

SUPPORT TEAM HANDBOOK

2023



Safe Passage
Camino Seguro

Safe Passage transforms lives by providing students with an excellent education, a higher quality of life, and pathways to a job with dignity so they can achieve a better future for themselves and their families.

CONTENTS

3	Who We Are
5	What is a Support Team?
6	Forming Your Team
7	Booking Your Trip
8	Support Team Costs
9	Payment Information
10	The Support Team Coordinator
11	Pre-Trip Timeline
12	Sample Itinerary
13	Travel Information
18	Safety & Health in Guatemala
21	What to Bring
23	Photography & Technology
24	Pre-Trip Team Preparation & Contact Info

Your journey to a week of service and learning begins here...

“We have work to do.” – Hanley Denning, Safe Passage Founder

WHO WE ARE

OUR MISSION

Safe Passage transforms lives by providing students with an excellent education, a higher quality of life, and pathways to a job with dignity so they can achieve a better future for themselves and their families.

OUR VISION

Safe Passage is an international model for how a transformational education of the whole child—focused on wellness, lifelong learning, vocational skills, and community engagement—can break the cycle of poverty.

We are a top-rated nonprofit school that has been working in Guatemala City since 1999 and is registered as a Pre-K through 9th grade school. Utilizing a holistic approach that expands the definition of education to mitigate underlying factors that contribute to poor educational outcomes. Our additional programs include educational reinforcement for high school students, health care, social and nutritional services. Our goal is to bring **hope, education, and opportunity** to the children and families trying to make a living around the city's garbage dump—one of the largest landfills in Central America.



PROGRAMS

Safe Passage offers a wide variety of programs and services for the families of Guatemala City's garbage dump community.

JARDÍN INFANTIL (AGES 3-6)

Our littlest learners attend preschool at the Jardín Infantil. This program utilizes an Expeditionary Learning curriculum to provide engaging, interactive activities that foster self-esteem and confidence. It prioritizes hands-on learning, allowing for students to develop life skills such as critical thinking, problem-solving, and teamwork.

COLEGIO & BÁSICO (GRADES 1-8)

Our full-day primary and middle schools (Colegio: grades 1-6; Básico: grades 7-8) are accredited by the Guatemalan Ministry of Education and also uses a hands-on, immersive methodology based on Expeditionary Learning. Expeditionary Learning asks students to move beyond the classroom and work together on relevant, engaging projects that involve investigating issues in their community and beyond. "Expeditions" weave together science, social studies, reading, math, technology and the arts, and show the students how their new skills and knowledge can be applied in the real world. At the helm of our school are our teachers: highly trained, motivated educators who care about our students and understand the value of innovative, full-day education.

OPORTUNIDADES (HIGH SCHOOL)

High school-age students at Safe Passage attend local public schools for the standard Guatemalan four-hour school day, then come to Safe Passage for supplemental programming and support. Our Oportunidades program offers homework assistance; English; health, library, and computer classes; extracurricular activities; and preparation for future internships and employment.

OTHER PROGRAMS

Other Safe Passage programs and initiatives include clinical health services, social work and psychology support, and our Próximo Paso (Next Step) Graduate Program. Adult Education is now offered through Creamos, a partner NGO and social entrepreneurship program that provides economic, emotional, and educational support to the women who live in the community around the Guatemala City garbage dump.

WHAT IS A SUPPORT TEAM

WHAT IS A SUPPORT TEAM

The Support Team service-learning experience is designed with first-time visitors in mind, although many of our teams join us again and again, often with new team members! While you have fun and learn about Safe Passage, you will also make a difference with the time, skills, and energy you share with the students, affiliates, staff, and volunteers at Safe Passage.

Support Teams are made up of 8-13 people who volunteer with Safe Passage in Guatemala for one week. During the week, Support Teams have the chance to meet, interact with, and get to know our affiliates while assisting in our programs. Typically, teams assist in English classes, play with our littlest learners during recess, work with our operations team on a project, and support our kitchen staff in serving lunches to our younger grade levels.

The Support Team itinerary is planned from Sunday to Sunday, with dinner on the first Sunday being the first Safe Passage-scheduled activity and breakfast on the following Sunday being the last. See pages 12-14 for a sample Support Team schedule.

Safe Passage's Support Team Coordinator will be your main point of communication and support throughout the entire process. To get you started, they will help you reserve dates for your Support Team and provide you with guidance and encouragement as you embark on this life changing experience! See page 10 for more information about how the Support Team Coordinator will work with you.

The cost for Support Teams is \$750 per person to cover expenses while in Guatemala. In addition, we suggest a donation of \$2,500 from your team. See page 8 for more detailed information about what it costs to bring a support team.



FORMING YOUR TEAM

Support Teams can be any group of people looking to spend a week serving at Safe Passage in Guatemala. Past teams have come from schools, community and religious organizations*, and groups of friends who want to have a life-changing experience together. Please note that all team members must be at least 15 years old upon arrival to Safe Passage.

**Although we welcome teams with religious affiliations, Safe Passage itself is 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 our community. Teams are welcome to worship and pray with their fellow team members, but we ask that they do so outside of Safe Passage activities (i.e. in the hotel or during free time).*

TEAM SIZE

A team consists of a minimum of 8 people and a maximum of 13 people.

If you are a group of less than 8 people, please contact us (teams@safepassage.org) to inquire about joining or forming an Open Team.

TEAM LEADER

All teams must select a Team Leader to be the sole point of contact and individual responsible for the group and its decisions. The Team Leader will communicate with the Support Team Coordinator in Guatemala and circulate information to all team members. All questions about Safe Passage or the Support Team experience should come through the Team Leader.

It is the Team Leader's responsibility to ensure timely completion of team applications and team payments. The Team Leader will communicate all group decisions to the Support Team Coordinator, both during pre-arrival communication and while in-country. The Team Leader is also encouraged to organize pre and post-trip meetings to prepare the team for the experience, as well as plan or lead discussions or reflection activities throughout the Support Team week.

CHAPERONES

Teams including minors must have one adult chaperone for every 3-5 team members under the age of 18. Chaperones are team members who have additional responsibility for the minor team members and should be in an existing role of responsibility or authority (e.g., teacher, religious leader, or parent). Additional responsibilities of chaperones include:

- Actively engaging in all events, serving as a positive role model for participation
- Taking responsibility to encourage healthy behaviors and choices related to the overall health, safety, and well-being of minors in the group
- Caring for a minor if ill and facilitating access to treatment with the assistance of the Support Team Coordinator, if necessary. This may include remaining in Antigua with an ill minor while the rest of the team is at Safe Passage in Guatemala City

BOOKING YOUR TRIP

RESERVING YOUR DATES

To reserve your team's desired dates, please contact the Support Team Coordinator (teams@safepassage.org). Once the Support Team Coordinator has approved your dates, finalize your reservation by paying the team deposit. Slots for Support Teams are given on a first-come, first-served basis.

Please note, Safe Passage is closed the week leading up to Easter, and from mid-October until the last week in January for school break.

TRIP DEPOSIT

A deposit of \$500 is required to confirm your team's reservation and secure your dates. The deposit is due within two weeks from the time the Support Team Coordinator has approved your dates. See page 9 for payment instructions.

If, after two weeks, the deposit has not been received or other payment arrangements discussed, the dates will be opened for other teams to reserve. Hotel reservations will be made only after the deposit is received. With approval from the Support Team Coordinator, team reservations can be changed until two months prior to your scheduled arrival date.

Your team's deposit will be applied towards the final trip costs.

The deposit is refundable up to three months prior to your arrival date. See the Cancellation and Substitution Policy on page 9 for more information.

SUPPORT TEAM COSTS

The package cost of the Support Team program is \$750 per person based on seven nights at double or triple occupancy. Hotel rooms at single occupancy are an extra \$20 per night. If special accommodations are needed, please let us know by emailing us at teams@safepassage.org.

An extra night at double or triple occupancy is \$35 per person. An extra night at single occupancy is \$55 per person.

WHAT'S INCLUDED:

- Seven nights' accommodations at a trusted and secure hotel in Antigua
- Meals—Breakfast and Dinner all 7 days. Lunch at the cafeteria during the 4 days on campus.
- Airport pickup and drop-off in private, insured vehicles
- Daily private transport between Antigua and Safe Passage in Guatemala City

Services of your Support Team Coordinator, including translation and 24-hour emergency support

**If the Safe Passage cafeteria lunch does not suit an individual's dietary needs (allergies, vegetarian, gluten free, etc.), lunch can be purchased at the comedor, an informal restaurant near the project in Guatemala City (for approximately USD \$4). You can also purchase packable lunch food in Antigua. Please see page 19 for more information about managing allergies in Guatemala.*

WHAT'S NOT INCLUDED

- Air travel
- Travel insurance*
- Activities and lunch on your team's free days and while in transit
- Leisure activities and extra spending money

**Travel insurance is required for all team members. See page 16 for information on travel insurance.*

TEAM DONATIONS:

In addition to these fees, each Support Team is encouraged to make a suggested donation of \$2,500. While the team fee covers only the services provided for the week, this donation goes directly to Safe Passage programs and service for our community!

PAYMENT INFORMATION

All payments need to be organized through the Team Leader. For teams from the United States, we accept payment by check or by credit card, payment by one check for the total team cost is preferred but we will accept individual checks if the Team Leader sends all checks together in one envelope.

Please write the name of your team on the memo line of all checks. Checks should be sent to:

Safe Passage

49 Farm View Drive, Suite 302

New Gloucester, ME 04260

We prefer that teams pay via check, so as not to incur additional processing fees. If you wish to pay by credit card, please be aware that a 3% processing fee will be added to your total to cover the expense of processing the payment. To pay by Visa, MasterCard, or American Express, contact the U.S. office at (207) 846-1188 with your card details, invoice and the name of your team.

Because international banking is constantly changing, we ask teams outside the U.S. to contact our U.S. office for the latest information on international payment methods.

PAYMENT SCHEDULE

The \$500 team deposit is due within two weeks of reserving your preferred trip dates. Full payment of the remaining team fee (team costs less the deposit) is due 30 days prior to your scheduled arrival date in Guatemala. We greatly appreciate your efforts in keeping to the payment schedule so that our staff in Guatemala can focus their energy on preparing for your arrival rather than tracking down payments.

CANCELATION AND SUBSTITUTION POLICY

We recognize that changes sometimes occur during the planning of group trips. Trip deposits are refundable until 3 months prior to your team's arrival date. If your trip is canceled less than three months before your arrival dates, the deposit will not be refunded. It can either be applied to a rescheduled trip or will be considered a donation to Safe Passage.

The list of team members needs to be finalized two months prior to your arrival date in order to reserve the appropriate accommodations and send an invoice for your final payment. Final payment is due 30 days prior to your arrival. If a team member cancels within thirty

days, the trip costs for the team member will not be refunded.

If, prior to thirty days, a team member must cancel or if there is any change in the makeup of your team please contact your Support Team Coordinator to assist you, as costs or plans may be affected. 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.

SUPPORT TEAM COORDINATOR

The Support Team Coordinator at the project in Guatemala will be the main point of contact for your Team Leader as you prepare for your trip, as well as your host as you experience Safe Passage during your Support Team week. We strive to take care of all the details and logistics for your time at Safe Passage so you can focus your energy on preparing your team to serve and be with our affiliates. We are here to make your trip as enjoyable and successful as possible so please let us know how we can assist you.

HOW THE SUPPORT TEAM COORDINATOR WILL ASSIST YOUR TEAM

- Communicate upcoming deadlines and tasks to your Team Leader to help keep you organized and on track for your trip
- Be available by email and phone to answer questions and support you in your trip preparations
- Create an itinerary for your team and coordinate your activities at Safe Passage
- Arrange all ground transportation to/from the airport and to/from Safe Passage each day. Within reason, we can also help arrange ground transportation for your free day activities
- Make your hotel and dinner reservations
- Join you for dinner each evening, if desired, or assign another staff member to do so, to ensure you have a positive experience
- Provide your team with information on Safe Passage history and context, and orient you to all program sites and team activities
- Orient your team to Antigua, including reliable ATMs, grocery stores, and trusted restaurants

PRE-TRIP TIMELINE

Below is a brief outline of a Support Team preparation and action timeline. The Support Team Coordinator will provide your Team Leader with a [detailed checklist](#) and reminders of important steps and deadlines throughout the planning process.

- Offer guidance and translation during visit
- Team donation sent to U.S. office
- Draft schedule sent to Team Leader for review

INITIAL CONTACT (USUALLY AT LEAST FOUR MONTHS BEFORE ARRIVAL)

- Team Leader requests dates
- Once date availability is confirmed, \$500 deposit sent
- Team application to be filled out by each team member is provided

TWO MONTHS BEFORE ARRIVAL

- Team members finalized
- Travel itinerary sent to Support Team Coordinator
- All team members have completed the team application
- Hotel reservations confirmed

30 DAYS BEFORE ARRIVAL

- Final payment for balance of team fees submitted

ONE WEEK BEFORE ARRIVAL

- Final check-in from Support Team Coordinator

VISIT SAFE PASSAGE

Yes, you did it! Enjoy your week, be proud of your preparation and your team, take it all in.

RETURN HOME

Once you have unpacked and settled in, take a moment to reflect, and remember you now have the ability to be an advocate for hundreds of students and families in Guatemala. That's a powerful thing—help us spread the word about our work and mission. Welcome to the Safe Passage family!

SAMPLE ITINERARY

SAMPLE TEAM ITINERARY

(*Please note that this is an example schedule only. Your week's itinerary may look different based on the school schedule and needs on campus that week)

Sunday

- 9:45 pm Arrival into La Aurora International Airport - pick-up and transportation to Antigua
(Safe Passage Staff Member will greet you and travel with you)
- 10:45 pm Arrival/Check-in at Hotel Casa Antigua
- ** Dinner delivered to the hotel (Box Dinner)

Monday

- 7:30 am Group Breakfast at hotel
- 8:00 am Pick up from Hotel - depart for Guatemala City/Safe Passage
- 9:00 am Welcome to Safe Passage - Introduction Video
- 9:30 - 12:30 pm Campus Tour - visits to our Preschool/Kindergarten, Elementary/Middle school and after school campuses, a drive through the community and view of garbage dump from public cemetery over look (led by Candy)
- 12:30-1:30 pm Team Lunch at Casa Verde
- 1:30-2:30 pm Meet the Fundraising Team & Team Bonding/Orientation/T-Shirt Time
- 2:30 - 3:00 pm Depart campus to head back to Antigua
- 6:00 pm Guatemalan Cooking Class and Group Dinner at Frijol Feliz

Tuesday

- 7:30 am Group Breakfast at hotel
- 8:00 am Pick up from Hotel - depart for Safe Passage
- 9:00-12:00 pm Preschool/Kindergarten – Assist w/ the delivery of snacks/lunch to our littlest learners. Help w/ clean-up after meals and join students during recess for games and free play.
- 12:00-1:00 pm Team Lunch at Casa Verde

SAMPLE ITINERARY

- 1:00 - 3:30pm Group Project w/ Operations Team (assisting staff in the bodega - IE. restocking, organizing, cleaning, etc).
- 3:30 pm Depart campus to head back to Antigua
- 7:00 pm Group Dinner at Monoloco

Wednesday

- 7:30 am Group Breakfast at hotel
- 8:00 am Pick up from Hotel – depart for Safe Passage
- 9:00–12:00 pm Elementary School – Spelling bee with the 3rd grade students and then assist the kitchen staff in delivering snacks and lunch for the students.
- 12:05- 12:50 pm Team Lunch at Casa Verde
- 1:00 – 3:20 pm Group Project w/ Operations Team Cont'd (assisting staff in the bodega - ie. restocking, organizing, cleaning, etc).
- 3:30 pm Depart campus to head back to Antigua
- 5:00 pm Salsa dancing class at Las Palmas Restaurant
- 7:00 pm Group Dinner at Las Palmas (may be earlier depending when class wraps up).

Thursday

- 6:30 am Group Breakfast at hotel
- 7:00am Pick up from Hotel - depart for Safe Passage
- 9:00 – 12:00 pm Visit our partner organization, Creamos and learn about their work in adult education and workforce development (activities will vary depending on direction from the Creamos Team)
- 12:00- 1:00 pm Team Lunch at Casa Verde
- 1:00 – 3:20 pm Visit Oportunidades—Spend time assisting our high school students in English activities/reinforcement.
- 3:30 pm Depart campus to head back to Antigua
- 7:00 pm Group Dinner at Café Sky

SAMPLE ITINERARY

Friday

FREE DAY!

7:00am Breakfast at the hotel
Pacaya Volcano Climb
(Lunch on your own)
7:00 pm Group Dinner at Rainbow café

*We are happy to help you arrange an activity of your choice for your group. The Pacaya Volcano Climb is one example of a popular group excursion.

Saturday

FREE DAY!

7:00am Breakfast at the hotel
Activity of your Choosing
(Lunch on your own)
7:00 pm Despedida Dinner at El Arco Restaurant

*Groups often will choose an excursion for one of their free days and then spend their second free day exploring Antigua on foot and enjoying the shops, museums and historical sites on their own.

Sunday

TBD Pick up at the hotel and transportation to the airport
Arrival and Check-in at La Aurora International Airport and good-bye.

Important:

** Dinner on the first day will depend upon arrival time into Antigua. If arrival is early enough, the team will have dinner in a local restaurant upon arrival.

*** Drinks with alcohol are not included in any meals provided as part of the team fees. They may be purchased directly at each restaurant for an additional fee and must be paid by the individual at the end of each meal.

TRAVEL INFORMATION

A NOTE ON SPANISH ABILITY

We recognize that limited Spanish-language ability can be a cause of concern for many teams and team members. Rest assured that even teams that spoke no Spanish have had positive experiences and meaningful impacts at Safe Passage! The Support Team Coordinator will be with you daily, acting as your host and translator. One of the most valuable things you will provide to our students is your caring presence. By simply being here, you communicate to our students that they matter and this can be done without words. Additionally, Support Teams serve in our English classes and provide valuable expertise. As native-English speakers, it is your English-language ability, not Spanish, that provides the greatest value to our students.

WHAT TO DO ON YOUR FREE DAY

Friday and Saturday during your Support Team week are free days to experience the sites and culture of Guatemala. Here are some activity options that have been most popular with our past Support Teams; including reputable travel companies in Antigua that will be happy to help you organize activities that require travel/transportation.

<https://lp.topsellingmarketing.com/jEU2dTsfAL>

*Please note that all free-day activities, including transportation, are not covered by the team fee. All activity costs are charged by and paid directly to independent vendors. While we can help make arrangements for transportation, Safe Passage cannot accept payment for any costs associated with these activities.



TRAVEL INFORMATION

TRAVEL INSURANCE

We require all team members to have a travel insurance policy for their time in Guatemala. Travel insurance often covers changes to your itinerary and trip cancellation, emergency evacuation and repatriation, hospitalization, and medical care in case of illness. At a bare minimum, your travel insurance needs to provide international emergency health coverage and emergency medical evacuation/repatriation. As part of the Support Team application, each team member will need to provide proof of their insurance coverage. Below you will find a list of top-rated travel insurance companies. We suggest contacting several companies to compare quotes and coverage options.

Allianz Global Assistance allianztravelinsurance.com

Amex Assurance americanexpress.com/travel-insurance

Generali Global Assistance generalitravelinsurance.com

Travelex Insurance Services travelexinsurance.com

Travel Guard from AIG travelguard.com

BOOKING YOUR FLIGHTS

Safe Passage cannot assist with flight reservations, nor do we have any preference on your flight route to Guatemala. With our team schedule running Sunday (dinner) to Sunday (breakfast), we suggest you arrive to Guatemala by 4 pm on Sunday at the beginning of your team week to ensure time to get through customs and arrive in Antigua before the team's first dinner that evening. If you cannot arrive by late afternoon on Sunday, we suggest arriving on Saturday to give your team some time to get settled before your week begins. The following Sunday, you can leave anytime, but keep in mind you will need to leave Antigua 3-4 hours before your flight's departure (depending on the time of day/flight time).

VISAS

For people 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 when flying to Guatemala.

For non-U.S. citizens, please check what restrictions Guatemala has for visitors from the country that issued your passport; we recommend doing this well in advance of your trip to ensure appropriate time for processing paperwork required to obtain your visa.

TRAVEL INFORMATION

TRAVEL INFORMATION – MONEY MATTERS

- The most convenient way to get cash is by using an ATM card with a VISA logo on the front. ATM cards from small local banks or that are not VISA cards may not work so please check with the issuing bank before travel.
- Contact your bank prior to departure with the dates you will be in Guatemala to avoid any stops to your accounts.
- There are reliable ATMs in the Guatemala City airport, as well as in Antigua.
- VISA credit cards are more widely accepted than MasterCard, Discover, or American Express. However, be aware of foreign transaction fees with credit card usage.
- Cash advances from credit cards are NOT available from ATM machines in Antigua.
- Teams should not bring pre-paid gift or debit cards as they do NOT work in Guatemala.
- Cash in U.S. dollars (USD) can be exchanged in a local bank for Guatemalan Quetzales (GTQ).*
- Exchanging Travelers Checks usually takes significant time at the bank. While they can be exchanged, they cannot be used for direct payments at stores/restaurants.

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



SAFETY AND HEALTH IN GUATEMALA

We recognize that travel to Guatemala can be overwhelming for many people and teams have many questions about health and safety. Safe Passage has more than 10 years of experience hosting international Support Teams with roughly 20 teams each year. While there are inherent risks in traveling to Guatemala, we take every available precaution to keep your team safe and healthy. Here is some brief information and pointers on health and safety in Guatemala and during your time at Safe Passage.

SAFETY

Guatemala is home to a profoundly inequitable society where the majority of its citizens live in poverty. The community in which Safe Passage works is one of the most disadvantaged in the country and, unfortunately, suffers from crime. Safe Passage takes seriously its responsibility to make visitors as safe as possible but there is an inherent risk in visiting our program. We take a number of measures to minimize risks and ask that you follow all procedures and instructions given by your Support Team Coordinator.

Teams travel in private insured transportation and are always accompanied by a Safe Passage staff member during the commute. Safe Passage does not allow any of its teachers, volunteers, or visitors to wander in the neighborhoods around the program without a security escort.

Each of the program buildings employs an armed guard to ensure the greatest protection of our property and equipment, as well as the safety of the affiliates, staff, and volunteers. We also have external security that patrol the community. We maintain very strong relationships within the community through our affiliates, as well as with other organizations and the municipality.

Ultimately, however, the safety of the team is the responsibility of its members.

A FEW SAFETY TIPS TO REMEMBER

- Before traveling, register with the U.S. State Department online at www.step.state.gov/step/
- There are multiple options for phone connectivity in Guatemala. Team leaders are encouraged to ask the Support Team Coordinator about the best options to stay in touch and be able to access help in case of an emergency.
- Use a reputable travel agency or Safe Passage recommended drivers when making travel plans for your free time.
- Safe Passage is not responsible for the safety of your belongings. If you have items of great monetary or sentimental value, please leave them at home.
- Safe Passage recommends leaving your passport in the hotel (i.e. in your suitcase or the safe provided in your room) and carrying only a photocopy of your passport with you.

SAFETY & HEALTH

- Although Antigua is generally safer than Guatemala City, petty theft is still a concern. It is best to minimize items of value one carries. Do not wear expensive jewelry and please avoid carrying multiple credit cards or excessive cash. Be intentional about how you walk and manage your belongings.
- Leave photography equipment and other electronic devices locked in your hotel room whenever possible. When you would like to bring them with you, carry them discreetly.
- Walk in groups and take tuk tuks, taxis, or Uber at night. Your Support Team Coordinator can give you the phone numbers of several safe and trusted taxi drivers.
- If robbed, do not fight for your possessions; they are not worth your life or the pain and expense of injuries. Should such an incident occur, please contact your Support Team Coordinator immediately.
- Dressing modestly may help to avoid unwanted attention.
- Current information on travel safety to Guatemala can be found on the U.S. Department of State website www.travel.state.gov

HEALTH

- A current list of suggested vaccinations for travelers to Guatemala can be found on the Center for Disease Control's website: wwwnc.cdc.gov/travel/destinations/traveler/none/guatemala
- We recommend visiting your primary care physician or a travel clinic for the most up-to-date and personalized recommendations for vaccinations and travel-related health preparations.
- Be careful what you eat and drink. Use caution if eating outside of recommended restaurants.
- All restaurants used by Safe Passage are recommended for foreign visitors and offer reliable and safe food and drinks.
- Do not drink tap water in Guatemala. Bottled water or water from an EcoFiltro is safe to drink. If a Safe Passage recommended restaurant serves you a glass of water or an iced beverage, it is okay to consume.
- 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 sunburn and heat stroke.
- If you become ill, please let your Support Team Coordinator know so that we can make sure you get appropriate attention and care.
- The Safe Passage Health & Wellness Center is available to Support Team members while on site.
- In Antigua, Safe Passage can recommend medical personnel and/or health facilities.

ALLERGIES IN GUATEMALA

We recognize that some team members have food or other allergies that can range from inconvenient to

SAFETY & HEALTH

life-threatening. We have successfully hosted team members with all sorts of allergies and severities in the past. Please make sure the Support Team Coordinator is aware of any allergies that might affect a team member's participation or present serious health concerns so we can make preparations well in advance. That being said, awareness of allergies in Guatemala is not as high as it is in the United States and we cannot guarantee you will not be exposed to potential allergens. Travel to Guatemala is at your own risk and team members will need to help take responsibility for their own health.

VACCINATIONS

Along with travel-related vaccinations, we strongly encourage all team members to be fully up-to-date with recommended vaccine schedules. Please be aware the population around Safe Passage has varying degrees of immunity to preventable diseases. Team members should not rely on the community around them being immunized to avoid exposure.

WHAT TO BRING

Suggested Packing List

X	Clothing/Footwear	X	Toiletries	X	Medical
	Shirts (you will be provided with two t-shirts to wear at Safe Passage)		Shampoo & conditioner		Any regularly taken medication
	Sweater/sweatshirt/ warm long- sleeve top		Toothbrush & toothpaste		First aid kit
	Jeans/long pants (the dress code requires jeans – no leggings)		Hand Sanitizer		Ibuprofen and/ or acetaminophen
	Underwear and socks		Mosquito repellent		Pepto Bismol
	Bathing Suit		Sunscreen (SPF 30+)		
	Sandals/flip-flops		Sanitary Hygiene Products		
	Sneakers/sturdy shoes (dress code requires closed toed shoes)		Razor/Shaving Cream		
	Rain Jacket				
X	Paperwork	X	Electronics	X	Other
	Passport & copies		Camera & charger		Day pack
	Debit/Credit Card				Sunglasses
	Travel/Medical Insurance Card				Umbrella
					Snacks

WHAT TO BRING

DRESS CODE

The following is the dress code for Support Team members while volunteering at Safe Passage.

- Safe Passage t-shirt. We will provide each team member with two t-shirts at the beginning of the week
- Blue jeans (absolutely no leggings)
- Closed-toed shoes
- No visible tattoos or facial piercings. All tattoos need to be covered and all piercings, except ears for women, need to be removed or covered while working at Safe Passage. While we value your self-expression, often body piercings and tattoos are understood in Guatemalan culture to be indicators of gang membership, so we appreciate your cooperation with following these guidelines.

OTHER NOTES ON WHAT TO BRING

- Be sure to bring at least one sweater or jacket, as it can be quite cool in the evenings.
- If traveling May through October, pack a rain jacket and umbrella as this is the rainy season in Guatemala. It often rains in the afternoons, so even if the morning is sunny, bring the jacket with you to Safe Passage.
- We suggest bringing at least one copy of the identification page of your passport

DONATIONS

If you wish to bring in-kind donations, please contact the Support Team Coordinator in advance to identify what type of donation is beneficial to the program at the time of your trip.



PHOTOGRAPHY & TECHNOLOGY

SAFETY OF AFFILIATES, PERSONAL PHOTOS AND SOCIAL MEDIA

We work with vulnerable people and so we follow the strict rules listed below to ensure the safety and protection of these people. Staff and visitors are not permitted to take photos of the students or families for personal use (on their own cameras or phones). It is strictly forbidden to take photos of the students and upload them to any social media or website.

Families receive education and services through Safe Passage/Camino Seguro with the understanding that their lives will not be on display. It is your responsibility as volunteers to respect the affiliates through words and actions. Each parent signs a waiver to allow Safe Passage staff to take photos of the students for professional, institutional use. However, no individual is, legally, permitted to take photos of affiliates or upload them to social media or to a website.

We ask that photos not be taken in the areas around the program buildings either, 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.

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 talk to the visitor office. We will be happy 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 to this, under no circumstances will a visitor be left alone with an affiliate without supervision, or visit a child's home or school, unless accompanied by a member of the project's staff.

PHONES & TECHNOLOGY AT SAFE PASSAGE

Bringing cameras, phones, etc. is up to the judgment of each Support Team. We have had great success in the past with teams who have decided to go "technology free" during their week at Safe Passage. This can range from no technology during any part of the trip, to no technology while at Safe Passage, or even no technology during team dinners. Groups express that being intentional about their use of electronic devices allowed team members to engage in the experience and be more fully present. Keep in mind that phones and other electronic devices not only distract team members from engaging with our affiliates, but can also disrupt the learning environment of the school. If distractions or disruptions become an issue, we reserve the right to restrict your team's technology at the project.

Some teams choose to designate one or two people as "team photographers" and ask that no one else brings their cell phone or camera. This helps team members focus their energy on the activities and students rather than spending their time trying to capture every moment. Teams also get more and better candid shots of interaction this way rather than all selfies!

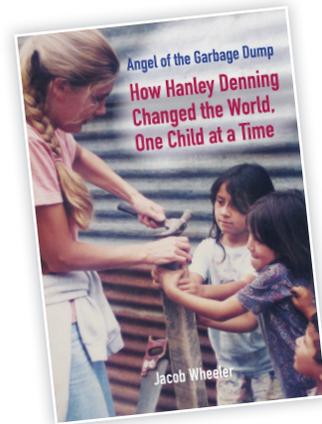
PRE TRIP PREPARATION

During your time at Safe Passage, your group will witness scenes of extreme poverty and at-risk situations, you may find some aspects of life in this community to be upsetting and members of your team are likely to experience some emotional discomfort. We hope that you will consider discussing this as a group (both leading up to and during the trip) and that you take time to process these experiences together. It is common to compare your own lives and privileges to those of individuals in our community.

We ask that you do your best to prepare yourself and your group in advance, for these realities, and to be as respectful as possible to the community and neighborhood which you are visiting. This includes doing your best to process emotions which arise, privately, with your group or team leader. Please be mindful that the students and families we serve deserve dignity and respect.

Your Support Team week should be the culmination of intentional preparation and learning, not the beginning. We suggest your team meets several times before your trip to learn about Guatemalan history and the events that have led to current realities, learn about Safe Passage's work and the Guatemala City dump community, and set expectations about what you will be doing and how you will engage at Safe Passage.

Continued next Page



ARTICLES & REPORTS

[Emotional Responses to World Inequality](#)

By Anna Bradford published in *Science Direct*

[Truth Commission: Guatemala](#)

United States Institute of Peace

[Guatemala: Encyclopedia Britannica Online](#)

Pay particular attention to the history from 1931 to the present.

[A Brief Timeline of Guatemala](#)

[Human Rights Watch 2018 Report on Guatemala](#)

[Guatemala – Current News: The Guardian](#)

BOOKS

[Guatemala: Never Again!](#)

Recovery of Historical Memory Project (REMHI)
Human Rights Office, Archdiocese of Guatemala

[Angel of the Garbage Dump: How Hanley Denning Changes the World, One Child at a Time](#)

[I, Rigoberta Menchu: An Indian Woman in Guatemala](#)

Ann Wright, Rigoberta Menchú

Continued next Page

PRE TRIP PREPARATION

In our experience, teams that are intentional about their preparation and clear about their purpose have a much richer experience than teams that have done little preparation. The resources listed here are a good starting point in this experience.

We are excited to be a part of your journey of discovery and growth as you serve with us at Safe Passage. If you have questions, comments, or concerns please don't hesitate to reach out.

For questions about trip details, planning, and logistics, please contact our Guatemala Office:

Candy Barrera Palma
Support Team Coordinator
teams@safepassage.org

6^a Avenida 11-95 Zona 7 Colonia Landivar,
Ciudad de Guatemala
+502 2440 4388

For questions about payments,
please contact our U.S. Office:

Kerry Palleschi
Director of Annual Giving
kerry@safepassage.org

49 Farm View Dr., Suite 302
New Gloucester, ME 04260
(207) 846-1188

[Bitter Fruit: The Story of the American Coup in Guatemala](#)
Stephen Schlesinger, Stephen Kinzer

[Silence on the Mountain: Stories of Terror, Betrayal and Forgetting in Guatemala](#) Daniel Wilkinson

[The Most Beautiful Place in the World](#) Ann Cameron

[Robbed of Humanity: Lives of Guatemalan Street Children](#) Nancy Leigh Tierney

VIDEOS

[Manos de Madre](#)
A documentary about Safe Passage

[Recycled Life](#)
A documentary about the Guatemala City garbage dump

[When the Mountains Tremble](#)
A documentary about the Guatemalan civil war and its effects

[Guatemala: The Dictatorship's Disappeared](#)
A documentary about the Guatemalan civil war and the continuing fight for truth and justice

[La Camioneta: The Journey of One American School Bus](#) A documentary about the migration of chicken buses from the U.S. to Guatemala and dangers, risks, and problems encountered on the buses.