

FIELD WORKER HANDBOOK

TEAM HOST SUPPLEMENT

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Introduction

Thank you so much for being willing to serve as Team Hosts for short-term missions teams from North America. Your job is an important one, as you are the liaison between the team and the Guatemalan community within which Impact Ministries works. Your role is to coordinate activities in such a manner that both the local community and the visiting team get the most out of every experience.

Team Host Job Description

As Team Hosts, your job is to look after the team while they are out and about in the community. Essentially, wherever the team goes, you go. The following is a list of some of the activities that will involve.

Driving

Your job will involve a fair amount of driving, transporting the team from one activity to another. It is important to always carry your Driver's License as well as a photocopy of your passport. This is sufficient identification for Guatemala.

Airport Pickup/Drop Off

Your work with a team will begin at the airport, when they arrive, and will end at the airport on the day they leave.

Touring

You will participate in a number of tours with the teams. Among these are: the Palace and Cathedral in Guatemala City; Chixim; Chicoy Sinkhole; and the Antigua Ruins.

Team Orientation

You will be responsible for participating in the Team Orientation on the night the team arrives in Tactic. Details of the orientation are below.

Cell Phones

You will be given cell phones for your use as Team Host. You will also manage the cell phones given to team leaders. Be sure these are charged and loaded with time for each new team and you remember to collect them when the team leaves. Details for dealing with cell phones are given below.

Colegio de Vida Morning Devotionals

One of the activities that teams enjoy the most is attending the morning devotional times at our schools. You will accompany the team to morning devotionals, as per their schedule/itinerary. These begin at 7:30 and usually last for 45 minutes.

Children's Ministry

You will accompany the team, along with a translator, to do their children's ministry. It is your job to make sure things are running well from both the team's perspective as well as the Guatemalan perspective.

Work Projects

You will accompany the team to various work projects. It is your job to ensure all are working in a safe and productive manner.

Sponsorship & Home Visits

You will provide the team with a short orientation on home visits and then accompany the team, along with a translator, to visit their sponsor children. When a group doesn't have any sponsor children, the ministry will select needy families for you to visit.

Hospital Visitation

You will provide the team with an orientation on healthcare in Guatemala at the hospital and then join them, along with translators, in visiting the children's and maternity wards.

Debriefs

When scheduled, you will debrief the team in the evenings, encouraging them to share, guiding them through the experiences they are having and speaking into their lives about the things of the Lord.

Petty Cash

You will be provided with a float for team expenses incurred. Details of how this works are given below.

Driving

Although the general driving rules are the same in Guatemala as they are in North American, there are some significant differences that you will need to take into account. Be prepared to navigate through tight spaces in town and be patient. On the highway, it is important that you are very alert to the other vehicles on the road and follow the local driving courtesies. Be extra cautious with making left hand turns across the highway, as a left signal also means to vehicles behind you that it is safe for them to pass.

Details about vehicles and their usage will be reviewed with you by those in charge of the ministry vehicles.

Picking Up a Team

Itinerary

Day 1

Leave Tactic with enough time to get to the Capital, get rooms sorted out at Seteca and have supper.

Pick team up from airport

Settle into lodging at Seteca

Day 2

Breakfast at Seteca

Central Park

Palace

Cathedral

Gas station on outer edge of the Capital

Snack and bathroom break

Lunch at Villa del Sol

Guesthouse in Tactic to settle in

Details

Lodging: Seteca

- Tito Sapeda is in charge of housing at Seteca and he will be the one you speak with regarding rooms.
 - Office phone # 2471-0573 ext 311 for the office and ext 404 for his house
 - Personal cell # 5831-5878
- When you arrive in the capital, go to the office @ Seteca and collect the keys and confirm a time for breakfast.
- You will need a signed cheque to pay for the lodging and breakfast.
 - Write the team name and cheque # on the receipt.
- Remember the following:
 - 10pm curfew – quiet
 - Okay to drink the water
 - Don't flush the paper, although
 - Don't be late for breakfast
 - Leave keys in room when we leave

Airport

- Confirm flight's arrival time the day you are expecting a team, as times seem to fluctuate often.
- Be at the airport about 15 -30 minutes after the flight's expected arrival time. It takes a group at least this long to process through immigration and collect their luggage.
- Tip the men who help with the luggage Q100 for a team (write this down)

Central Square: The Palace and Cathedral

- You need a letter from Les for the Palace.
- Tip the guide Q40 (write this down)
- Parking
 - On the street on weekends. Make sure someone stays with the vehicles and check with the police to make sure it is ok.
 - In a parking lot 1 ½ blocks from central park. Do NOT leave the keys with the attendant.

Gas Station Stop

- Fill up vehicles if needed.
- Team Money
 - Give each team member Q100 when you stop for gas on the way out of the capital (You will receive this from Vivi in the office prior to picking up the team).

Lunch: Villa del Sol

- Ofelia @ 5068-2032
- Call when you are within 10 minutes
 - Tell her you are "con Les de Impacto"
 - Order – oferta – pollo rostisato
 - The drivers eat free and order when they arrive.

Take team directly to the Guesthouse so luggage can be dropped off and rooms allocated.

Team Orientation: Out and About

- Our spirits
 - Media fast
 - Journaling/reading the Word
- Our attitudes
 - No complaining
 - Guy / girl relating
 - Participation in church and devotionals
- At the worksite
 - Dancing
- Food/Drinks served to us by those we visit
- Interacting with people
 - Strangers – no calling out/cat calling
- People you get to meet
 - No exchanging emails/phone numbers/addresses
 - Compassion's example
- Our appearance
 - Dress Code: Clothing, Piercings, Tattoos
- Health
 - Sunscreen
 - Water
 - Washing hands
- Greetings
 - Different ways to shake hands
 - When someone's hands are dirty, they offer their arm
- Team leaders are responsible for managing the health of their team members
 - Allergies
 - Alert staff, but must monitor as leaders
 - Be sure epi-pens/benedryl/etc is on hand at all times
 - Meals, generally, will not be adapted to special food issues
- Giving things away
 - To children: candy, toys, etc
 - Boy on the street
 - To Impact Staff: gifts, money, etc
 - To sponsor kids: gifts, money, etc

Cell Phones

As guesthouse host, you will be given a cell phone to use. There are a number of cell phone carriers in Guatemala, but all our phones are either Tigo or Claro. You don't actually buy minutes in Guatemala, you buy quetzal. Also, there are triple days for both Tigo and Claro. It is best to purchase time on these days (pay Q100 but get Q300); however, try very hard to use

your phone as little as possible on a triple day and certainly don't make any long distance calls, as you will be charged triple as well.

Checking Quetzal on a phone: To check the amount of quetzal on a Tigo phone, dial *256. You will hear a recording that indicates how much quetzal the phone has. For Claro, you dial *5 to get the recording.

Buying Quetzal on a phone: Try to buy on a triple day. There are two ways to buy time: "recarga" or "tarjeta;" recharge or card. If you buy a recharge, you simply give the vendor the phone number you want to have time put on and how much you are buying. You will get a text message almost instantly, saying time was added to your phone. If you buy a phone card, you will need to scratch the back to reveal the number and then dial the number on the back of the card and enter the number.

Petty Cash

Impact Ministries will provide you with petty cash to cover the expenses associated with your job, as well as the initial Q100 spending money per person for teams. Vivi, in the Impact Office at the Peters' home, is in charge of petty cash. You track your spending, electronically, on a spreadsheet (this will be emailed to you from Vivi) and at the end of each team, print off the spreadsheet and submit it along with your receipts and Vivi will write you a cheque so that you are back up to your total petty cash. Cheques are cashed at the BAM bank and you need your passport.

Antigua with a Team

One Night Itinerary

Day 1 Leave Tactic at 6am

Drive to Antigua

Settle into hotel

Early lunch at Pollo Campero

Tour of the ruins

Shopping at the market

Supper at Los Bucaros

Evening Devotional – re-entry

Day 2 Leave for the capital

Breakfast at Pollo Campero in Guatemala City (if flight is not too early)

Be at the airport 2 ½ - 3 hours prior to departure.

Two Nights Itinerary

Day 1 Leave Tactic around 11am

Lunch at Villa del Sol

Drive to Antigua

Settle into hotel

Walk to Madre Tierra for supper

Do a walking tour of Antigua

- Central park
- Street with the arch
- Evening Devotional – re-entry
- Day 2 Breakfast at Fernandos
- Walk to central park (get a guide)
- Tour of ruins
- Lunch at Picadily's
- Shopping at the market
- Supper at Los Bucaros
- Final Devotional
- Day 3 Leave for the capital
- Breakfast at Pollo Campero in Guatemala City (if flight is not too early)
- Be at the airport 2 ½ - 3 hours prior to departure.

Details

Lunch: Villa del Sol

- Ofelia @ 5068-2032
- Call when you are within 10 minutes
 - Order – oferta – pollo rostisato
 - The drivers eat free and order when they arrive.

Lodging: Los Bucaros

- Delia @ 7832-2346 or 5401-1302 cell
- Don't forget to let them know what time you want the final supper
- Usually between 6:00pm and 6:30pm
- You'll pay by cheque for the lodging and supper
 - Write team name and cheque # on receipt

First Supper – Madre Tierra

- Byron @ 5313-0096
 - Call ½ hour ahead
- Order Hamburgers for all
 - Chicken or beef
- Check bill carefully, as there is often a mistake
- Tip is usually included in the bill

Breakfast – Fernando's

- Stop in the evening you arrive to arrange breakfast and time or call
- Fernando – 5497-9396 or 7832-6953
- Everyone gets the special for Q25
 - Anything they order extra is on their own tab
- Doesn't automatically include a tip, so ask for it to be included on the receipt (just under 10%).

Tour of Ruins and Jade factory

- Guide
 - Francisco 4529-7567

- Abraham 5313-8340 (speaks great English)
- Q250-300 for guide
- Cathedral entrance fee
 - Q3 per person, but not guide or leaders
- Los Capachinos entrance fee
 - Q20 – students; Q40 – adults; Q5 – nationals

Lunch – Picadilly’s

- Order “Ofertas” for everyone
 - Small pizza, drink, ice cream
- You have to add the tip to the bill here.

Shopping – Guidelines

- Things not to buy
 - Stuff with Che on it (Marxist Cuban Revolutionary / executioner)
 - Stuff with Bob Marley (Jamaican Musician – member of the Rastafari Movement – a cult)
 - Idolatry/Catholicism: masks, worry dolls, crucifixes
 - Prohibited in Canada: switchblades

Breakfast at Pollo Campero

- Order for the group
 - Give them 3 or 4 choices and then you place the order.

If you need an extra vehicle:

- Louis @ 5630-0357
- Q400