

# VOLUNTEER HANDBOOK



Safe Passage  
Camino Seguro

January, 2018

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# A LETTER FROM SAFE PASSAGE

Dear Volunteer,

The Safe Passage/Camino Seguro community is happy you are planning to join our team! As a new volunteer, we want you to be as prepared as possible for your work at the project, as well as generally for your time in Guatemala. To offer some guidance, we have prepared this comprehensive handbook in order to manage expectations and to help you get the most out of your volunteer experience.

The staff in the Volunteer Office are here to serve as guides and mentors for you. We strive to make your time with us positive. As Volunteer Program Manager, I want you to be engaged in our community and effective in your role. My goal is that you feel that I am accessible and open to your needs, and to the needs of the project. Please feel free to talk to me about what is on your mind and how I may better support you in your efforts here. We encourage you to provide constructive feedback in order to help us in improving the Volunteer Program, and the project as a whole for volunteers, staff, and the children and families we serve.

Thank you for choosing to donate your time, talents, and energy to Safe Passage!

Donnica Wingett, LICSW  
Volunteer Program Manager



# WHO WE ARE

## OUR MISSION

We help children in the Guatemala City garbage dump community break the cycle of poverty through education, emphasizing life skills and perseverance in order to thrive in work and contribute to their community.

## VISION

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.



# PROGRAMS

Safe Passage runs a number of programs for the families of Guatemala City's garbage dump community. We have full-day education programs, utilizing an Expeditionary Learning approach and recognized by the Ministry of Education, for our littlest learners, age 2-fifth grade. Students in sixth grade-high school participate in 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, creative expression, tutoring, English, health, library, and computer classes. Other Safe Passage initiatives include clinical health services, social work and psychology support, adult literacy, and social entrepreneurship.

Please see our website for more information on [Safe Passage](#)



# VOLUNTEER REQUIREMENTS



## SAFE PASSAGE VOLUNTEERS MUST:

- be 18 years or older
- commit to at least 5 weeks of volunteering, working five full days a week (weekdays)
- have at least a basic level of Spanish language prior to volunteering (intermediate or advanced level for the majority of roles)
- successfully complete the required background screening (to be submitted at the time of application; if you have been accepted, this has been completed)
- have medical or travel insurance that includes emergency evacuation
- pay all the volunteer fees as shown below:
  - \$50 (USD) Application Fee (paid online at the time of your application)
  - \$100 (USD) Administrative Fee \*
  - \$13 (USD) Weekly Volunteer Transport Fee \*

\*The administrative and transport fees are paid on your first day at Safe Passage, either by credit card or exact change. Please do not pay the bus driver directly.

# VOLUNTEER REQUIREMENTS

## TIME COMMITMENT

There is a 5-week minimum requirement for the length of volunteer service at Safe Passage. It is also important to note that the project is closed for the week of Semana Santa, which is the week prior to the Easter holiday, as well as for the month of December for holiday break; many volunteers use this time to travel to their home countries, around Guatemala and/or in Central America should their timeframe include these dates. Generally speaking, one's term of service can begin on either the **first or third Monday of any month**, as that is when we offer our orientation session for new volunteers.

## PROGRAM NEEDS / WORKING WITH CHILDREN

The majority of our volunteers work directly with the students in our classrooms; however, we also need volunteers to work with our adult literacy program, on our operations team in the kitchen, and in program development with the volunteer office or in other departments. We strive to work with volunteers to identify their strengths and goals, placing them in their desired positions across the project; with that said, we prioritize placement based on the most pressing needs of the project. We therefore ask volunteers to be open and ready to take on a variety of tasks as the needs of the project are constantly shifting as volunteers come and go. Your final role will be identified upon arrival in conjunction with the Volunteer Office.



# VOLUNTEER REQUIREMENTS

## LIVING ARRANGEMENTS

Short term volunteers live in Antigua and are transported to and from the project daily via secure transportation organized by Safe Passage (there is a \$13 per week fee to cover the transportation cost.) See p.23 for more information on securing living arrangements in Antigua.

## LANGUAGE ABILITY

While we encourage volunteers to have an intermediate level of Spanish, some volunteers are also able to have a positive volunteer experience with more basic language abilities. Of course the more Spanish one speaks, the more engaged and effective one will feel with the families we serve.

Many volunteers participate in a week or two of Spanish lessons once they arrive in Antigua, **prior** to beginning their term of service with us. If you are interested in taking Spanish lessons, please inform the Volunteer Office and we can help you make arrangements with one of the schools in Antigua.

Additionally, prior to leaving their home country, many volunteers either study individually (with books or online) or take small-group lessons, classes, or one-on-one tutoring in order to prepare.

Below are some apps and websites that can serve you well for your study or Spanish.

[Don Quijote](#) (website for online learning)

[Spanish Language & Culture](#) (great resource for language practice)

[Duolingo](#) (interactive app for language learning and practice)

[Word Reference](#) (dictionary / app)



# VOLUNTEER DRESS CODE

The following is the **dress code** for all **volunteers**:

- Safe Passage t-shirt  
(you will be provided with 2 t-shirts)
- Long denim **blue jeans** (NO leggings)
- Closed-toed shoes  
(NO sandals or flip-flops)
- No visible tattoos or facial piercings\*
- Photo ID badge  
(you will be provided with this)

\*Note: 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. While we respect self-expression, tattoos and piercings may be understood as symbols of gang involvement in Guatemalan culture, so we appreciate your cooperation in following these guidelines.





# VOLUNTEER AGREEMENT

**Volunteers are required to sign a Volunteer Agreement to indicate that they will respect and abide by the following expectations during their volunteer service:**

- continually demonstrate support for the affiliates of the organization, understanding expectations for my identified role within the organization
- respect the policies created to carry out the mission and vision of the organization
- adhere to the safety and risk management guidelines
- maintain confidentiality, respecting the privacy and reputations of the affiliates and my colleagues
- maintain professional and respectful demeanor, serving as a mature, positive role model
- carry out the identified duties of my assigned volunteer placement to the best of my ability, meeting my volunteer commitments in a punctual and consistent manner
- notify my volunteer supervisor if I am to be late or absent; I will notify my volunteer supervisor if there is any change in my departure date or established work schedule.
- work with all children and families in a respectful, affirming, and positive manner; I will not use physical discipline with a child.
- maintain professional relationships with affiliates; I understand that unauthorized contact outside of the program is not permitted.
- acknowledge that there is a zero tolerance policy related to the presence and use of alcohol or illicit substances during working hours at the project
- follow the project's volunteer dress code which includes the organization's volunteer shirt, long blue jeans, and close-toed shoes; I understand that all volunteers will be asked to cover any visible tattoos and to remove any piercings, aside from earrings, when at the project.
- acknowledge that volunteers are eligible for 24-hour emergency support when present in Antigua; when outside of Antigua, I understand that the organization will respond to my expressed needs to the best of their ability dependent on the situation.
- raise any matters of concern about me, my abilities, or the abilities of others to fulfill their professional responsibilities with the Volunteer Program Manager in a timely manner
- understand that should a concern about my abilities to fulfill my commitment arise, the Volunteer Office will follow an identified protocol, explained on orientation day, to address the situation.
- understand that dependent upon the gravity of an identified situation, the Volunteer Program Manager and Administration reserve the right to immediately terminate my participation at the project; I understand that this could include, but is not limited to, situations in which a risk to my personal safety may exist.
- acknowledge that I may choose to terminate my position as a Volunteer at any time; should I decide to do this at any point, I agree that I would try to do so providing a minimum of two-weeks notice to my work supervisor and the Volunteer Program Manager.

# STAYING HEALTHY

## MEDICAL TRAVEL INSURANCE

All volunteers are **required** to have medical insurance that provides coverage for emergency medical **and** disaster evacuation. Medical/travel insurance may be obtained from any number of companies online. You can also find some information about [Health Insurance for International Travel](#) from the U.S. State Department website, and we have included a few frequently used companies below:

- [Travelex](#)  
**1-800-228-9792**
- [CSA Travel Protection](#)  
(Quote is for Custom Plan)  
**800-873-9855**
- [MH Ross Travel Insurance Services](#)
- [Travel Insured International](#)  
**800-243-3174**
- [Travel Guard](#)  
**800-826-4919**
- [TravelSafe Insurance](#)



## VACCINATIONS

It is recommended that all volunteers have an up-to-date tetanus vaccination. In terms of additional recommendations, a current list of suggested inoculations for travelers to Guatemala can be found on the website for the [World Health Organization](#). Volunteers are also encouraged to follow any suggestions as provided by their physicians and may also consult the [U.S. Center for Disease Control](#) for travel health recommendations.

# STAYING HEALTHY

## MAINTAINING YOUR HEALTH

As mentioned on the previous page, current information on travel safety to Guatemala can be found on the [U.S. Department of State](https://www.state.gov) website.



- Be careful what you eat and drink; until you are acclimated to the environment, you may want to avoid food from street vendors.
- Do not drink tap water; buy bottled water. In a restaurant ask for *agua pura*.
- Use insect repellent to avoid diseases that may be transmitted by mosquitoes, especially when traveling to lower altitudes.
- Wear sunscreen and drink plenty of water to avoid heat stroke.
- If you become ill, please inform the Volunteer Program Manager, so that we can make sure you are getting appropriate attention and care. If your symptoms include vomiting or diarrhea, be intentional about staying hydrated.
- The Health & Wellness Center is available to volunteers when at Safe Passage.
- While in Antigua, Safe Passage can recommend U.S. embassy-referred health practitioners and facilities, if needed.





# STAYING SAFE

Guatemala is a beautiful nation rich in Mayan culture, natural scenery, and centuries old colonial history. It is also a nation which has experienced a long and violent civil war, and occasional civil unrest can be expected. In addition, it has one of the highest poverty rates in the Western Hemisphere and a concurrently high crime rate. Periodic travel advisories and warnings have been issued by the United States of America State Department and all visitors and volunteers are encouraged to review the travel warnings regarding Guatemala on the [U.S. Department of State Travel](https://travel.state.gov) website.

Guatemala City is a large urban center with minimal to non-existent environmental standards and pollution controls. The area around the Guatemala City garbage dump, where Safe Passage has its main sites, is home to the poorest of the City's residents. There, the living and working conditions are quite hazardous, due to the squalid environment, the rough and dirty work of garbage picking, the extremely high level of poverty, and the crime and other behaviors which accompany such conditions.

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

Safe Passage takes seriously its responsibility to make volunteers as safe as possible, but there is an inherent risk in visiting our program. We have established a number of safety protocols to minimize the risk for danger; however, it is the responsibility of the volunteer to adhere to these guidelines. Volunteers travel in an insured private transport to and from the project. Teachers, staff, visitors, and volunteers are not permitted to walk around the neighborhoods surrounding the project. Each of the Safe Passage program sites employs an armed guard to ensure the greatest protection of our property and equipment, as well as the safety of the children, staff, and volunteers. We maintain very strong relationships with our affiliates, other organizations, and the local municipality to promote positive engagement and communication.

Ultimately, once again, the safety of the team is the responsibility of its members.





# STAYING SAFE

## A FEW SAFETY TIPS TO REMEMBER:

- If you are a US citizen, please register your passport and trip with the [Smart Traveler Program](#) through the U.S. State Department.
- If you are a citizen of another country, please consult your country's travel recommendations.
- Keep your cell phone charged and always keep it on you while traveling and have emergency contacts programmed into your phone.
- Use a reputable travel agency or Safe Passage recommended drivers when making your transportation plans to/from the airport in Guatemala City.
- Safe Passage is not responsible for the safety of your belongings. If you have items of great monetary, sentimental or personal value, please leave them at home. It is best to minimize personal items brought into the project and to consolidate backpacks when possible.
- Although **Antigua** overall is safer than Guatemala City, theft is still a large concern.
- Walk in groups and take cabs at night; use safe and trusted taxi drivers recommended by the Volunteer Program Manager.
- Carry photography equipment and electronic devices discreetly, and leave them locked in your accommodation whenever possible.
- Bags, backpacks and purses should be carried in front in crowded areas, 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.
- Carry only a photocopy of your passport on you and leave your passport at your homestay in an inconspicuous place.
- Dressing modestly may help to avoid unwanted attention.

# CULTURAL SENSITIVITY

## DIVERSITY IN GUATEMALA:

Please understand that volunteers 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 you may be accustomed too. Nicknames such as “Canche” (blonde), “Negro” and “Chino” are not said out of malice but out of naivety due to lack of exposure to diversity. Volunteers in the past have used this opportunity to teach Safe Passage students about diversity and tolerance.

## RESPECTING CULTURAL BOUNDARIES:

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. 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. While it is rare, 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.

# MONEY MATTERS

- **Contact your bank** prior to departure with the dates you will be in Guatemala to avoid emergency stops on your accounts.
- The most convenient way to get cash is by using an ATM card that has 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.
- There are **reliable ATMs** in the Guatemala City airport as well as in Antigua.
- **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 always widely accepted.
- **Cash advances** from credit cards are **NOT** available from ATM machines in Antigua.
- **Do not** bring **pre-paid gift or debit cards** as they do **NOT** work in Guatemala.
- Travelers checks usually require a considerable amount of time at the bank and are not very convenient,. They can be exchanged in a bank but not used for direct payment at a store.
- Cash in U.S. dollars (USD) can be changed in a bank for Guatemalan Quetzales, but you will need your original passport (copies will not be accepted) in the bank to change money or travelers checks.
- Banks are not open on Sundays.



# TRAVEL / GETTING HERE

## PASSPORTS

Passports need to be valid for a minimum of six months from date of entry. If your plans might include an extended stay, it's a good idea to have a longer validity on your passport prior to your arrival.

## VISAS

U.S. citizens will only need a tourist visa to visit Guatemala. This is the stamp that will be placed in your passport at Customs in the Guatemala City airport. For volunteers carrying a U.S. passport, no additional paperwork will need to be filled out prior to arrival. Mark "tourism" as "reason for traveling to Guatemala" on all forms.

For non-U.S. citizens, please check what restrictions Guatemala has for visitors from the country that issued your passport.

If you are volunteering for more than three months at the project, volunteers are given the option to renew their visa at INGUAT in Guatemala City or to take a few days off to renew their visa by travelling outside Guatemala. Please note that Guatemala is part of a free trade alliance with Honduras, El Salvador, and Nicaragua so free travel among these countries makes it impossible to renew your visa in one of these countries unless flying back *into* Guatemala. However, it is possible to renew your visa in either Belize or Mexico; both also neighboring countries.

It is recommended that volunteers with citizenship from countries other than the United States or Canada contact the nearest Guatemalan Consulate for specific visa requirements.

# TRAVEL / GETTING HERE

## TRANSPORTATION FROM AIRPORT TO ANTIGUA

There are three options for volunteers when they first arrive at the airport in Guatemala City:

1. Safe Passage will arrange for our contracted driver to meet you at the airport (he will have a sign with your name on it) and drive you directly to your home-stay or accommodation in Antigua. The cost for this service is \$35. This charge may be increased if our driver needs to wait for you for more than one hour. Please note that if for some reason you are unable to arrive on your scheduled flight, you would also be expected to pay the \$35 for the driver.
2. You may hire a taxi to Antigua at the airport. The cost would be approximately the same as our contracted driver. Make sure you have the address of your accommodation in Antigua clearly written.
3. You may get a shuttle going from the airport to Antigua. The cost for the shuttle is around \$10.00 per passenger, however, you may need to wait for the shuttle service to have a minimum number of passengers. This can be arranged from one of the shuttle bus desks in the airport before leaving the building. Ask them if they can drop you directly outside your accommodation.

Incoming volunteers typically choose for **option 1** as it is the safest and easiest form of transportation. If you plan to arrive in Guatemala by some form of transportation other than air travel (i.e. by bus or car) we assume that you are an experienced traveler in Central America and will have the skills to find Antigua and your homestay on your own. In that case, we will inform your host- family of the day and approximate time of your arrival.

Options 2-3 work fairly well if you are comfortable with Spanish and are used to getting around in foreign airports.



# HOUSING INFORMATION

**Please note that Safe Passage does not offer volunteer accommodation or housing. However, Safe Passage will make arrangements on your behalf with trusted home-stay families that we have worked with consistently.**

The majority of volunteers begin their time at Safe Passage staying with home-stay families in Antigua. A updated list of home-stay options will be provided to you upon acceptance into the Volunteer Program. The Volunteer Office will make home-stay arrangements for you based on your preference. Home-stays are great way to practice Spanish and to experience Guatemalan culture and food.

If you would like assistance with reserving a home-stay please indicate on the application form and we will send current information to you regarding home-stay locations and other housing options that have been used by our volunteers in the past.

Please see the next page for a list of what to expect when living with a home-stay family.

If you do not want a home stay in Antigua you are welcome to make your own arrangements through any of the website services available.



# HOME-STAY FAMILIES

## WHAT YOU CAN EXPECT

### LIVING ARRANGEMENTS

It is likely you will share a washroom, and you may be asked to share a room depending on availability. Home-stays usually have a few other guests in the house at the same time which provides the opportunity to meet other travelers, volunteers with other organizations, or Spanish-language students.

### MEALS:

Breakfast and dinner are included in the cost of your stay. Generally, home-stay families have Sundays off from preparing meals. Sunday meals free provide the volunteers with an opportunity to try the food in Antigua's restaurants. Please communicate with your home-stay directly to identify meal times and to inform if you will not be eating a particular meal. Families can make accommodations for dietary needs; please communicate your needs very clearly upon arrival.

### BEDDING:

Home-stays provide bedding and towels, but you may prefer to bring your own set of towels to use throughout your stay. You may also bring any other item, e.g. a pillow, if you have particular preferences.

### PAYMENT:

The cost generally ranges from \$75 to \$90 a week for a room with meals. Some charge a little more for additional services such as laundry and Wi-Fi if available.





# HOME-STAY FAMILIES

## TIPS FOR A GOOD HOME-STAY EXPERIENCE

- **Communicate with your home-stay family – even if you are not super confident in your Spanish skills, remember that the home-stay families are experienced in working with students and volunteers who have a wide range of language skills.**
- **You will find the Guatemalan people very caring and compassionate; your home-stay family will take an interest in you and in your well-being.**
- **Most home-stay families are happy to provide the food you like to eat (fruit, yogurt, etc.) , but if you do not tell them they won't know!**
- **Add your home-stay family's contact information to your phone.**
- **Write down your home-stay address and keep it in your wallet (for you and for taxi-drivers) .**
- **Use your home-stay family as a resource. For example, they will be able to recommend trusted taxi and tuk-tuk drivers.**
- **If you plan to be away for a weekend, be sure to inform your home-stay family a few days in advance.**
- **If a concern arises with your home-stay family, please consult the Volunteer Program Manager who knows the families well and can support your efforts to work through the situation.**

# SUGGESTED PACKING LIST

X	Clothing/Footwear	X	Toiletries	X	Medical
	<b>Dress Code:</b> You will be provided with two t-shirts to wear at the project.		Shower gel		Any regularly taken medication
	<b>Dress Code:</b> Long denim blue jeans NO leggings or shorts		Shampoo /conditioner		Ibuprofen or Acetaminophen
	<b>Dress Code:</b> Sneakers, close toed shoes only		Toothbrush /toothpaste		Pepto Bismol
	Sweatshirt/warm long sleeve top *layering works best		Hand sanitizer		Imodium AD
	A week's worth of underwear and socks		Tampons/menstrual cup/ sanitary napkins		First aid kit
	Sandals/flip flops		Razor/shaving Cream		Anti itch cream Antiseptic ointment
	Clothes to wear when you are not working. Layering works best.				
	Bathing Suit				Mosquito repellent
	Rain Jacket *Rainy Season in Guatemala is May to October.				Sunscreen SPF 30+
X	Paperwork	X	Electronics	X	Other
	Passport + <b>copies</b>		Chargers for all electronics *adapter not needed for Guatemala		Day pack
	Travel/Medical Insurance + <b>copies</b>		Computer / iPad		Water bottle
	Debit/Credit Card		Mp3 player / iPod		Umbrella*
	Guatemala Guidebook		Camera		



# PUBLIC RELATIONS POLICY

## SOCIAL MEDIA

Families receive services through Safe Passage/Camino Seguro with the understanding that their lives will not be on display. It is our responsibility as volunteers to respect our affiliates through our words and actions. While photography within the walls of Safe Passage is allowed, we request that you ask for permission to take a photo with, or of, a student. 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 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.

While you are allowed to post photos documenting your volunteer experience on Facebook, Instagram, or other social media sites, under no circumstances is a volunteer to reveal any specific information about a child (including names) or other family member receiving services through the project. If you would like to create a formal video or write an article, conduct a school project, broadcast, or other form of public dissemination about Safe Passage, please work with the Volunteer Office; the Volunteer Office will be able to connect you with the Public Relations Department who will then be able to provide you with additional information to support your efforts to publicize your experience.

In addition, under no circumstances will a volunteer visit a child's home or school, unless accompanied by a member of the project's staff.



# MORE ABOUT GUATEMALA

## TO BETTER UNDERSTAND GUATEMALA'S HISTORY:

Below is a selection of books and films that highlight different areas of [Guatemala's history](#)

## ARTICLES & REPORTS

Guatemala City's [Garbage Dump](#)

[Timeline: Guatemala - BBC News 2012](#)

[BBC News Country Profile – Guatemala](#)

## BOOKS

- ***Silence on the mountain: Stories of terror, betrayal and forgetting in Guatemala*** – Daniel Wilkinson dissertation
- ***The most beautiful place in the world*** – Ann Cameron
- ***La patria del criollo*** – Miguel Angel Asturias

## FILMS

- **Hija de la Puma** - Directed by Åsa Faringer, Ulf Hultberg. 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. **(Available on YouTube)**
- **When The Mountains Tremble** - Starring: Rigoberta Menchú, Susan Sarandon Director: Pamela Yates, Newton Thomas Sigel
- **El Norte** - Starring Zaide Silvia Gutiérrez and David Villalpando. Directed by Gregory Nava and based on his story of fleeing Guatemala in the early 1980s.

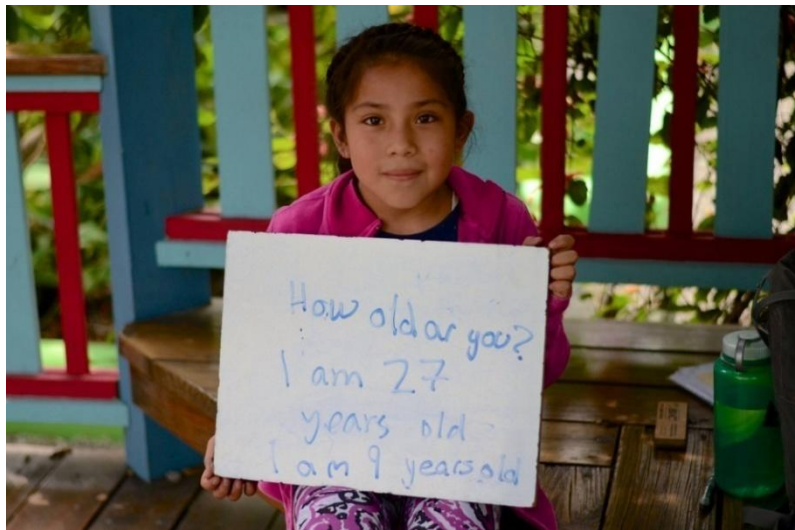
## TO BETTER UNDERSTAND THE IMPACT OF POVERTY

### BOOKS

- ***Robbed of Humanity: Lives of Guatemalan Street Children*** – Nancy Leigh Tierney
- ***Silence on the Mountain: Stories of Terror, Betrayal, and Forgetting in Guatemala*** – Daniel Wilkinson
- ***I, Rigoberta Menchu: An Indian Woman in Guatemala*** – Rigoberta Menchu and Elisabeth Burgos-Debray
- ***Framework for Understanding Poverty*** - Ruby K. Payne

### FLIMS

- **La Camioneta** – Directed by Mark Kendall. A documentary about the migration of chicken buses from the U.S. to Guatemala and dangers, risks, and problems encountered on the buses. [\(Available on Netflix\)](#)
- [El Viaje](#) SODEJU - Realistic viewpoint of Guatemala's youth today. [\(Available on YouTube\)](#)
- **From Homeless to Harvard** - Directed by Peter Levin. Though set in the U.S. about an young American woman, this is a great example (based on a true story) of overcoming poverty. [\(Available on Netflix\)](#)



# CONTACT INFORMATION



## Volunteer Office Numbers

Volunteer Program Manager Cell (502) 5569-8851  
National Volunteer Coordinator Cell (502) 5570-1023  
Volunteer Department e-mail: [volunteers@safepassage.org](mailto:volunteers@safepassage.org)

## To make phone calls **to Guatemala**

From an International destination: 502 = country code

From the United States: 0 11 (502) and the eight digit number.

From anywhere else in the world: 00 (502) and then the 8 digit number.

To make local calls **within** Guatemala, simply dial the 8-digit number directly.

## Emergency numbers

Policia Nacional Civil (National Police) – Tel: 110 and 120

Ambulancias IGSS (Ambulance) – Tel: 128

All volunteers must have their **Embassy's number** in their cell phone:

Examples:

U.S. – 2326-4000 and 2331-2354

Canada – 2365-1250

# MAILING CONTACT

## **Mailing Address-US Office**

Safe Passage

49 Farm View Drive

Raymond Hall Suite 302

New Gloucester, ME 04260



At this time, there is no mail service in Guatemala. Should a need arise, volunteers may use the US Office address; the staff will do their best to coordinate with the next individual or group traveling from Maine to Guatemala, so that the volunteer's item may be transported in this manner.





Safe Passage  
Camino Seguro

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