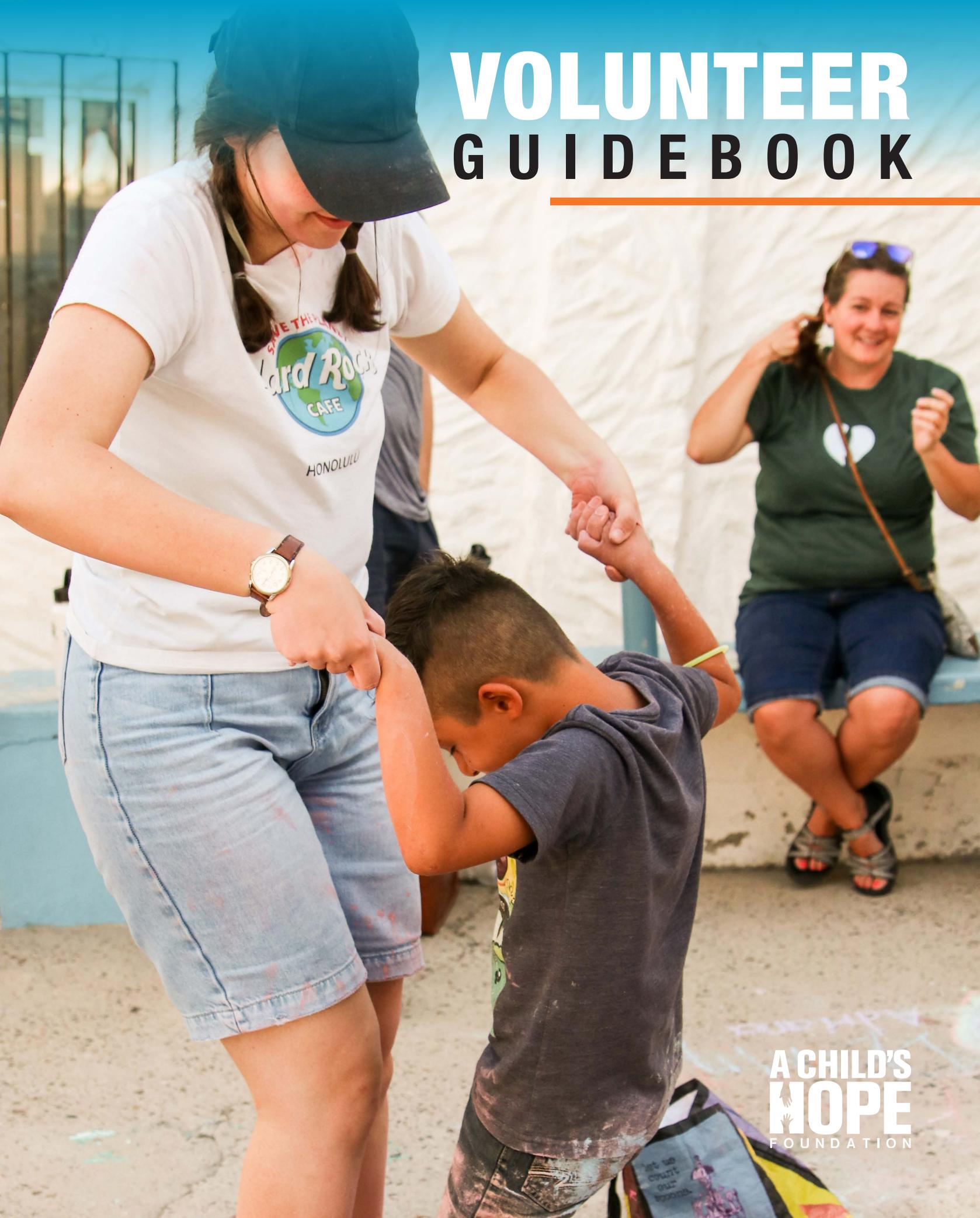


VOLUNTEER GUIDEBOOK



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!

**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.

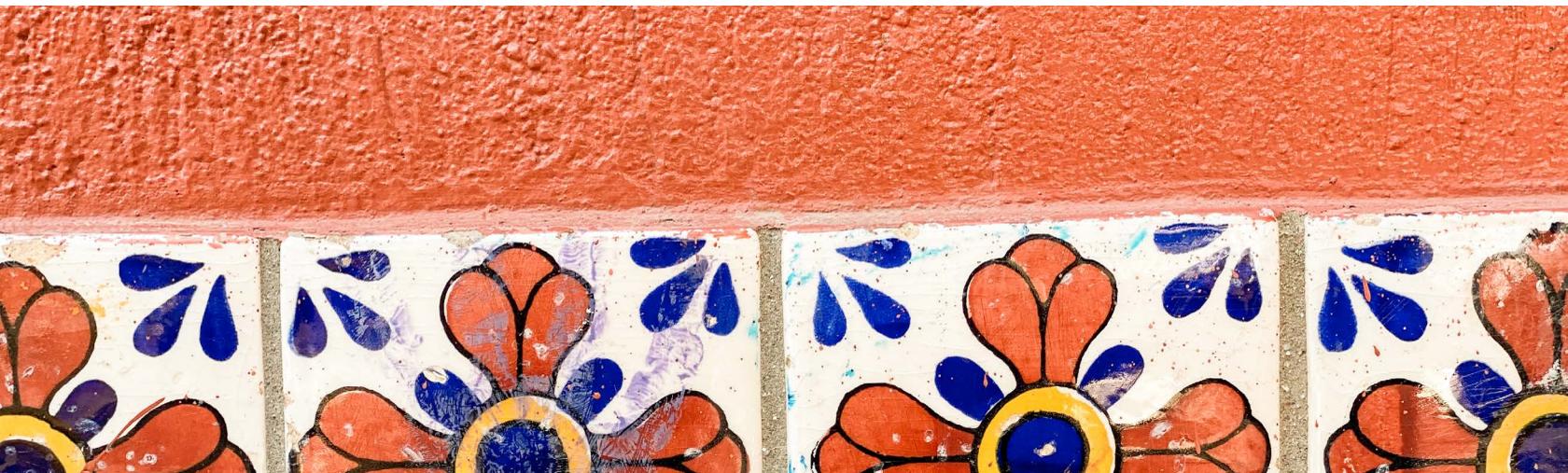
Medical Information

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.





WELCOME TO

SERVICE TRIPS



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Traveling in Mexico



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. In winter, when temperatures, day or night, can be quite chilly, it's a good idea to pack a warm sweater and coat.



The official language is Spanish. (Some basic Spanish phrases are included at the end of this guidebook.)



The Mexican currency is the Peso. While exchange rates are constantly changing, one U.S. dollar is equal to about 19 pesos.



Before you pack, check Guadalupe Valley, Mexico for Baja locations or Sonora, Mexico for Guaymas on weather.com.



Know Before You Go



Spending Money

Some food and spending money will be needed. The amount will depend on your own incidentals, needs/wants (such as the purchase of souvenirs at the market), food while at the airports or traveling, and emergency purchases. You can take some small food items with you (granola bars, fruit snacks, etc.). An average of \$100 per person is normally sufficient.

Guaymas

Contact your local bank about exchanging US bills for pesos. While in Guaymas you will need pesos.

Baja

Bring small US bills – there is no need for pesos in Baja. American dollars are accepted most everywhere in Baja California.

Transportation

Refer to the main Volunteer Guidebook for details on getting Mexican auto insurance to cover your personal vehicle while in Mexico. Also, please check that your car insurance allows other passengers to be insured. Many times, if the Orphanage Director allows it, volunteers will drive kids from the orphanage to different activities. Before driving a kid, please make sure that your car insurance covers other passengers.

Baja

Your trip will begin in the Walmart parking lot in Chula Vista, CA (just south of San Diego). It is your responsibility to find your own transportation to Chula Vista, either by car or by air travel. If transportation is needed from San Diego to Mexico, please indicate that on your registration. An additional \$100 is charged for passage in the van from San Diego to Mexico and back to San Diego.

Guaymas

Your trip will begin in the Safeway parking lot in Nogales, AZ. It is your responsibility to find your own transportation to Nogales, either by car or by air travel. If you are interested in renting a vehicle to take across the border, contact our Service Trip Coordinator who can give you companies that will let you rent a vehicle.





ACHF Waivers and Payments

Every individual in your group needs to complete the following forms at this link: [Volunteer Trip Waiver Form](#).

On that form, you'll find the Volunteer Guidebook Review Form and the Participation Permission & Medical Release Form(s).

Please pay your trip fees in a timely manner. The cost of the trip is \$350 or \$390 per person, depending on the time of the trip, which covers food, lodging and project materials for the duration of the trip. A \$100 per person deposit is due upon registration and the rest of the payment is due three months prior to the volunteer service trip. Payments can be made online at <https://www.achildshopefoundation.org/trip-payments/>.

Orientation

Orientation will be held for every volunteer prior to their term of service. During orientation, you will learn about schedules, lodging and other accommodations, cultural context, the team you will be working with, expectations and guidelines, and about A Child's Hope's mission and strategy 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!



Aunt & Uncle Program

Aunts and Uncles truly make an impact! At A Child's Hope Foundation, we want to support a deeper connection and lasting relationships between "aunts and uncles" and the children. We do this by providing several fun and helpful benefits, including, but not limited to:

- Regular updates about the children and the orphanage
- Early access to upcoming trip dates
- Aunt & Uncle apparel and other branded accessories

When you commit to a \$20 donation or more each month, you will join the Aunt & Uncle Program. You can learn more and register at www.achf.org/aunt-and-uncle/



Things to Bring

We hope the following checklist will be helpful as you prepare for your trip. Remember, this is just a general guide and you must determine the specific items that you need to take.

GENERAL ITEMS:

- Name tags on and inside luggage
- Spending money (in smaller bills)
- Passport or photo ID & birth certificate
- Money belt, neck pouch, or other secure place to keep your money and passport
- Working gloves
- Snacks
- Sunglasses
- Hat
- Sun screen
- Water bottle
- Bug repellent
- Flashlight
- Pillow
- Ear plugs
- Air mattress
- Sleeping Bag

PERSONAL ITEMS:

- Hand sanitizer
- Glasses/contacts (and solution)
- Shampoo & conditioner
- Soap
- Toothpaste
- Toothbrush
- Deodorant
- Lotion
- Razor
- Lip balm
- Kleenex
- Band-Aids
- Personal prescription medications
- Aspirin/Tylenol/Ibuprofen
- Pepto bismol
- Towel & wash cloth
- Moleskin for blisters
- Wet/Clorox Wipes

CLOTHING:

- Shoes for work and beach
- Swimsuit and towel
- Socks
- Underwear
- Shorts
- Short-sleeved shirts
- Pajamas/nightwear
- Clothing for church (optional)

SEASONAL (WINTER MONTHS):

- Space heater
- Warmer jacket
- Hat or band to cover ears
- Little rugs (to wipe feet on)



You have skills and hobbies that you can share with the kids, and we ask that you do! Please come prepared to spend meaningful time with them. Being with the children and doing skill building and other activities with them helps them feel loved and nurtured, and should also help them become more self-reliant, happy, and loving people themselves. The kids will see themselves as capable of handling life's challenges and experience the joy of improving their skills and understanding. Consider bringing activities to share, such as:

Littlest kids: bubbles, books to read (in Spanish), coloring books, chalk

Young kids: jump ropes, books to read, craft kits, games

Teens: sewing, drawing, coding, yoga, sports equipment you could bring and teach the rules of the game (baseball, volleyball, badminton), robotics, etc.

Frequently Asked Questions

Do I need any special documents to get into Mexico?

No, *however*, you **do need** documents to get back into the United States. Acceptable documentation for land travel includes a passport for those older than 18 or a certified birth certificate for those 18 or younger (a copy of your certified birth certificate will suffice). 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.

Is there an age requirement?

A Child's Hope Foundation does NOT have a minimum age requirement for service trip volunteers. However, we do ask that parents of children under the age of 8 years old consider how your child would fare on a trip of this nature.

What is the climate going to be like?

In Baja, the weather is similar to San Diego, California, year-round. The climate is famous for generally having "springtime" weather. Look up Tijuana, Mexico or Sonora, Mexico on weather.com and the following week's forecast.

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.

What should we take with us to Mexico?

A sample packing list has been included in this guidebook. Specific questions can be addressed at the orientation meeting.

Are there specific laws and customs that we need to be aware of for the safety of our group, as we interact with the local people and children?

YES. Stay in groups of three or more. Don't take pictures of people who object. Don't make promises you cannot keep.

Do we have anyone who can educate us regarding the things we should know about the area and the people with whom we will be interacting?

YES. We will hold an orientation meeting where A Child's Hope Foundation staff and others will discuss the trip in more detail and answer any questions you may have. The orientation lasts about one hour depending on the number of questions you have. Please be early as we will begin exactly as scheduled. We also ask that a parent attend with anyone less than 18 years of age who is planning to participate. Some orientation meetings may be held via web and phone conference. Attending an orientation meeting, in person or on the phone, prior to leaving for Mexico is mandatory. At the orientation meeting, you will be introduced to your trip host, who can also be contacted for questions about the trip and area.

Will we have an opportunity to go to the beach?

Yes, depending on your group's interest in doing other activities. The ocean is generally warm, but wetsuits may be nice in cooler months.



Is there a discount for my child?

Trip fees are the same regardless of the age of the participant.

What might a typical day in Mexico look like?

Typical Work Day Schedule: (Subject to change depending on needs, time, weather, temperatures, and sunlight)

- 6:30 - 7:30 a.m. Breakfast
- 8:00 - 2:30 p.m. Work
- 1:00 - 2:00 p.m. Lunch
- 2:00 - 7:30 p.m. Other Activities (see below)
- 7:30 - 8:00 p.m. Evening instructions/campfire

Other Activities: Go shopping, go to the beach, play with the kids, visit with other volunteers, take the kids on excursions, and relax.

How much spending money should I bring?

This depends on your personal needs. The only money you will need will be for souvenirs and a few other miscellaneous items that you choose to purchase. \$50-100 (US Dollars) should be sufficient, depending on how much you choose to spend.

What baggage am I allowed to take?

We ask everyone flying to pack their personal belongings in a carry-on bag and no more than one checked bag so we can use one of your allotments of two checked bags to transport supplies (formula, diapers, clothes, tools, etc.) to Mexico. Hopefully your one checked bag will not be full, so we can arrange with you to bring additional supplies that you can pack for us.

If you have items that you cannot fit into your personal carry-on bag or checked bag, please speak with your trip host at orientation and he/she will make arrangements for you to get them packed so they can be transported to Mexico.

What if we have some items we want to donate to the people in Mexico?

Please contact info@achf.org to find out what items are needed. We appreciate when volunteers want to donate items, but we would like you to be aware that the orphanages we work with are in need of monetary donations over physical donations. This is why each group of trip volunteers generally has a project that they work to accomplish and fundraise for together (such as new sneakers for kids, laptops for schooling, etc.). This project is unique to each trip and will be proposed weeks before your trip so people can get involved and prepare. You can expect more information on what your trip focus is during orientation, if not before!

If I get hungry while working, will I be able to go to a convenience store for a break?

Sometimes we will be close to a convenience store, other times we won't. We encourage you to bring some snack food such as breakfast bars, granola bars, or other food that you can quickly eat as you head to the work location. If you get to the Walmart parking lot early, that would be a great time to pick up some snacks for your family. For Baja locations, snacks are provided that will be onsite.



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!

Is there refrigeration at the orphanage?

Yes, there is limited refrigeration space available. Any item placed in the fridge by a volunteer needs to be labeled.

Are there facilities for washing clothing?

No.

What about our meals?

All of our trips include all meals (breakfast, lunch and dinner). There may be exceptions with a private trip (the first meal on any Guaymas trip is not included).

What are the sleeping accommodations like?

All volunteers should plan on sleeping in a common room on bunk beds with firm mattresses. In Baja, you will need to bring your own bedding—sleeping bags or sheets/blankets and pillows. You are welcome to bring an air mattress if you aren't comfortable on a firm mattress. The bedding is provided at Guaymas, though many volunteers still choose to bring their own.

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

At the orphanage, many 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.

What about transportation to/from the airport, San Diego, or Mexico? (Baja Locations Only)

If you need transportation, please indicate that on your registration. We also need all flight details such as airline and arrival and departure time, those should be sent to our Service Trip Coordinator at info@achf.org. Please speak individually with the trip host to discuss those options at orientation. If travel is needed from San Diego, a \$100.00 extra fee is charged as part of your payment.



Common Spanish Phrases

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

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

See You Soon!



A CHILD'S
NOPE
FOUNDATION