



# Safe Passage

## Camino Seguro

### Support Teams Handbook

*2012*



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## A Brief Introduction to Safe Passage

### Our Mission

Safe Passage, (Camino Seguro in Guatemala) seeks to empower the poorest, at-risk children of families working in the community of the Guatemala City garbage dump by creating opportunities and fostering dignity through the power of education.



We share the vision that within a safe and caring environment, every child can participate in an integrated program that fosters hope, good health, educational achievement, self-sufficiency, self-esteem, and confidence. Children and parents discover that through their own efforts, they can move beyond poverty.

Safe Passage runs a number of programs for the families of the Guatemala City dump community.

Our main project enrolls children in local public schools and pays for their enrollment fees, books, school supplies, and uniforms. The children attend either a morning or afternoon session at a public school. For the other half of the day, the children attend our educational reinforcement program, where they are given the opportunity to complete their homework and to engage in activities that supplement their public school education, such as sports, art, English, and computer classes. Other programs include a daycare center, Adult Literacy Program, and health and counseling services.



For more information about Safe Passage, please visit our website at [www.safepassage.org](http://www.safepassage.org).

### What is a Safe Passage Team?

## Support Team

The Support Team experience is designed with the first time visitor in mind. As the saying goes, “time flies when you are having fun,” well, this week has been likened to a “whirlwind” by former teams. While you are having fun, you will also be making a big difference with your time, skills and energy that you give to the children, staff and volunteers at Safe Passage.

Teams are made up of 8-12 people who volunteer with Safe Passage for one week in Guatemala. Teams play a critical role in our students’ educational experience by preparing and leading educational projects and providing much needed services and activities. Teams will normally serve as English tutors, assist in classrooms of the Guardería with the toddlers, and accompany the children as they experience something completely new through a Saturday excursion. Safe Passage’s Team Coordinators will help reserve a time slot for your team to volunteer with Safe Passage and provide you with a budget, itinerary and encouragement as you embark on this life changing experience!

The cost per team member is \$595.00 to cover expenses while in Guatemala. In addition, we suggest a donation of at least \$2,500 per team or \$200 per person.

## Things to Know

- Teams are made up of a minimum of 8 people and maximum of 12 people. If your group has fewer than 8 members please contact the Team Coordinators to discuss possibilities of your visit at [teams@safepassage.org](mailto:teams@safepassage.org)
- Team Itineraries will be planned from Sunday-Sunday. You will have one free day during the week. This day is up to your group to plan. Please see some suggestions on pages 17-18
- To secure your team’s dates, please contact Safe Passage’s Team Coordinators at [teams@safepassage.org](mailto:teams@safepassage.org). Safe Passage requires a \$500 deposit for final confirmation of your



team's dates. *Please note that Safe Passage is closed during Holy Week, for a month from mid-December through mid-January for school holiday. The weeks that the project will be closed are December 15, 2011-January 23, 2012 and April 1-8, 2012.*

- In-country cost for Support Teams and Service Teams is \$595 per person. This includes lodging, breakfast and dinner, all ground transportation, a Safe Passage Guide, t-shirts, and an unforgettable week. We additionally recommend a donation of at least \$2,500 per team or \$200 per person for Support Teams.

**\*\*We prefer one check for total expenses\*\***

- We welcome Teams coming from any religious group; however, Safe Passage is itself a non-religious organization. Therefore we do not promote any one religion and try to remain neutral out of respect for the diversity of religious backgrounds in the community. Teams are welcome to worship within the team, but we ask that they do so outside of Safe Passage activities (i.e. in the hotel or during free time).

### Forming a Team

Teams can be organized through schools, community and religious organizations, through Safe Passage Friends Groups or through a group of friends who share the crazy idea of going on a vacation to the Guatemala City garbage dump to make a difference! Ideally, Support Teams should meet regularly before traveling to Guatemala to prepare.

### Team Leader

All teams need to select one Team Leader who will be in charge of communicating with the Teams Coordinator in Guatemala and circulating information and forms to all team members. All team member questions about Safe Passage should be directed through the Team Leader, who will communicate with the Teams department in Guatemala. It is the Team Leader's responsibility to complete the application process and arrange payment to Safe Passage. The Team Leader will be ultimately responsible for making and communicating decisions for the team to Safe Passage both during



the pre-arrival communication stage and while in-country. The Team Leader should choose a name for their support team that is representative of their team's members and use this name in all communication with Safe Passage. The Team Leader is responsible for ensuring that team members have money for incidentals while in-country and for punctuality of all team members.

### **Chaperones**

Teams including minors need to bring a ratio of at least one chaperone for every three team members under the age of eighteen. All team members need to be at least fifteen years of age upon arrival in Guatemala. Exceptions for teenagers under the age of 15 coming can be made at the discretion of the Teams Coordinators if their parent makes a direct request and accompanies the younger teen as a member of the team. Chaperones should be in an existing role of responsibility over the minors, e.g. their teachers, religious leaders, or parents. Chaperones are team members with additional responsibilities, as they need to:

- accompany the team for all activities, unless a minor is ill, in which case a chaperone would need to stay back to care for the minor
- be responsible for the health, safety, and behavior of the minors in the group

### **Alcohol Policy for University-aged Support Teams**

Safe Passage respects and enforces the laws of the countries in which it works. Therefore, no volunteer under that age of 18 is allowed to consume alcohol while volunteering with Safe Passage in Guatemala.

Consumption of alcohol in Safe Passage programs and during work hours is not permitted. Safe Passage will not prohibit volunteers over the age of 18 from drinking during their time of service in Guatemala during off-work hours; however, we encourage each team to create their own alcohol policy prior to their trip. Each Support Team's alcohol policy is left up to the discretion of the team leader and should reflect the ideals of the organization of which the team is representing.

If the Support Team decides to allow drinking on their trip, Safe Passage encourages the team to take all necessary safety precautions given by your coordinator, especially taking safe and trusted transportation at night. Please ask your coordinator for at least one number of a recommended cab driver. Safe Passage is not responsible for any incidents involving alcohol or drug consumption of team members. The team leader is ultimately responsible for the overall well-being and safety of the team.

### **Alcohol Policy for High School Support Teams**

Student volunteers from any high school sanctioned support team are not permitted to consume alcohol at any point during their week of service at Safe Passage. The consumption of alcohol by adult chaperones that accompany high school teams is left up to the discretion of the team leader. However, Safe Passage encourages chaperones to refrain from drinking while volunteering in a support team.

Team leaders are encouraged to speak to their team members about the no-drinking policy and define any curfew or after-hours policy they deem appropriate prior to their trip. Safe Passage is not responsible for any incidents involving alcohol or drug consumption of team members. The team leader is responsible for the enforcement of this rule and the overall well-being of the team.

## **Booking Process**

### **Reservations**

Interested Teams should contact the Teams Department at [teams@safepassage.org](mailto:teams@safepassage.org). A representative will email you the Team Application to be filled out electronically using Microsoft Word and returned via email. The standard slot runs from Sunday to Sunday and is the basis for the program price. Slots will be given on a first-come, first-served basis. Safe Passage can accommodate up to two teams per week.

A non-refundable deposit of US\$500 is required to confirm and reserve a given week-long time slot. Once a time slot is requested to the Team Coordinators, this \$500 deposit should be sent to the Safe Passage's U.S. office as soon as possible, as the slot will remain open to other groups' reservations until the deposit has been received. Hotel reservations will be made after the deposit is received. Reservations can be changed with approval from the Teams department, assuming space is available, until two months prior to scheduled arrival date. At that time, a team's member list needs to be finalized.

## **What will it cost?**

### **Pricing**

The package cost of the program is US\$595 per-person. Included in the package price are seven nights' hotel accommodation in double occupancy rooms, breakfasts, dinners, airport pickup and drop-off, private transport each day from the hotel to the project, a Saturday excursion with the children from your assigned classroom, and all administrative costs. If Team members prefer to stay in single occupancy rooms, they may pay an additional US\$140 per-person supplement for the week. If Team members desire to remain in Guatemala for extra days before or after their week with Safe Passage, doing activities independently, they may pay an extra night at double occupancy for US\$35 per-person. An extra night at single occupancy is US\$55 per person. In addition to these costs, each Support Team is encouraged to make a donation of at least \$2,500 or \$200 per person.

### **Non-Program Costs**

Not included in the program costs are air travel, travel insurance, leisure-activities, outings with sponsored children, alcoholic beverages, and incidentals. Team members are welcome to eat lunch at Safe Passage each day for free, though additional meals and snacks can be purchased at the *comedor*, an informal restaurant next door to Safe Passage's reinforcement center in Guatemala City, or at the nearby *tienda*.

### **Payment Methods**

All payments need to be organized through the Team Leader. For Teams from the United States, Safe Passage accepts payment by bank or personal checks or credit card. Payment by check is our preferred form of payment. **We prefer one check for total expenses**, but we will accept individual checks if the Team Leader sends them together in one envelope. **Please write the name of your Team on the Memo line of all checks. Checks should be made out to "Safe Passage"** and sent to:

Safe Passage  
81 Bridge St., Suite 104  
Yarmouth, ME 04096

For teams paying by credit card, we prefer to charge the total expense to one credit card, as this reduces surcharges and administration. To pay by Visa, MasterCard, or American Express, contact the U.S. office at (207) 846-1188 with your card details and the name of your team. Because international banking is constantly changing, please contact our U.S. office for the latest international payment methods information. Note that some forms of payment may carry a surcharge.

### **Payment Schedule**

The non-refundable deposit of US\$500 per team is due in order to confirm and reserve your calendar slot. Payment in full for trip expenses is due thirty days prior to the scheduled arrival date in Guatemala. Once paid, these costs are non-refundable. Please plan at least 10 days for the processing of your payments. We greatly appreciate your efforts in keeping to the payment schedule so that Safe Passage in Guatemala can plan accordingly for your arrival with outside agencies.

### **Cancellation and Substitution Policy**

We recognize that changes sometimes occur during the planning of group trips. If an alternate team accepts your time slot, the \$500 deposit will be refunded up to 90 days prior to the arrival date. We are unable to refund the deposit and all costs paid for cancellations made less than thirty days before the scheduled arrival. The list of team members needs to be finalized sixty days prior to the scheduled arrival date in order to reserve the appropriate accommodation make up. If a team member cancels within thirty days, the team will not be refunded the member's costs. If a team member must cancel or if there is any change in the makeup of your team please contact the Safe Passage Team Coordinators to assist you with any cost or planning changes that this may affect. If a team member leaves Guatemala early for any reason, no refund will be issued for this member's costs. If for any reason Safe Passage deems it necessary to cancel your team's trip after payment has already been received, all costs including deposit will be refunded or applied to a rescheduled trip.

### **Projects for Support Teams**

A typical day begins at 7:30am with pick-up and transport to the program in Guatemala City, a day of volunteering, learning, teaching, and often hugging! You will leave the program in the afternoon and reach your hotel usually between 5-6pm.

### **Choosing a Project**

Safe Passage's daily schedule is separated into activity time blocks. Your Support Team will be asked to develop an educational project before you come to implement throughout several of these blocks during your time with Safe Passage. Teams typically work with 2 classrooms of students implementing these project(s). This time is often split into two blocks of time that total 3 hours per classroom. The projects can be planned to last over multiple days or separate activities can be developed to fill each time slot. It is important to note that your group will be working with older students in the mornings and younger students in the afternoons. The Teams

Department works with the Education Director, who will take care of choosing the classrooms your team will be working with and the number of time slots.

### **Some helpful suggestions:**

- Hands-on projects that engage the students are a good idea, as they have wide appeal and will allow for greater participation through physical demonstration. The more interactive the activity, the better, especially if your group does not have high Spanish proficiency.
- Projects should be built on the strengths and talents of team members.
- Activities that are fun and yet educational make for great classroom projects. Some examples include making paper maché planets while learning about the solar system, building a structure to protect an egg from a long fall or a roller-coaster for a glass marble while learning about physics, filling a large world map with pictures specific to each continent while learning about geography.

### **Preparation**

Here are some suggestions in order to maximize the success of your project(s); we recommend that your team should try to do as many of the following in preparation:

- Please purchase all materials for the project(s) in sufficient quantities to run the project(s). Some materials can be purchased in Guatemala, but please check with the Teams Department ahead of time to confirm that the materials are available there.
- It is helpful to have a practice run of the activity prior to arrival. The practice run will help ensure that the project(s) function as imagined and within the time frame you will have to work.
- We recommend that you write a script for your project! Unlike what you have probably been told growing up - we do recommend having a “cheat sheet!” Having a vocabulary list of words you will plan to use in your activity is a good idea, particularly if your activity involves specialized subjects. The Teams Department will gladly review any lists you’d like reviewed before your arrival.
- Please submit a final plan for your project(s) no later than a month prior to your arrival so that Safe Passage staff can plan for the logistics of your project(s).
- **Not to Worry!** The Teams Coordinators and other volunteers will be available to help you implement the project(s), including helping to translate with the children and teachers.

**Example of Successful Project:** In the spring of 2009, Safe Passage had the pleasure of hosting a group of students from Stanford University. One of the projects they brought was a tower building activity, in which they separated the classroom into 5 groups supplying each group with

the same number of plastic cups, paper, balloons, tape, straws, popsicle sticks, etc. Each group was also given a certain amount of “money” to purchase more supplies, if needed. Within each group the students used their creativity and chose to build the strongest, tallest, or most aesthetically pleasing tower. In the end, the towers were judged and prizes awarded. This



activity allowed the students to work within in team, be creative, fiscally responsible (prize was given to the team that could spend the least amount of their money) and have fun!

The Teams Department is readily available to help you develop your project and can offer ideas and examples of projects that have been successful in the past. It is best if the Teams Department has your project proposal as soon as possible so that sufficient thought and coordination can occur before your team’s arrival. The Teams Department should approve projects one month prior to your team’s arrival at Safe Passage. We recommend that your team schedule regular meetings in order to prepare and practice the project(s) prior to arrival.

### **Saturday Excursions**

All Teams take a Safe Passage class on a special excursion on the Saturday following their work week. Past excursion destinations have been the zoo, bowling, the children’s museum, or a waterpark. We allow the students in the class to vote and decide where they would like to go. These trips allow the children to experience an activity that they would otherwise have little opportunity to participate in. It allows your team to have fun with the children outside of the classroom and keeps the kids off the street on Saturday.



### **Information for Travelers**

#### **Safety**

Guatemala is home to a profoundly inequitable society where the majority of its citizens live in poverty. Because poverty breeds insecurity and the children in Safe Passage are among the poorest in the country, the area in which the program is located does suffer from crime. Safe

Passage takes seriously its responsibility to make visitors as safe as possible, but there is some inherent risk in visiting our program. We take a number of measures to ensure that all Team members remain as safe as possible during their visit. Participants of the Team program travel in insured private transport. Safe Passage does not allow any of its teachers, visitors, or volunteers to wander in the neighborhoods around the program. Each of the program sites employs an armed guard to ensure the greatest protection of our property and equipment, and safety of the children, staff and volunteers. We maintain very strong relationships within the community with the children's parents, family members, other organizations and municipality. Ultimately, however, the safety of the team is the responsibility of its members.

**A few Safety Tips to remember:**

**Travel**

- Charge your team phone and keep it on you at all times while traveling.
- Use a reputable travel agency or Safe Passage recommended drivers when making your transportation plans.

**Theft**

- Safe Passage cannot be made responsible for the safety of your items inside the project or hotel. If you have items of great monetary, sentimental or personal value, please leave them at home.
- It is best to minimize the personal items brought into the project and to consolidate backpacks. We encourage team members to leave their backpacks in the lockers next to the volunteer office and avoid carrying them into the classrooms.
- Although Antigua is much safer than Guatemala City, theft is still a concern.
- Walk in groups and take cabs at night. Your Safe Passage guide can give you the phone numbers of several trusted taxi drivers.
- Carry photography equipment and other electronic devices discreetly. Bags should be carried in front in crowded areas if they contain valuables, as bag-slashers and pickpockets are common in Guatemala.
- If robbed, do not fight for your possessions; they are not worth your life or the pain and expense of injuries.
- Do not carry items of value on you. Do not wear expensive jewelry and do not show large amounts of money in public. Avoid carrying credit cards and excessive cash.
- Dressing modestly may help to avoid unwanted attention and whistles.
- Safe Passage recommends leaving your passport in the hotel, either locked in the room or in the hotel safety box, and carrying a copy of your passport with you.

## Health

- A current list of suggested inoculations for travelers to Guatemala can be found on the Center for Disease Control and Prevention's (CDC) website at <http://wwwnc.cdc.gov/travel/destinations/guatemala.htm>
- Be careful about what you eat and drink and use caution if eating street food.
- All restaurants recommended by Safe Passage are recommended to foreign visitors.
- Do not drink tap water. If a SAFE PASSAGE RECOMMENDED restaurant serves you a class of water or an iced beverage, it is okay to consume.
- Use insect repellent to avoid diseases that may be transmitted by mosquitoes, especially if traveling to costal or lower altitude areas (Guatemala City and Antigua are high altitude).
- Wear sunscreen and drink plenty of water to avoid heat stroke.
- If you become ill, please let your guide know so that we can make sure you are getting appropriate attention and care.

Current information on travel safety to Guatemala can be found on the U.S. Department of State website at [http://travel.state.gov/travel/cis\\_pa\\_tw/cis/cis\\_1129.html#safety](http://travel.state.gov/travel/cis_pa_tw/cis/cis_1129.html#safety)

We additionally recommend that all Team members register with the U.S. State Department for their time in Guatemala. This can be quickly and easily accomplished through the following link: <https://travelregistration.state.gov/ibrs/ui/>

## Travel Health Insurance

All team members are required to have travel health insurance coverage for their stay in Guatemala. Keep in mind that most U.S. health insurance policies do not provide coverage outside of the U.S., and so travel insurance may need to be purchased even if you already have health insurance. This travel insurance should cover changes to your itinerary, emergency evacuation and repatriation, hospitalization, and medical care in case of illness. Insurance companies, travel agents, and travel websites provide information about travel insurance. Choose a company that offers a 24-hour emergency number. Proof of insurance needs to be submitted to the Teams Department in Guatemala. There is a space provided for this information on the team member application. Team members need to purchase insurance before sending in their member applications and should fill in their policy numbers and the 24-hour emergency number in the appropriate field on the application. Members can forward the insurance provider's confirmation email to [teams@safepassage.org](mailto:teams@safepassage.org) or fax proof of travel insurance to the office in Guatemala at +502 7832 1035. Note that this is not a dedicated fax line.

*\*Please see the appendix on travel health insurance companies on page 23*

## Lack of Cultural Sensitivity

Please understand that team members of different ethnic or racial backgrounds may receive extra attention. Although increased tourism in recent decades has brought travelers from all over the world to Guatemala, the country and the community in which we work remain mostly homogeneous with limited exposure to diversity. Guatemala has endured centuries of discrimination and prejudice against the indigenous population. All of these factors contribute to Guatemalans not being as culturally aware or sensitive as the developed world is accustomed to. Nicknames such as “Canche” (blond), “Negro” and “Chino” are not said out of malice but out of naivety due to lack of exposure to diversity. Teams in the past have used this opportunity to teach Safe Passage children about diversity and tolerance.



## Visas

U.S. citizens will need only a tourist visa to visit Safe Passage. This is the stamp that will be placed in your passport upon arrival. For team members carrying a U.S. passport, no additional paperwork will need to be filled out prior to arrival. Please mark “tourism” as “reason for traveling to Guatemala” on all forms. Check what restrictions Guatemala has for visitors from the country that issued your passport.

## What to Bring?

- You will need your passport and a copy of the identification page of your passport.
- We strongly recommend wearing full-length trousers in the program due environmental toxins and cultural norms. Shorts or skirts need to be at least knee-length.
- Safe Passage will supply each of the team members with two t-shirts to be worn while at the program in Guatemala City.
- iPod’s and other electronic devices are not allowed in the bus or the project buildings. Please only bring the bare necessities into the project, and leave everything else in the hotel. A camera being the only exception.
- “No iPod? Oh, no!” Most of the transportation vehicles have CD players, so feel free to bring down CD’s to entertain yourself on the bus.
- Bring closed-toed shoes to wear at the program sites, as well as a sweater or jacket, as it can be quite cool in the evenings.

- If traveling in May through October, pack a rain jacket and umbrella as this is the rainy season in Guatemala!
- The program’s dress code requires that all tattoos be covered and that all piercings except ears for women be free of jewelry while working with the children. Tattoos and body piercings are often understood in Guatemalan culture to be indicators of gang membership, so we appreciate your cooperation with following these guidelines.

<b>Clothing/Footwear</b>	<b>Wash Kit</b>	<b>Medical</b>
T-shirts/tops/shirts	Shampoo/Conditioner	Any medications normally taken
Sweater or warm long sleeved top	Toothpaste/Toothbrush	First Aid Kit
Trousers/Jeans- hardwearing for working of trekking, smart for evening/night	Razor/ Shaving Gel	Anti-itch cream
Underwear and socks	Mosquito Repellant	Immodium/Peptol Bismol
Swim-wear	Sunscreen (SPF 30 or higher)	Pain killers
Towel	Tampons/Sanitary napkins	
Sandals/flip-flops	Hand Sanitizer	
Sneakers/Sturdy shoes		
Rain Jacket (May-October)		

<b>Electronics</b>	<b>Essentials</b>	<b>Paper work</b>
Camera + Batteries or charger	Daypack	Passport and copies
	Sunglasses	Debit/Credit Card
	Umbrella (May-October)	Travel/Medical insurance
	Money Belt	Guatemala Guidebook

\*If you wish to bring donations in-kind, please refer to our [list of items needed](#). Sorry, we are not accepting donations of used clothing at this time.

## Money Matters

- We recommend bringing cash with you to avoid needing to withdraw money from an ATM in Guatemala. Most people find that around \$250 is sufficient to cover gifts and personal expenses not covered in the team fee.
- The most convenient way to get cash is by using an ATM card that bears the Cirrus or PLUS system logo on its back, preferably with a VISA logo on its front.
- ATM cards for small local banks that do not bear these logos will **NOT** work.
- VISA credit cards are much more widely accepted than MasterCard.
- The use of a credit card in Guatemala often carries a surcharge, and credit cards are not widely accepted for many of the purchases teams make during their stay.
- Cash advances from credit cards are not available from ATM machines in Antigua.
- Teams should not purchase pre-paid gift-cards to fill their money needs. Pre-paid debit cards do **NOT** work in Guatemala.
- Please contact your bank with the dates you will be in Guatemala to avoid emergency stops on your accounts.
- Cash in U.S. dollars (USD) can be changed in a bank for Guatemalan Quetzales. You need a passport to do this.
- Travelers' checks in USD can be cashed in a bank for Quetzales, but usually cannot be used for direct payment of goods or services.
- Changing Travelers checks usually requires a considerable amount of time at the bank and is not very convenient, but is a good back-up in case of emergency.

\*\*You will need your original passport (copies will not be accepted) in the bank to change money or travelers checks.

## Photography

Inside the walls of Safe Passage's buildings, you may take photos of the grounds, children and staff. We ask that photos not be taken in the areas around the program buildings, whether from the shuttle, while in the areas, or looking into these areas from the program facilities. This is both for your safety and to respect the dignity of the people who live in the neighborhoods surrounding our project. This also helps us uphold our strong relationships in the community, which serve to keep the children in school and our staff and volunteers safe.

Whether in the project buildings or in other places in Guatemala, always ask individuals if you can take a photo of them and respect the answer you are given. When riding in the shuttles, do not lean out of the windows or place your camera outside of the shuttle, as this is dangerous in traffic and your camera may be stolen. Carry cameras discreetly in Antigua. If traveling outside of Antigua, remember that persistent rumors of child abduction have led to suspicion that foreigners attempting to take photos of children, even with their permission, are planning to abduct the subjects of these photos. Violence has resulted from some of these situations. You may be asked for a fee to take a photo of an individual. This is not unreasonable; many Guatemalans assume (often correctly) that foreigners have an opportunity to benefit financially from their image, and so they would like a cut of the real or imagined profits.



*\*If you are planning to videotape, we ask that you contact the Teams department prior to your arrival for special permission.*

### **Information for Sponsors**



Child Sponsors may take their sponsored child to lunch during the week of their visit to Safe Passage. These lunches are arranged through the Sponsorship Department. Please contact [sponsorship@safepassage.org](mailto:sponsorship@safepassage.org) to inform them of your visit and to make arrangements for the outing with your sponsor child. The cost of the lunch, which includes transport and lunch for the sponsor, sponsored child and a member of the Sponsorship Department, are not covered in the costs of the Team program and need to be paid directly by the sponsor on the day of the event.

Classroom Partners will have an opportunity to be introduced to the classroom they sponsor. Classroom Partners should note which classroom they sponsor in the appropriate field on the Team Member Application.

### **Free Day Outing Ideas**

Any of the activities below can be easily arranged in Antigua at one of its many travel agencies or in advance by your Team Leader via the web if you'd like to take one of the days during the week to site see or if planning on an extended stay. Voyageur ([www.cometoguatemala.com](http://www.cometoguatemala.com)) and Atitrans ([www.atitrans.com](http://www.atitrans.com)) are some reputable travel agents.

### ***Guided Historical Tour of Antigua***

Antigua is a beautiful colonial town named a world heritage site by UNESCO in 1979. Navigate the cobblestone streets with any number of qualified, licensed guides.

Elizabeth Bell offers a comprehensive walking tour of Antigua for a reasonable price. Visit <http://www.antiguatours.net/>

### ***Pacaya Volcano***

This active volcano is a short ride from Antigua and can be hiked with a guide either in the morning or in afternoon. You can really feel the heat! <http://en.wikipedia.org/wiki/Pacaya>



### ***Macadamia Nut Farm***

Valhalla, a working macadamia nut farm and reforestation and sustainability project, is a short ride from Antigua. Enjoy a macadamia-nut pancake breakfast and facial. <http://www.exvalhalla.net/visitthefarm.htm>

### ***Coffee Farms***

There are several boutique coffee farms near Antigua. Coffee from the Antigua area is renowned for its fragrance. The following offer guided tours, coffee tasting and other varied recreational activities:

- *Finca Filadelfia*: <http://filadelfia.com.gt/>
- *Finca Los Nietos*: <http://www.fincalosnietos.com/>
- *La Azotea*: <http://www.centrozotea.com/>

### ***Lake Atitlan***

This breathtaking crater-lake is ringed by volcanoes and is a few hours' ride from Antigua. Spend a day in the eclectic town of Panajachel, take a boat tour to see the many indigenous villages that dot the lake's shores, or go visit the Atitlan Nature Reserve.



### ***Puerto San Jose or Monterrico***

Relax on the Pacific Coast beach of Puerto San Jose or Monterrico. Both offer dark volcanic sand beaches and tours of easily accessible coastal mangroves. Monterrico also has a turtle preserve.

### ***San Antonio Aguas Calientes—Tour de las Tradiciones***

This small town offers much for the admirer of Mayan textiles. Visit small, privately-owned shops, natural hot water baths, and women’s collectives; learn about the back-strap loom; and shop to your heart’s content.

## **How the Teams Department Will Assist Your Team**

### **The Teams Department in Guatemala will:**

- Communicate via email to your team before your arrival in a timely fashion.
- Offer guidance for the design of your Support Team’s project(s), and help to interpret during your activities.
- Deliver an itinerary for your team’s visit.
- Make hotel and dinner reservations.
- Arrange all transport for your team while in-country.
- Greet your team at the airport.
- Orient your team to Antigua (making sure that you don’t trip on the cobblestones!).
- Accompany your team each day into Guatemala City to guide you throughout the project.
- Provide a tour of Safe Passage’s operations and a site overlooking the dump
- Coordinate your visits with the Safe Passage departmental representatives.
- Arrange and attend a farewell dinner with your team.
- Provide a wealth of information about Safe Passage before, during, and after your visit.

## **Your Continued Support of Safe Passage**

The U.S. office and local Friends of Safe Passage groups are eager to work with you upon your return to help channel your powerful experience working with the children into ways of bringing them continued opportunities and support. Some ways that Team participants can stay involved after their week in Guatemala are:

- Sponsoring a Safe Passage child, mother, or classroom
- Joining or establishing a Safe Passage Friends Group in your community or school
- Speaking to groups, raising awareness, and sharing your experiences with others
- Fundraising through fun events, tournaments, and *Recycled Life* screenings

To learn about ways you can continue your support and involvement of Safe Passage after your Team week, please contact [outreach@safepassage.org](mailto:outreach@safepassage.org) for more information.

## Team timeline

### Initial Contact

- Team application emailed

### Time Slot Confirmed

- US\$500 non-refundable deposit due
- Begin dialogue with Teams Department on possible project(s) or service

### 3 Months before arrival

- Support Team's project(s) agreed upon

### 2 Months before arrival

- Group members finalized
- Member applications emailed

### 30 days before arrival

- Support Team project(s) plan due.
- Payments due in full

### Visit to Safe Passage (Yes, you did it!)

### Back Home

Once you have unpacked, finished your laundry, taken a hot shower, and then put that Safe Passage shirt on to go out on an errand take a moment to reflect, and remember *you are now a voice for a child in Guatemala*. That's a powerful thing!

Welcome to the Safe Passage family!

### Sample Team Week Itinerary



Itinerary –  
*Subject to*



**Change**

**Maryville Rotary Club**

**Oct 18<sup>th</sup>-25<sup>th</sup> 2012**

9 Team Members: Joe & Patty Clarke, Robert & Anna Winkler, Mary Rosedale, Lauren Gifford, Samuel Harrison, Marco Martinez, Kelly DeRung

**Contact Information:**

Owen Griffith (Support Team Guide) – 5399-3673  
Jessica Britt (Support Teams Guide) – 7493-9880  
Antigua Office – 7832- 8428

Team Phone – 4345-6029

Hotel Casa Antigua  
3ra Calle Poniente No. 5  
Telephone: 4094-5933  
(outside of Guatemala, you will need to dial 011 + 502 + number)

**Sunday, October 18**

12:30P Team arrival, Jess to meet you at airport  
7:00 Dinner at Monoloco

**Monday, October 19**

8:15A Shuttle pick up from hotel  
8:30 T-shirts in Antigua office  
10:00 Visit a lookout over the garbage dump (*mirador*)  
11:00 Tour of La Guardería  
12:00P Meet with Adult Literacy Program  
12:30 Lunch  
1:00 Meeting with English Coordinator  
1:30 Q&A on history of Safe Passage  
2:30 Tour main reinforcement building  
3:00 Meet with Executive Director  
3:30 Depart for Antigua  
7:00 Dinner at La Fonda de la Calle Real

**Tuesday, October 20**

7:45A Shuttle pick up from hotel and depart for the capital  
9:00 Work as English tutors  
10:00 Project implementation with students of 2º Básico  
12:00P Lunch  
1:00 Meet with Sports Staff  
2:00 Work as English tutors  
3:00 Project implementation with students of 1º Primaria C  
4:30 Depart For Antigua  
7:00 Dinner at Rainbow Café

**Wednesday, October 21**

8:30A Shuttle pick up from hotel and depart for the capital  
9:30 Assistance at La Guardería  
12:00P Lunch  
1:00 Assistance at La Guardería  
4:00 Depart For Antigua  
7:00 Dinner at Sabe Rico

**Thursday, October 22**

7:45A Shuttle pick up from hotel and depart for the capital  
9:00 Work as English tutors/in kitchen  
10:00 Project implementation with students of 2º Básico  
12:00P Lunch  
1:00 Meet with Social Development Dept.  
2:00 Work as English tutors  
3:00 Project implementation with students of 1º Primaria C  
4:00 Depart For Antigua  
7:00 Dinner at Café Sky

**Friday, October 23**

\*Free day\*  
7:00P Dinner at La Peña de Sol Latino

**Saturday, October 24**

6:30A Excursion with class 2º Básico A  
7:00P Despedida dinner at Pangea

**Sunday, October 25**

TBD Team Departure

**Appendix I: Useful Spanish Phrases and Vocabulary**

**Encouragement**

Good job, Good work/ very good	Buen trabajo/ Que bueno, muy bien
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I like this.	Me gusta esto
It's very pretty/ cute/ well made	Es muy bonito/ lindo/ bien hecho
You can do it	Puedes hacerlo
I trust you (I have confidence in you)	Confío en ti

**Helpful Phrases—and always remember to say “por favor” (please)!**

(Your) attention, please	(Su) atención, por favor
Sit down, please	Siéntate por favor
Thank you for being quiet	Gracias por su silencio
May I have that?	¿Puede prestarme eso?
Share it/them	Compártelo/ compártelos
A softer voice, please	Un voz suave, por favor
Do it like this	Hazlo así
We don't do that here	No lo hagamos aquí
Listen	Escucha
Help me clean it up	Ayúdame a limpiar esto
Look	Mira
Is your homework difficult?	¿Es su tarea difícil?
Let me see it	Quiero verlo
It's his/her turn	Le toca a el/ella
It's your turn	Te toca
Come here, please	Ven aquí, por favor
Don't fight	No luches
Easy/ slowly/ tranquil	Tranquilo

**Vocabulario**

Term of respect (female)	Seño
Term of respect (male)	Profe
Playground	Campo
Snack	Refacción
Drink	Refresco
Pencil Sharpener	Sacapuntas
Pencil	Lápiz
Glass	Vaso
Plate	Plato
Glue	Goma
Homework	Tarea/Deberes
Scissors	Tijeras
Notebook/Exercise Book	Cuaderno

**Appendix II: Readings/Films on Guatemala**

**Interested in learning more about Guatemala before your trip?**

Below you will find a selection of books and films that highlight different areas of Guatemala's history and culture.

### **Books:**

- **I, Rigoberta Menchú: An Indian Woman in Guatemala** – Rigoberta Menchú
- **Bitter Fruit: The Story of the American Coup in Guatemala** - Stephen Schlesinger, Stephen Kinzer and John H. Coatsworth
- **The Art of Political Murder: Who Killed the Bishop?** – Francisco Goldman
- **Silence on the Mountain: Stories of Terror, Betrayal and Forgetting in Guatemala** – Daniel Wilkinson
- **The Most Beautiful Place in the World** – Ann Cameron
- **Guatemala: Never Again!**
- **Guatemala. Snapshot Reading: History** – John Noble
- **The Heart That Bleeds** – Alma Guillermoprieto
- **Repression, Resistance, and Democratic Transition in Central America** – Thomas W Walker
- **Robbed of Humanity: Lives of Guatemalan Street Children** – Nancy Leigh Tierney

### **Films and Documentaries:**

- **Hija del Puma** - Directed by Åsa Faringer, Ulf Hultberg. With Nora Aguirre, Elpidia Carrillo, Ángeles Cruz. A famous Guatemalan film: this is a fairly old film about a girl whose animal spirit is the Puma, which gives great insight into the revolutions that have troubled Central America.
- **From Homeless to Harvard** - Directed by Peter Levin. With Thora Birch, Michael Riley, Robert Bockstael. Based on a true story.
- **When the Mountains Tremble** - Starring: Rigoberta Menchú, Susan Sarandon Director: Pamela Yates, Newton Thomas Sigel

## **Appendix III: Travel Health Insurance Companies**

*Insurance Companies (All on Frommers Top 8 List):*

**Travelex:** [www.travelex.com](http://www.travelex.com)

**Access America:** [www.accessamerica.com](http://www.accessamerica.com)

**CSA Travel Protection:** [www.csatravelprotection.com](http://www.csatravelprotection.com)

**MH Ross Travel Insurance Services:** [www.tripinsurance.com](http://www.tripinsurance.com)

**Travel Insured International:** [www.travelinsured.com](http://www.travelinsured.com)

**Travel Guard:** [www.travelguard.com](http://www.travelguard.com)

**TravelSafe Insurance:** [www.travelsafe.com](http://www.travelsafe.com)

Notes:

- If you want to look on-line and purchase policy on-line, in order to find out about the policy without trip cancellation insurance, put in "0" as the trip cost.
- Secondary means your own medical insurance and any other policies you may have cover first. The secondary is your out of pocket cost.
- If you are staying longer, and want coverage for those days, the cost will be more.
- These are quotes for plans with the most basic plans that included evacuation. With each policy, it is possible to get better coverage.
- Look at what is included. Some cover baggage loss or delay, flight delay, etc.