

### Refuge International Code of Conduct

It is imperative that you read and understand our Code of Conduct policy (separate document) prior to joining us in Guatemala. Infractions will result in you being sent home at your own expense.

### HEALTH & HYGIENE ISSUES

**Food & Water:** Tap water is NOT SAFE for drinking or brushing your teeth anywhere in Guatemala. While at the clinic, local workers will prepare our food. Safe food and water are a top priority. While fresh fruits and vegetables are readily available, it is best to eat only that which has a thick peel protecting the inner fruit such as bananas, papaya, watermelon, etc. Local produce can be eaten, but only after being cleansed by the kitchen staff. It is inadvisable to eat food for sale in open-air markets or from street vendors. Carrying hand sanitizer or Clorox wipes is a good health precaution as you travel in Guatemala.

### Guidelines from the CDC:

Unclean food and water can cause traveler's diarrhea and other diseases. Travelers to developing countries are especially at risk. Reduce your risk by sticking to safe food and water habits.

### Food

#### Eat:

- Food that is cooked and served hot
- Hard-cooked eggs
- Fruits and vegetables, you have washed in clean water or peeled yourself
- Pasteurized dairy products

#### Don't Eat:

- Food served at room temperature
- Food from street vendors
- Raw or soft-cooked (runny) eggs
- Raw or undercooked (rare) meat or fish
- Unwashed or unpeeled raw fruits and vegetables
- Condiments (such as salsa) made with fresh ingredients
- Salads
- Flavored ice or popsicles
- Unpasteurized dairy products
- "Bush meat" (wild game, monkeys, bats, etc.)

### Beverages

#### Drink:

- Water, sodas, or sports drinks that are bottled and sealed (carbonated is safer)
- Water that has been purified/disinfected (boiled, filtered, treated)
- Ice made with bottled or purified water
- Hot coffee or tea
- Pasteurized milk

#### Don't Drink:

- Tap or unfiltered well water
- Fountain drinks
- Ice made with tap or unfiltered well water
- Drinks made with tap or unfiltered well water (such as reconstituted juice)
- Unpasteurized milk

(cont.)

## **Bathing and Swimming**

Unclean water can also make you sick if you swallow or inhale it while bathing, showering, or swimming. Try not to get any water in your nose or mouth. In most areas, tap water is not safe for brushing your teeth, and you should use bottled water. People who are elderly or have weakened immune systems might want to stay away from areas where there is a lot of steam and water vapor that can be inhaled, such as showers and hot tubs.

**Malaria, Chikungunya, Dengue, and Zika:** While mosquito borne diseases are not common in San Raymundo due to the altitude, there have been reported cases of dengue, chikungunya, zika, and very rarely malaria.

**Malarial Prophylaxis** – is not routinely recommended. A mosquito repellent containing DEET should be used. You may also choose to spray your clothing with Permethrin, which should be done at home prior to packing for the trip.

**Typhoid Fever:** CDC recommends that travelers to Guatemala receive Typhoid vaccination.

**Tetanus Immunization:** Please be current with your tetanus booster. No cholera immunization is necessary at this time.

**Hepatitis A Immunization:** The series are recommended for everyone. Hepatitis A is transmitted through contaminated food and water.

**Hepatitis B Immunization:** This is also recommended for anyone likely to come in contact with blood or body fluids.

**Traveler's Diarrhea:** Please refer to the CDC's website for travelers. You will note that there are no recommendations for prophylaxis for traveler's diarrhea other than watching what you eat and drink. However, some sources recommend taking 2 Pepto Bismol tablets 4 times a day, while others recommend prophylactic antibiotics. For concerns, please contact your personal physician regarding this issue. Certainly if anyone becomes ill, we will provide care in the clinic.

**Hygiene: Nowhere in Guatemala can toilet paper be flushed down the toilet.** The septic systems are not capable of handling it and it will back up right away. **Always dispose of toilet tissue in the waste paper basket.**

## **PACKING**

### **Clothing**

Refuge International medical mission t-shirts will be distributed prior to the trip and must be worn for arrival into Guatemala. These shirts help us to identify each other, as well as assist us getting through customs in Guatemala.

During clinic hours, all volunteers wear scrubs. There are scrubs to borrow at the clinic in San Raymundo, or you may bring your own with you. After clinic hours, most people continue to wear their scrubs, but if you choose to change, attire is casual, jeans, etc. No short-shorts are worn in the clinic, even after hours. Elsewhere in the country, out of respect for the local people and their culture, the following guidelines for dress are suggested. For all: no exposed armpits or thighs, no tight clothing. Slacks, jeans, casual shirts or t-shirts are fine for men. For women, clothing should be loose, skirts- below knees, pants baggy. If traveling in February or October, bring a light jacket or sweater; the weather can be cool, especially in the mornings and evenings.

### **Luggage**

ONE carry-on, which must meet airline specifications, such as small roller, backpack, or small duffel is allowed. (Check with your airline for carry-on requirements). When going through security, travelers are only permitted one carry-on and ONE personal "bag", such as tote bag, purse or laptop case.

**All personal items that you will need for the week can be packed in your carry-on, if you adhere to the essential packing list below and forgo non-essential items. You will be surprised how simply you can live!**

**One checked bag** will be reserved for medical supplies, which are essential to our trip. Depending on your location and itinerary, we will deliver a Refuge International medical bag to you before checking in for your flight. If you decide to take an additional personal bag besides your carry-on, you will be responsible for any additional charges associated with a second checked bag. If you are charged an airline fee for the medical bag you are carrying for Refuge International, please keep your receipt and we will reimburse you for this expense. *Because you will have limited personal packing space, these items will be provide for you at the clinic:*

- One towel
- All bedding
- Scrubs (3 sets)

### **Personal Packing List**

Be sure that your liquid items all fit in one, quart-size Ziploc bag.

**Clinicians: Please bring your own otoscopes, stethoscopes and mini pulse-oximeters to use in your clinic room, as we do not have enough of these items to supply on-site.**

**Anesthesia Providers: Please bring your own laryngoscope.**

- Mosquito Repellant
- Passport and color copy of your passport photo page
- Underwear for 7 days
- Personal medications
- Closed-toe shoes for clinic
- Sweater or jacket (wear this on the plane to save packing space)
- Washcloth or scrubbie (even hotels do not have washcloths)
- Shower shoes/flip flops
- Good rain jacket or poncho
- Long-sleeved shirt (if you are cold-natured, to wear under scrubs)
- 2-3 outfits for Antigua and travel home from Guatemala
- Reusable water bottle and travel coffee mug
- Camera
- Small flashlight/headlamp
- Book or magazine
- Earplugs
- Optional:
  - 2 or 3 sets of scrubs – if you do not want to wear those provided by the clinic
  - Individually-wrapped snacks – you will be fed very well on trip, this is just in case you need something specific or extra.
  - Twin-size top sheet – a bottom sheet and blanket are provided to each volunteer

**PLEASE DO NOT WEAR ANY EXPENSIVE JEWELRY IN GUATEMALA.**

It might make you, or the group, a target for thievery.

### **Optional: Items for local residents**

These are good items to bring to the clinic: Toothbrushes, toothpaste, bath and hand soap (non-scented), shampoo, lotion, Chapstick, small jars (personal size) of Vaseline and washcloths. All items will be given out in clinic by the attending clinicians or in pre-op/post-op or pharmacy. **Nothing is to be given outside the hospital or in the courtyard.**

**If you are not asked to bring a Refuge International checked medical bag, please consider collecting the hygiene items listed above and pack your own checked bag of supplies.**

Refuge International supports indigenous schools in Guatemala. These schools are very remote and get very little attention. Their need for supplies and financial support is very acute. Should you feel the desire to help with education, these school supplies are always very much in need: pencils, crayons, spiral notebooks, markers,

tape, construction paper, children's scissors, children's book in Spanish, flash cards, and rulers; also playground items such as balls. If you have something else that you think would be appropriate, please ask!

## **MONEY**

The Quetzal is the currency of Guatemala. The exchange rate is about 7.0 - 7.5 Quetzals to one US dollar. Most volunteers don't spend any money while in San Raymundo. Refuge International can exchange small amounts of up to \$5/person. You will need to bring money for meals and shopping while in Antigua. There are banks in Antigua, but you will find vendors in the market (and most stores) will accept US currency (in pristine condition). Bring small bills and you will not have to exchange money. Meals can range from \$5-\$30 a person in Antigua, depending on the restaurant. Many stores and restaurants will also accept Visa or Mastercard credit cards. Guatemalan textiles are incredible and inexpensive and make great souvenirs or gifts to take home. It is possible to spend a lot of money shopping. Guatemalan currency is very hard to exchange once outside Guatemala, so don't get more than you really need. You will need \$15 to \$40 (USD) cash for the airport shuttle from Antigua at the end of the week (depends on total number of passengers) (**IMPORTANT NOTE:** your US dollars **MUST BE** clean, unmarked, unfolded and untornd. Think "fresh off the press"; this is no joke as Guatemalans will refuse a bill that has the slightest mark on it because their banks will not honor the bill.)

## **HOUSING**

The team will be housed in either dormitories or double rooms. The dorms are divided into men's and women's spaces with separate bathing and toilet facilities for each. The dorms are not heated or air-conditioned but we do provide light blankets to keep you comfortable. If you are a light sleeper, bring good earplugs! The facility does have hot showers and flush toilets. Short showers are a courtesy so everyone should be able to get warm water.

## **MEALS**

Meals are served in the common dining facility. Our local kitchen staff prepares all meals and the menu varies with a touch of local flare.

The team will meet at 6:30-7:00am for breakfast and the morning meeting. Lunch is served from 11:30am - 1:00pm and the team will eat in shifts (to ensure patient care is uninterrupted). Dinner will begin after clinic with most of the team eating together, usually around 7:00pm.

## **Dietary Restrictions**

Basic food restrictions can be accommodated on trip: gluten-free is not a problem in this country as they use little gluten in their cooking and vegetarian options are available. Please inform the team leader of food allergies so that we can advise our cooking staff. If you have other restrictions, please let me know in advance of arrival and we will try our best to accommodate (but you may need to bring your own food options, depending on your needs).

## **CLIMATE**

The temperatures can range from upper 40's at night to around 80F, with a possibility of rain. Bring warm pajamas, a light jacket or sweater for early mornings or evenings (February & October only) and light rain gear.

## **CONDUCT**

We will be working with local residents who reside in/around San Raymundo. We will refrain from any conduct that might be viewed as immoral to the local people. While at the clinic the following rules are suggested:

- Absolutely no alcoholic beverages
- Please refrain from public displays of affection
- No profanity
- No open use of tobacco (we have a discreet smoking location)

## ASOCIACION MÉDICA QUIRÚRGICA DE SAN RAYMUNDO

The Asociacion Medica Quirurgica de San Raymundo was established to oversee the activities of the hospital. The committee members live in the San Raymundo area and are working hard at making the hospital a fully functioning charity hospital. Many will be working with us in the clinic as well as joining the team for meals in the dining room. They are amazing people with incredible stories so please take the time to get to know them. The committee members are as follows:

**Ramiro Cojon, MD** – *President*; Dr. Cojon is a local physician in San Raymundo and medical sponsor of our group.

**Eugenio Nij** – *Vice President*; Local pastor.

**Joy Gring** – *Treasurer*; Joy is a missionary and nurse from the US. She runs a school in San Raymundo and also works with Dr. Cojon.

**Liliana Camey** – *Secretary*; Liliana is the Director of a local, public school in the village of Estancia Vieja (just outside of San Raymundo).

**Mara Camey** – *Hospital Coordinator*; Mara is a teacher at a local, public school and sister to Liliana and runs the hospital admin office during our mission week.

**Edy Cojon** – *Hospital Director*; Edy is also Refuge International's Operations Manager in Guatemala.

**Isaias Chamale** – *Member*; A local factory owner who is the brother of Gerardo & Antonio.

**Gerardo Chamale** – *Member*

**Antonio Chamale** – *Member*

**Bildad Hernández** – *Member*

**Eladio García** – *Member*

## SAFETY

At the end of the trip we will be spending time in the city of Antigua. Although we do feel this city is safe, you should use the same sensible precautions you would in any city:

- Do not go out alone at night.
- Always secure your wallet or purse. (*Under-clothing money carriers can be found at a variety of retailers like Target, Walmart or Amazon.com.*)
- Discreet use of your cell phone in public places (cell phones are the item most commonly stolen from travelers).
- Do not wear flashy or expensive jewelry.
- Always keep your passport locked in a hotel safe.
- Ask your team leader if you have any questions about safety issues.

Poverty is rampant in Guatemala, so the less you advertise affluence the less likely you are to attract unwanted attention. Do not do things to call attention to yourself or to your group.

## ANTIGUA

We will arrive Friday morning in the beautiful colonial city of Antigua. Once you arrive, your meals will be at your own expense as well as your shuttle to the airport (breakfast is included with your room at our hotel). The cost of this shuttle is \$15-\$40 (depending on number of people). Shuttle arrangements will be coordinated by your team leader. If you are staying an additional night at the hotel in Antigua, there is an additional cost of \$75 (non-refundable and arrangements must be made in advance).

You will need money for snacks, tipping (10% to waiters, \$1 a bag for luggage), meals in Antigua, your shuttle from Antigua to the airport and travel contingencies.

## MISSION TRIP POLICIES

1. Participants are registered for the trip after we have received the following:
  - a. Refuge International Application
  - b. Signed Waiver
  - c. \$200 deposit
2. Medical licensure copies are also required, but may be sent at a later date, if not available at the time of application.
3. Participants must be at least 16 years or older (those under age 18, must be accompanied by an adult).

The mission trip volunteer fee includes:

- Bus transportation (private) from the airport to the clinic in San Raymundo
- In-country travel insurance
- Lodging and Meals in San Raymundo
- Local Translators
- Medical supplies and medications used during our service week
- Bus transportation (private) from San Raymundo clinic to Antigua at the end of the week
- 1 night hotel lodging in Antigua (breakfast included)
- Your Medical Mission T-shirt

## Flights

You are responsible for booking your flights and airfare. For each mission trip there are designated team flights. You can find the information on our website or contact the Refuge International office. If your travel itinerary necessitates a special trip to pick you up, or drop you off at the airport, you will need to pay the additional costs associated with special transportation arrangements.

**Do not make flight reservations on other flights unless you have cleared this with the Team Leader!!**

Anytime someone flies, there are some basics you should know. Airlines can “overbook” based on statistics that not everyone shows up for their scheduled flights. If a flight you are on is overbooked, the airlines usually will ask for “volunteers”, those people who will take a voucher for a trip in the future and wait until the next flight (PLEASE do NOT volunteer to take a later flight!). If the need for seats are not met this way, there is a policy on who will be “bumped.” If you happen to be bumped, the airline will let you know what your next flight will be plus what they will do for you such as meal and lodging vouchers. **Call the Refuge International office immediately with your new arrival information. We need to know as soon as possible if you are bumped from your flight!!**

“Missed connections” happen when there is a delay, which can be caused by weather, flight crew, security, a gate not available when the plane arrives, all sorts of uncontrollable events. If this happens, AND the missed connection is due to the airline adversity, they will take care of your meals and a place to stay until the next flight. If it is NOT the airline’s responsibility, such as weather, they will help you find a place to stay but will not pay for it. **Allow money for contingencies.**

“Cancelled flights” are usually created by weather or mechanical repairs to the plane. If a flight is cancelled, the counter agents or the 800# of your airline will try to “reroute” you to your destination. If they cannot get you on a flight, if it is something that is the airline’s responsibility, such as a mechanical, they will usually provide lodging and meal vouchers. If it is weather or something out of their control, like a security issue, they will help to find lodging but will not pay for it. **Allow extra money, clothes, medicine, etc for travel contingencies.**

## GUATEMALAN CONTINGENCIES

If you decide to arrive in Guatemala before the team arrives or if you find yourself stranded because of a cancelled or delayed flight, be aware that Guatemala City is considered a dangerous city. Consider choosing a hotel near the airport that offers shuttle services. Some hotels we have used in the past are:

Hotel Casa Veranda Guatemala	011-502-2411-4100
Barceló Hotel Guatemala City	011-502-2378-4000
Hilton Garden Inn Guatemala City	011-502-2423-0909

## EMERGENCY NUMBERS (Keep with you and give to your loved ones)

Refuge International, US office	903-234-8660 (during normal business hours)
Executive Director, Ginia Northcutt	903-237-9652 (nights and weekends)
Director of Guatemala, Kimberly Johnson	011-502-4493-0447 (Guatemala)
Guatemala Operations Manager, Edy Cojon	011-502-5776-8282 (Guatemala)

Messages will be frequently checked during trips. Many US wireless carriers have service in Guatemala. Check with your carrier for availability and international rates.

## **GUATEMALA AND THE PEOPLE**

Guatemala is the most populous of the seven Central American republics, with just over 15 million inhabitants. There are two ethnic groups in Guatemala: the mestizos or Ladinos who are people of Spanish heritage, while the majority are people of Mayan descent. Repressive regimes, social conflict between the poorer Mayans and the better-off Ladinos and outside intervention resulted in a civil war that lasted over 36 years, killed over 200,000 people and left more than 50,000 people “missing”. In 1996, a peace agreement was reached and the slow rebuilding of a civil society began. Today, the per capita income of the people is still less than \$1,200 per year, literacy rates are very low, infant mortality is high, access to medical care is limited and there is no clean water in the country. Our part in the rebuilding of the Guatemalan society lies within these issues. We believe that everyone has the right to clean water and medical care. Our goal is to help the people of Guatemala achieve these rights through sustainable medical care and water programs.

The poverty in Guatemala is obvious, and you will want to help. The workers who live there best distribute gifts for children in the schools. Children will approach you begging in the street, or with items for sale, and you will find it hard to resist. Buying from them fosters the begging problem, and encourages them not to be enrolled in school. The best approach is not to make eye contact: be firm, refuse the first time and walk away. Instead, buy goods from an adult vendor in a market. It's helpful to understand that Guatemalan vendors expect you to do a little bargaining as part of the social exchange of the purchase. The first price offered is not the actual price for the item. “Haggling” is as much a part of the selling process as the “pitch” is in the US. It should be a fun part of the experience.

It is inconsiderate to photograph the Guatemalan people without asking their permission first. Please ask their permission before taking a picture of anyone. Remember that many places we consider public, such as porches, courtyards, or the steps of a church are considered private. We encourage you to take as many photos as you like to document your time and experience as a Refuge International volunteer. Making a small attempt at communicating with the residents of Guatemala will go a long way. While Spanish is widely spoken, there are dozens of indigenous languages spoken in the countryside. Still, “Buenos días”, “gracias”, and “por favor” are gracious gestures of a guest in their country.

The people of Guatemala have a rich, diverse cultural and historical heritage, thousands of years in the making. Many guidebooks have brief histories of the area that will help you understand a little bit more about the country. If you have time, read the book by Rigoberta Minchu, an indigenous Mayan woman who tells the story of her life during the civil war. The more you learn about the country, the more you will understand the reasons for our being there.

## **OTHER FAQs**

### **Emergency**

In case of an emergency, please have your family contact the Refuge International office or Ginia Northcutt, Refuge International Executive Director, at (903) 237-9652. It's best to let your family know that you are in a remote area and will check-in when able.

### **Laundry**

There is no laundry service available except for emergencies. The facility has to keep up with the hospital needs.

### **Electricity**

It is the same as we have in the states. There are not a huge number of outlets in the sleeping area so if you want to recharge a phone or sleep with a CPAP, you might want to bring an extension cord/multi plug.

### **Internet**

There is no Wifi in San Raymundo. If you need to be connected during our mission week, please be sure to check with your US phone carrier regarding an international data/phone plan. You will have Wifi once we arrive in Antigua at the end of our trip. Be sure to leave the Refuge International office/emergency numbers listed above with your family in the event they must get in touch with you.

*Updated: 01/2020kj*