited several dozen "poor" orphanages where the children lived in squalor. Some of their facilities were functional; most of them were built by church groups that left after construction. Other facilities were simply cramped houses where children slept on the floor. The majority of the caregivers were depressed and detached due to insufficient resources. The children would cling to visitors, soak up all the love they could from them, and then cry when we left. It was heartbreaking. At times, we questioned the abilities of the orphanage directors to provide a home for these children as it seemed they needed much more love and attention.

We also visited a few "wealthy" orphanages that had been built through American or European efforts and were supported by church ministries. We were amazed by the difference in the quality of such facilities and care. The children were well adjusted, well fed, and truly cared for. And while they were grateful for our donations, it was obvious that they did not need us like the poorer orphanages. Unfortunately, we





were concerned that the ones that needed our help the most would use the funds inappropriately.

So we figured we would follow the model of what we saw working: foreign built, foreign managed, and foreign funded. Only by building and running our own facility could we have the control to reawaken the hope that had left the eyes of these children. That led us to build the adoption orphanage in Haiti; a beautiful facility that hosted American volunteers, shared clean water with the community, and provided a loving home to hundreds of children over the years. Despite the success of this “wealthy” orphanage, we learned that this model has significant limitations.

Because the Americans saw the level of education provided in the communities as below standard, they built their own schools and hired their own teachers. Those orphanages provided everything to the children, building chapels and other facilities so they were self-sufficient. The children were generally sequestered behind compound walls and had little interaction with peers in the community. As a result, they had few prospects of integrating back into their communities once they left the orphanages, lacking the basic life skills to care for themselves. They isolated themselves and did little to build bridges.

There was a third group of orphanage directors we were ignoring, maybe because they didn’t create so much despair as the “poor” orphanages or so much awe as the “wealthy” ones. These were orphanages that were “aspiring,” working to really improve living conditions and opportunities for their children. The children had light in their eyes and knew they were valued, pulling us by the hand to do things with them such as playing games. These directors were very motivated, filled with love for the children and felt “called” to this work. They were resourceful and hopeful, but they often barely had enough to feed their children from month to month. As we delivered food to one particular orphanage, the director shared with us that they had just run out of food, so the director and children had prayed for food and, with faith, waited for an answer. The director told us that we were the answer to that prayer. Our arrival was not seen as a miracle, but rather they assumed that God would continue to support them in their work just as he always had.

The biggest difference with these “aspiring” orphanages is that they have better leaders and the environment for the children improves year after year. If the directors can meet potential donors, the directors are able to inspire their confidence. However, these directors generally lack the resources to help their children move into adulthood. Because they are inspiring leaders,



they operate from less scarcity of vision and build relationships with other orphanage directors with a spirit of friendship rather than one of competition.

These “aspiring” directors have a strong vision for their orphanages and the kind of place they want them to become. When groups offer money and require their children to be indoctrinated in their sect, or to turn over leadership to foreigners, they resist it despite promises of financial help. These directors see themselves as stewards and leaders and they are not looking to be dictated to, nor to work as employees. We have seen several directors cut ties with various church groups who would impose their rules on them. Though their bookkeeping skills are usually weak, they are happy to provide documentation of funding usage when asked. Like many entrepreneurs, they can be stubborn, unrealistic, and short-sighted. But they love the children and try and do their best for them, placing tremendous faith in God to carry them forward.

Because there are many great orphanages already out there, we realized we don’t always need to build new ones from scratch and hire raw orphanage directors as employees in order to ensure quality care. There are many “aspiring” orphanages eager for training and a future for their children. They are excited to join our community and share their experiences to lift other orphanages. As they rise, they can be an example to poor orphanage directors and serve as a light of hope in their communities.

Through our various programs, we are expanding their vision, connecting them with volunteers and financial support, and taking the practical experience of the best orphanage directors to train them. As we quickly scale up our efforts, A Child’s Hope Foundation will fulfill the promise of its name by offering the hope of love and belonging to the millions of orphaned and abandoned children across the world, lifting them from surviving to thriving.







**Becoming a Volunteer!**



# Summer Camp Volunteering



## Description:

Summer camp volunteers help teach summer classes to children in a variety of topics. Volunteers co-teach courses and generally help with 2-3 different topics. Volunteers work 5 days a week, up to 8 hours a day. Some activities will be held outside working hours, such as parties and off-site activities. The Summer Volunteer Program ranges from mid-May to mid-August.

Please review available summer camp positions to see which fits your skills and knowledge the best.

## Qualifications:

- Spanish speakers preferred (required for some subjects)
- Excellent communication and leadership skills
- Ability to plan, multi-task and manage time effectively
- Strong report writing and record keeping ability
- Ability to problem solve
- Ability to work independently and with minimal supervision
- Have a love for children
- Prior experience with children preferred
- Prior teaching experience is a plus
- Prior ACHF trip volunteer is a plus
- Adhere to the important guidelines outlined in Volunteer Guidebook

## Responsibilities:

- Raise money for supplies for classes
- Plan and prepare for lessons for classes
- Teach classes
- Teach English one-on-one with kids, teens and/or house parents
- Play and talk with kids to get to know them
- Build relationships with house parents and staff at orphanage
- Help where needed

## Cost and Fundraising:

- \$50 to apply (this covers staff time to review your application and to let us know you are serious about joining).
- \$50 to perform a background check (we want to keep our children safe. You'll pay this after we've reviewed your application).
- \$200/month for room and board (this amount includes on-site meals—historically volunteers choose to eat breakfasts and some meals with the kids, and to go out to eat or cook their own for other meals).
- \$75-\$200/month is anticipated for personal costs such as off-site meals, gas, activities and souvenirs.

Each Summer Camp Volunteer contributes \$250 to the ACHF Volunteer Budget to help with things like group activities, transportation, pizza parties for the kids, etc. If you are bringing your own vehicle, you only need to contribute \$150. The Volunteer Supervisor will work with all volunteers at the orphanage to decide how to use some of these funds to do special activities with the kids.

In addition to the volunteer budget, each volunteer should procure the needed supplies for their particular class subject (review your job description for specifics). Work with the Volunteer Coordinator to arrange transportation for supplies if needed.

Volunteers can fundraise for any part of the costs mentioned above. To fundraise, you can reference ACHF but you will be collecting the funds on your own. You are responsible for your own finances, including all the funds you raise (this means that you shouldn't refer people to the ACHF page to donate to your efforts). Fundraising can seem intimidating, but it's a fun way to show people a cause that you care about. You may be surprised at how supportive people are! Check out the "Fundraising instructions and ideas page" for more ideas.



# Extended Volunteering

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## Description:

Extended Volunteers fill specific roles that are needed at the orphanage. These roles are varied and crucial to the operation of the home. Extended volunteers will be giving a significant amount of time to bettering the lives of children and this position requires a high level of commitment. Many extended volunteers are college graduates, couples, or other mature individuals who are seeking a meaningful opportunity to serve and use their talents in the service of others. Extended volunteers work up to 40 hours a week in a variety of means, including teaching, training, time with children, and other tasks as your position would require. The Extended Volunteer Program ranges from 6 months to 2 years. Positions start any time of year, though we generally coordinate start times for spring and fall.

Please review available extended volunteer positions to see which fits your skills and knowledge the best.

## Responsibilities:

- Carry out the responsibilities outlined in the job description
- Build relationships with house parents and orphanage staff
- Spend meaningful time with children
- Adhere to the important guidelines outlined in Volunteer Guidebook

## Qualifications:

- Spanish speakers preferred (required for some subjects)
- Excellent communication and leadership skills
- Ability to plan, multi-task and manage time effectively
- Strong report writing and record keeping ability
- Ability to problem solve
- Ability to work independently and with minimal supervision
- Have a love for children
- Prior experience with children preferred
- Prior teaching experience is a plus
- Prior ACHF trip volunteer is a plus
- Adhere to the important guidelines outlined in Volunteer Guidebook

## Cost and Fundraising:

- \$50 to apply (this covers staff time to review your application and let us know you are serious about joining)
- \$50 to perform a background check (we want to keep our children safe. You'll pay this after we've reviewed your application!)
- \$50/month for room and board (this includes on-site meals—historically volunteers choose to eat breakfasts and some meals with kids and go out to eat or cook on their own for other meals. This fee also supports the very small per diem the Volunteer Supervisor receives for their added responsibilities).
- You are responsible for anticipated personal costs, such as off-site meals, fuel, activities and souvenirs. Depending on your needs, you can plan on between \$75 and \$200 per month.
- You are welcome to participate in fundraising efforts for orphanage supplies, but this is not required for extended volunteers.





# Confidentiality Agreement

## CONFIDENTIALITY POLICY FOR EMPLOYEES, VOLUNTEERS, AND BOARD MEMBERS

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Respecting the privacy of our orphanages, donors, members, staff, volunteers and of A Child's Hope Foundation itself is a basic value of this Foundation.

Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Employees, volunteers, and board members of A Child's Hope Foundation may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of A Child's Hope Foundation that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.



## Fundraising Instructions and Ideas

Summer Camp Volunteers are responsible for procuring the supplies needed for their specific classes, and we encourage you to fundraise for these supplies. If you choose to fundraise, we suggest you begin as soon as possible so the funds are available prior to your departure. Here are a few ideas to help you raise funds:

- Take the letter sent to you from ACHF to managers/corporations to solicit monetary donations, in-kind donations, or discounts for supplies
- Set up a GoFundMe campaign (keep in mind that this service does have fees)
- Share your experience (upcoming or previous) on social media and get friends and family to contribute!
- Host a bake sale where proceeds will go towards your fundraising
- Ask friends and family for their support
- Throw a party or host a dinner where you can ask for donations





# Preparing for Your Stay





# Pre-Departure Checklist

- ☐ Review Summer Camp Volunteer Manual
- ☐ Complete background check (\$50)
- ☐ Sign ACHF waivers
- ☐ Make sure you have a current passport
- ☐ Get Mexican car insurance if you plan on driving down
- ☐ Make sure someone from the group has a car while down in Mexico
- ☐ Exchange dollars to pesos (not necessary because they do take dollars)
- ☐ Call your cell provider to make sure your plan works in Mexico
- ☐ Call your bank and set a travel notice for your credit/debit card to be used in Mexico
- ☐ Fundraise and ensure funds for your trip
- ☐ Attend volunteer orientation with ACHF staff to receive required paperwork
- ☐ Verify transportation/itinerary with ACHF staff

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## EXAMPLE DAILY SCHEDULE FOR SUMMER CAMP

7:30 AM	-	8:00 AM	Teacher Planning Meeting
8:00 AM	-	9:00 AM	Breakfast & Class Prep
9:00 AM	-	12:30 PM	Morning Session for Classes
1:00 PM	-	1:30 PM	Lunch
1:30 PM	-	2:30 PM	Spanish Language Study & Break
2:30 PM	-	4:30 PM	Afternoon Session for Classes
4:30 PM	-	6:00 PM	Play with Kids
6:00 PM	-	9:00 PM	Dinner, Downtime, Relationship Bonding
9:00 PM	-	9:30 PM	Daily Debrief





# Packing List

## Personal Items

- ☐ Passport
- ☐ Drivers license
- ☐ Credit/Debit card
- ☐ Emergency contacts & phone numbers
- ☐ Name tags on luggage
- ☐ Spending Money
- ☐ Glasses / Contacts
- ☐ Camera
- ☐ Water Bottle
- ☐ Journal/Notebook (pen / pencil)
- ☐ Spanish/English Dictionary
- ☐ Book to read while traveling
- ☐ Day pack
- ☐ Pillow
- ☐ Warm Sleeping Bag or blanket
- ☐ Sheets
- ☐ Mattress topper
- ☐ Air Mattress (optional)
- ☐ Small Balls / Frisbees
- ☐ Beach towel
- ☐ Bath towel
- ☐ Washcloth
- ☐ Snacks that you may miss from U.S.
- ☐ Flashlight
- ☐ Electronic Chargers
- ☐ Outfits for activities
- ☐ Cool, breathable outfits
- ☐ Socks
- ☐ Jacket / Coat
- ☐ Underwear
- ☐ Women - Bras and sanitary items
- ☐ Pajamas / Nightwear
- ☐ Sandals/Shoes
- ☐ Flip flops for shower
- ☐ Hat
- ☐ Swimsuit
- ☐ Sunglasses

- ☐ Watch
- ☐ Ear Plugs
- ☐ Lip Balm
- ☐ Sunscreen
- ☐ Hand Sanitizer
- ☐ Bug Repellent with DEET
- ☐ Toothbrush / Toothpaste
- ☐ Deodorant
- ☐ Bath Soap
- ☐ Shampoo / Conditioner
- ☐ Preventative Shampoo (in case of lice—also available in Mexico)
- ☐ Razor
- ☐ Kleenex
- ☐ Medications (prescriptions plus:)
  - ☐ Aspirin / Tylenol / Ibuprofen
  - ☐ Sudafed / Antihistamine
  - ☐ Cough Drops
  - ☐ Imodium - for diarrhea
  - ☐ Pepto-Bismol
- ☐ Band-Aids
- ☐ Neosporin
- ☐ Thermometer
- ☐ Moleskin for Blisters
- ☐ Lotion / Aloe Vera
- ☐ Wet Wipes

## Group Items

- ☐ Cutlery
- ☐ Water Pitcher
- ☐ Cooking utensils (cutting knives, measuring cup, spatula, etc.)
- ☐ Paper towels
- ☐ Toilet paper
- ☐ Trash bags
- ☐ Cleaning supplies (mop, broom, dustpan, dish soap, etc.)
- ☐ Laundry detergent



# Frequently Asked Questions

## **Is the water okay to drink at the orphanage and other locations in Mexico?**

Water at the orphanage is generally not filtered, except in a few locations such as kitchens. Bottled water is available at grocery and convenience stores everywhere, and most restaurants. We recommend that you bring a reusable water bottle that you can refill at locations with clean water. If you have any questions about the source of water or ice served to you—ask or don't drink it!

## **Are any of my payments tax deductible?**

Your \$50 application fee is tax deductible but not the background check fee. For fundraising, if you or anyone else donates, we need to have their name, contact, and amount donated so we can get them proper documentation. Any in-kind donations you receive from fundraising are also deductible. Your monthly payments are tax deductible, but your personal money when in Mexico is not tax deductible. Volunteers from countries other than the US should find out what documents may be needed to get tax deductions in their own country. ACHF may not be able to provide all needed documents, but we will try. Note: As you are in charge of collecting your own fundraised money, receipts to the donors will only be provided upon request by you/the donor.

## **What mode of transportation will I have in Mexico?**

We encourage volunteers to drive down to Mexico in a personal vehicle if possible. Though ACHF does not recommend using a vehicle owned by another person, if you make arrangements to use a vehicle owned by the orphanage or someone affiliated with the orphanage, you assume full responsibility.

Public transportation is available at your own expense. During orientation, you will be given additional information on schedules, safety precautions, routes, etc.

## **What is the climate like there?**

Baja California is a large state with a climate that varies from one city to another. In general, the seasons are clearly marked—fall is fresh, winter is cool, spring and summer are sunny and warm. The weather generally is determined by how close you are to the Pacific ocean, with more extreme temperatures the further inland you go. The area we will be visiting has a climate similar to San Diego, California. In the summer, it is advisable to pack a light jacket or sweater, and in winter, when temperatures, day or night, can be quite chilly, it's a good idea to pack a warm sweater and coat.

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### **What kind of currency do they use there?**

The Mexican currency is the Peso. While exchange rates are constantly changing, one U.S. dollar is equal to about 20 pesos. American dollars are accepted most everywhere in Baja California—you will not need to exchange dollars for pesos.

### **How many hours will I be expected to work?**

8 hours a day, five days a week.

### **Who will be responsible for preparing the meals?**

Volunteers can have breakfast with the children if they are awake early enough (when school is in season breakfast begins at 6:20 AM M-F, for summer break breakfast is at 8 AM M-F, and always 8AM on Saturday). Volunteers may join kids for lunch and dinner, but need to give advance notice otherwise they are responsible for those meals, whether it be making it themselves or going out to eat.

### **What emergency procedures should I be aware of?**

We recommend consulting with the orphanage director for assistance. They will know where to refer you for emergency services. There should be a first aid kit on site.

### **Is there electricity for personal items such as hair dryers, electronics, or other equipment?**

Yes, though we cannot guarantee that it will be uninterrupted. They use the same voltage as the United States.

### **Is there refrigeration at the orphanage?**

Yes, there is a refrigerator available.



### **What language will be spoken in the orphanage and surrounding community? Will we have someone who can translate for us?**

At the orphanage, some individuals will speak English, but you should learn to speak to the children in Spanish as much as possible. You will generally find some people at restaurants, stores, beaches, church, etc. who can speak English. Do not plan on having someone available to translate for you if you want to speak to the children or others. It is always a good practice when traveling in a foreign country to try to learn a few basic phrases in the native language. For this reason, we have prepared a list of common words and/or phrases which may be helpful. You will find them at the end of this document.



# Common Spanish Phrases

<b>HELLO</b>	Hola
<b>GOOD MORNING</b>	Buenos días
<b>GOOD AFTERNOON</b>	Buenas tardes
<b>GOOD EVENING (BEFORE 7PM)</b>	Buenas tardes
<b>GOOD EVENING (AFTER 7PM)</b>	Buenas noches
<b>GOOD NIGHT</b>	Buenas noches
<b>GOOD BYE</b>	Adiós
<b>SEE YOU TOMORROW</b>	Hasta mañana
<b>THANK YOU</b>	Gracias
<b>YOU'RE WELCOME</b>	De nada
<b>WHERE ARE YOU FROM?</b>	¿De dónde eres? (Familiar) ¿De dónde es usted? (Formal)
<b>I NEED A DOCTOR</b>	Necesito un doctor Necesito un médico
<b>HOW ARE YOU?</b>	¿Cómo está usted?(formal) ¿Cómo estás?(familiar)
<b>WHERE IS THE BATHROOM?</b>	¿Dónde está el baño?
<b>SEE YOU LATER</b>	Hasta luego
<b>I AM VERY SORRY, I AM A GRINGO</b>	Lo siento mucho, soy gringo
<b>PLEASE</b>	Por Favor

<b>WHAT IS YOUR NAME?</b>	¿Cómo se llama? ¿Cómo te llamas? (children)
<b>WRITE YOUR NAME</b>	Escriba su nombre (formal) Escribe tu nombre (familiar)
<b>MY NAME IS</b>	Me nombre es/Me llamo
<b>HOW OLD ARE YOU</b>	¿Cuántos años tiene?
<b>WHAT IS THE EXCHANGE RATE?</b>	¿A cómo está el dólar?
<b>THIS IS AN EMERGENCY!</b>	¡Es una emergencia!
<b>HOW MUCH DOES IT COST?</b>	¿Cuánto cuesta?
<b>CAN YOU TAKE ME TO</b>	¿Puede llevarme a ____?
<b>DO YOU SPEAK ENGLISH?</b>	¿Habla inglés?
<b>I AM FROM THE UNITED STATES</b>	Soy de los Estados Unidos
<b>I'M FINE</b>	Estoy bien
<b>ALLOW ME TO INTRODUCE MYSELF</b>	Permítame a presentarme
<b>PLEASSED TO MEET YOU</b>	Mucho gusto en conocerle/ Mucho gusto
<b>HAVE A NICE DAY</b>	Que tengan un buen día
<b>SHRIMP LOBSTER FISH</b>	Camarones Langosta Pescado
<b>I WOULD LIKE MEXICAN FOOD</b>	Me gustaría comida mexicana
<b>I WOULD LIKE SEAFOOD</b>	Me gustaría mariscos



**In the Area**





# Great Food in the Area

## En El Valle

**Bistro LaGrange** - amazing pizzas, pastas, salads and more! (Highly recommend: deep dish mango & prosciutto pizza; chocolate milkshake—it is Mexican chocolate, so it has a cinnamon flair)

**Deckman's** - hipster & pricey (the kind that has duck sausage in lentil soup, etc.) Food is pricey - desserts are only \$5 and fantastic!

**King and Queen Cantina** - serves all styles of food; anywhere from sushi to asada tacos to a nice steak. It is a bit on the pricier side but the food is great and the staff is very attentive. (Highly recommend the salmon bake sushi roll, the aguachiles, tostada de tinga, and really anything on the menu is amazing!)

**Doña Estelas** - rated by Food Network as 1 of the 10 best breakfast places in the world! (Highly recommend: Machaca con Huevos; Pancakes de Elote; Borrego en su Jugo; Gorditas; Jugo de naranja natural)

**D'Marcos** - fantastic comida 1 block from Rancho (Highly recommend: Chile Relleno con rajas en crema; quesadillas especiales)

**Valle 13** - rustic steakhouse that has amazing food for a reasonable price

**Taqueria La Principal** - best street tacos in town. On Friday afternoons they have al pastor tacos 2 for 1 (\$10 peso tacos!)

**Tacos del Valle** - another great option for street tacos. They're located right before the gas station in Guadalupe.

**La Cabaña** - (in the same mini Plaza as Mercado Liz) has a variety of typical Mexican dishes at a very reasonable price (Highly recommend: Chicken Club Sandwich and their Horchata.)

**Pollos el Retorno** - located on the road that takes you to Ensenada. This is an excellent to-go option; they sell whole rotisserie chickens with sides.

**Tienda de Quesos y Vinos "Los Globos"** - Located in San Antonio de las Minas, a 20 min drive from Rancho de los Niños. This is more of a tourist stop rather than a restaurant. In their store, you can sample their wide variety of cheeses, sausages, breads, and much more. Highly recommended by previous visitors/volunteers.





# En Ensenada

**Birrieria Guadalajara** - get the arrachera family style (you buy the meat by the kilo & it comes with beans, guac, salsa & chips, limes, etc). The horchata, jamaica & tamarindo are all excellent drinks here.

**Taquieria El Trailero** - Some of the best street tacos & tortas we have found!

**Taqueria El Flamazo** - neighbors with El Trailero but they are just as great!

**Los Pollos de la Cementera** - This is a great to-go option if you're looking to take lunch elsewhere. You can order whole grilled chickens with sides included and the chicken is just amazing.

**McDonalds** - It may sound silly to go here - but they have Pie de Queso - which is like an apple pie but with cream cheese - it's delicious! You also can get Cajeta (dulce de leche) in your sundae or McFlurry.

# En Tijuana

**Casa de Mole** - It's right next to the gorieta (roundabout) of the man on a horse. (Highly recommend: Mole (many types available) & the chile relleno.)

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## Fun Activities in the Area

### En El Valle



**Jersey Zoo** - Entrance is about \$2.50 a person. They have a surprising amount of animals and it takes about 1-3 hours to see it all (depending on your pace). They have a huge playground and tons of picnic benches under pavilions. You can bring in outside food and drinks or purchase food inside. Additional pay activities include - paddle boats, swimming pools, brincolin (for 11 and under - it's a huge inflatable ground bubble that kids can jump on).

**Pools** - There are 3 locations with pools within 15 minutes of Rancho de Los Ninos. One is called "Balneario Las Palmeras" where they have three different sized pools; a kiddy pool with slides, a 3ft pool with a slide, and a much larger pool for teens and adults. The other location is called "Albercas Pulido". The third pool is located within a hotel called Rancho Maria Teresa. All three places have a price range of about \$150-\$200 pesos per person. You can bring outside food and drinks to either of the places and they have table areas for you to have your lunch.

**Mini Golf** - Parador Ecoturistico Rancho Las Delicias is within 20-25 minutes from Rancho de los Niños. You can rent the game equipment for about \$8.50 dollars a person. There are also a few gift shops and restaurants on the land, as well as a little lake.





## Within an Hour

**Horseback riding** - Brett Bailey found us an awesome cowboy who will take you riding for 2 hours up to a full day. It costs \$10 an hour per person (which is pretty spectacular!) It is about 1 hour and a half drive from Rancho to the other side of Ensenada where he takes you on beautiful mountain trails. You have to set this up a few days in advance. For potential dates, contact Samantha Clive.

**Hot air balloon rides** - Right in Valle Guadalupe you can rent a hot air balloon for about \$200. Not sure on more specifics than that. More details can be arranged at D'Marcos (his brother in law or some family run it).

**La Bufadora** - parking costs anywhere from \$2-6 a car. It is the 2nd largest marine geyser in the world. You have to go at the right tide. Excellent souvenir shopping (slightly cheaper than in Ensenada). Lots of churros & pina colada samples and great food to buy. Plan on 1-3 hours (depending on how much you want to shop).

**Las Canadas** - pricing is dependent on the season, but they have a website that is somewhat functional. All pricing is reasonable. They have a zipline course, horseback riding, ATV rental, onsite camping, a water park for younger ages, etc. It takes about an hour and a half to get there from Rancho, it is on the other side of Ensenada.

**Laser Tag** - Located near la mission - the first game costs about \$2.50 a person. Each subsequent game drops price by \$0.50. Same parking lot as Walmart and across the way from Home Depot.

**Souvenir shopping in Ensenada** - parking is free, on the street McDonald's is on, which is just a few shops down from Birrieria Guadalajara. Say "Lo minimo?!" and you should be able to get prices down by 25-50%. Speaking Spanish gets you a better price.

# See You Soon!



A CHILD'S  
**HOPE**  
FOUNDATION