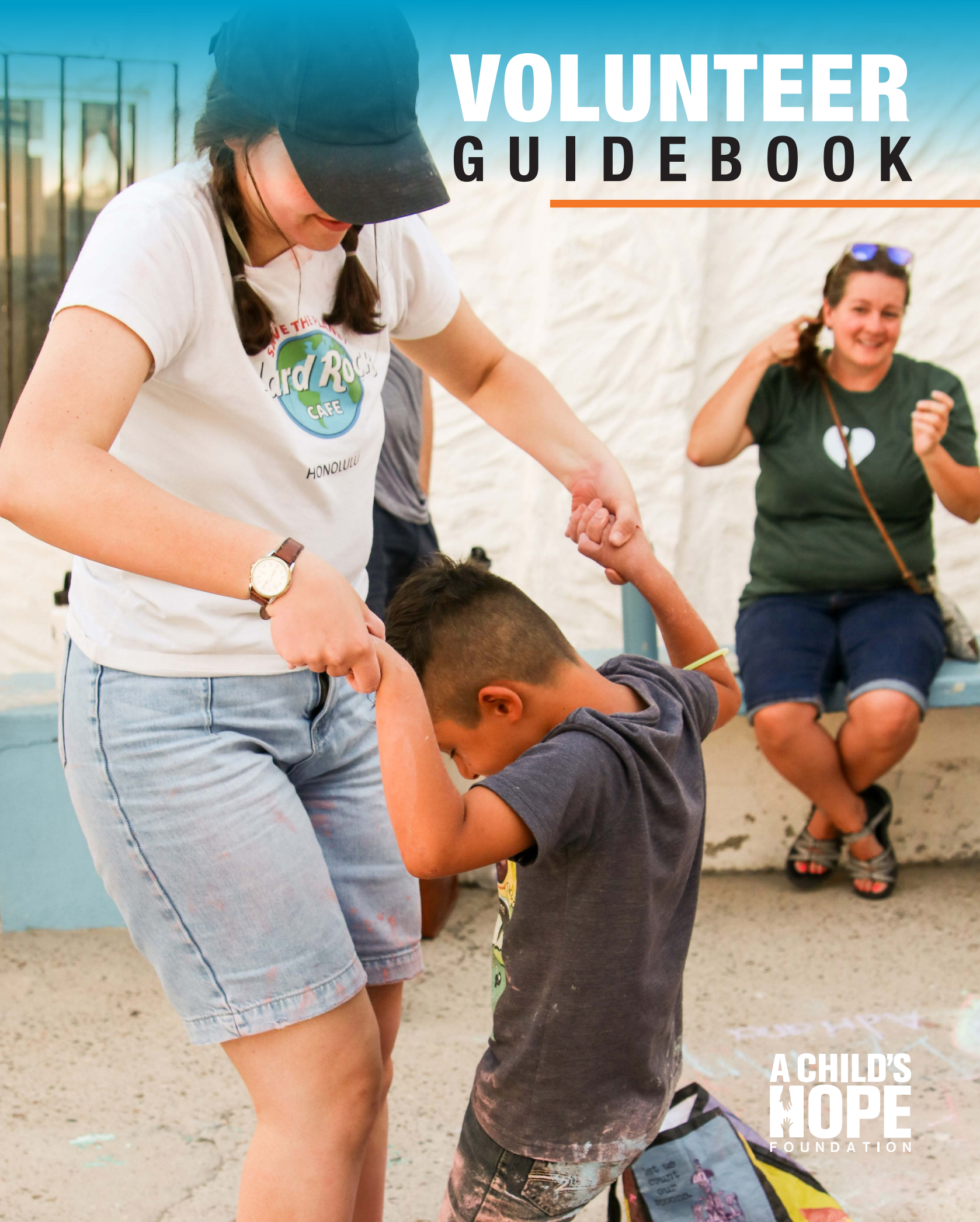


VOLUNTEER GUIDEBOOK



A CHILD'S
HOPE
FOUNDATION



Table of Contents

1	Welcome
2	About A Child's Hope Foundation
3	<i>Our Mission</i>
4	<i>Expectations for Volunteers</i>
4	<i>Ways to Volunteer</i>
5	Preparing for Your Trip
6	<i>Documentation</i>
7	<i>Medical Information</i>
8	<i>Emergency Numbers in Mexico</i>
8	<i>Insurance</i>
8	<i>Orientation</i>
9	Know Before You Go
10	<i>Personal Safety</i>
10	<i>Photographs</i>
10	<i>Dress & Grooming Standards</i>
11	<i>Orphanage Policies</i>
12	<i>Important Guidelines</i>
13	<i>Appropriate Behavior</i>



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!

**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.

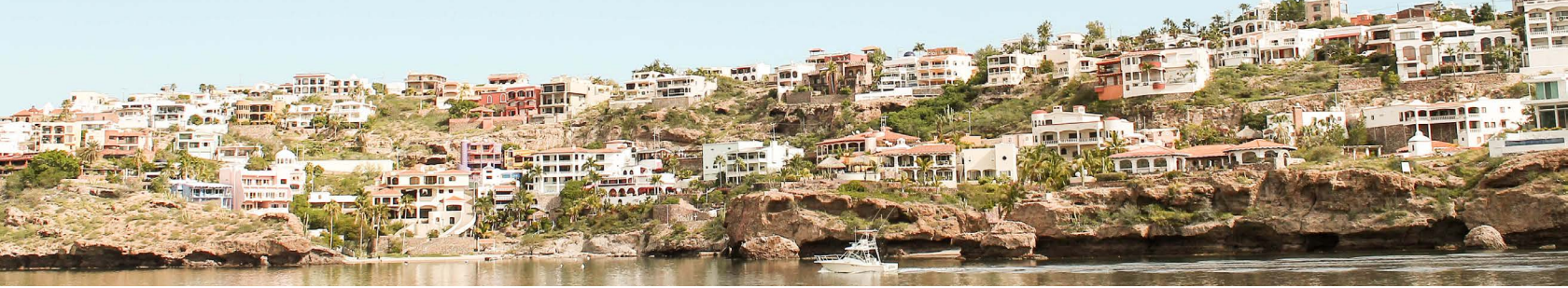
STRENGTHENING ORPHANAGE DIRECTORS:

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.



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

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. 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.

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.

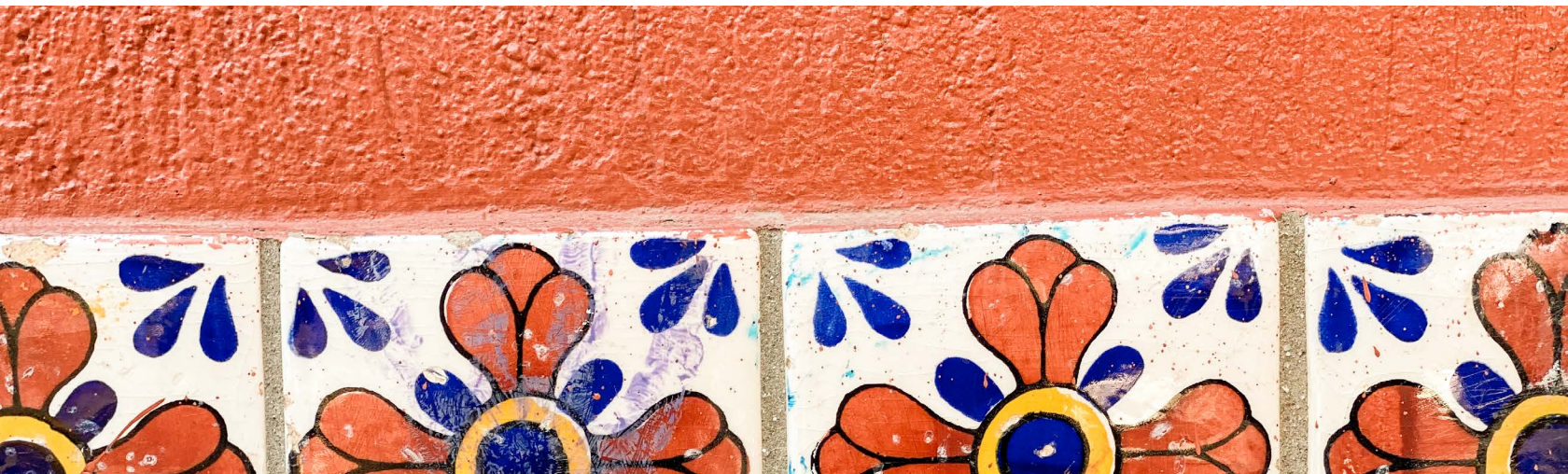
Medical Information

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

EMERGENCY	911
POLICE	060
FIRE	068
AMBULANCE	065
US DEPARTMENT OF STATE	(202) 501-4444
U.S. CONSULATE GENERAL IN TIJUANA	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 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. 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.

