



TEAM LEADER GUIDELINES

WELCOME: We are excited that you are joining us! If you have not already done so, go to *"Preparing for your Mission Trip"* on the website to begin the application process. Please ask all team members to read the Mission Guidelines for tips on how to prepare for your trip and provide guidance while on the mission field. HOM's guidelines are the primary means by which we provide helpful information to our teams. Even if you have been on a mission trip to Haiti before, time and conditions change and the guidelines and resource material will reflect the most current information.

TEAM LEADER GUIDELINES INDEX

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3. Recommended Team Supply list - *revised September 2013*
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ADDITIONAL INFORMATION *(See Forms and Resources on the website under Volunteer)*

1. Application forms
 - a. Team Registration
 - b. HOM Risk Waiver Release Form - *revised March 2014*
 - c. Team Member Health History
2. Team Vaccination Guidelines - *new March 2016*
3. Tips for Working with translators
4. Haiti FAQs and HOM Mission Team FAQs *(See News on the website)*

#1- MISSION TRIP CHECK LIST

HOM and MICECC would like to thank you for serving as team leader. Your role is vital to the success of your team's service and our mission in Haiti. It is our hope that this will be a rewarding experience for you and your team, we encourage you to contact us if you have any questions or need more information.

If you have NOT applied and received confirmation for your mission trip date, please return to "Preparing for your Mission Trip" (under Missions at www.haitioutreachministries.org) and follow the directions to schedule your trip. Once approved, the following forms must be completed and submitted to HOM. (See *Forms and Resources*). If you have completed the following steps and have not received an acknowledgement within one month after submitting your request, please contact info@haitioutreachministries.org.

1. Complete the "Team Registration Form" and submit it as instructed on the "Preparing for your Mission Trip" web page. This information is needed to aid in housing and project planning and in the unlikely event we need to reach team members' emergency contact while they are serving in Haiti.
2. Have all team members sign the "HOM Risk, Waiver Release" form and complete the "Health History" form. Team leaders retain the Health History forms but must submit the teams' signed Release forms (scan and email signed copy) to trips@haitioutreachministries.org or submit it to the team coordinator upon arrival in Haiti. All team members must honor the terms of the Release form; team leaders are held responsible for the actions of their team.

Please understand that although all efforts are made to accommodate team requests for project and travel opportunities, no activity will be approved unless deemed safe and appropriate by MICECC.

6-12 months before departure

- Secure trip date from HOM
- Promote your trip within your church, organization or communities. Begin fund raising efforts
- Read the HOM General Mission and Team Leader Guidelines
- Encourage team members to read about Haiti, learn a few Haitian phrases and check out the HOM website

3-6 months before departure

- Complete and submit Team Registration Form on-line or email as an attachment
- Begin planning meeting(s) for team to discuss job assignments, schedule, needed supplies, projects, etc.
- Arrange for travel and lodging accommodations; purchase team travel insurance.
- Remind team members to get appropriate immunizations
- Purchase and/or ask for donations of project supplies

1-2 months before departure

- Have team members complete Risk Waiver Form & Health History Form
- Obtain copies of team members' passports, medical team leaders obtain copy of providers' medical license (team members should also carry a copy)
- Review HOM's Mission guidelines for changes in policies or new information
- Make arrangements to pay project, team and housing cost (advance payment must be received two months prior to trip, payment after that date must be made in Haiti in cash)
- Medical teams contact the HOM medical team coordinator at medtrips@haitiom.com for current clinic and medical supply information
- Inform Trip Coordinator if team members wish to meet their sponsor child while in Haiti

2 weeks before departure

- Contact HOM trip coordinator to verify contact phone number, confirm travel dates and project needs

#2 - PREPARATION FOR SHORT TERM MISSION TRIPS

You are embarking on a mission that will have a lasting impact on your life. For over twenty years, HOM and MICECC have sought to minister to the people of Haiti in the name of Jesus Christ. No matter how big or small your project may seem your team is playing a strategic role in God's mission in Haiti. Leading a team of short-term missionaries is a great responsibility that provides many challenges and rewards. As part of an ongoing effort to address the needs of our team leaders, the following information is designed to help equip you to be an effective team leader.

Pray for Everything: Surround your mission trip in prayer. Ask others to pray, and do not be afraid to pray for every aspect of your trip – from the simple to the seemingly impossible. Remember, that in our weakness God's strength is perfect (2 Cor. 12:9). Go and serve and you will see all the amazing ways God can work through your team and you!

Getting Ready to Go: Secure your trip date with the team coordinator, complete the "Team Registration" form and submit to HOM (see "Preparing for your Mission Trip" under Missions). Have team members sign the "Risk Waiver Release" form and complete the "Health History" form (see Forms and Resources). Remind team members that they need a current passport and should take a copy of their passport. U.S. resident aliens must bring their green card. Medical team members will also need to take a current copy of their medical license(s). Decide if the team wishes to purchase group travel insurance in the event of significant illness or injury (strongly recommended!) If necessary, it covers medical evacuation back to the U.S. Faith Ventures offers a flat rate of per person; go to "www.faithventures.com" to apply. For more options, see International Travel Health Insurance Plans at www.gninsurance.com

Prepare Your Team: Encourage your team members to learn about Haiti and to read HOM's Mission Guidelines. Make sure team members have appropriate immunizations and malaria prophylaxis, review CDC travel guidelines at www.cdc.gov/travel for current recommendations (See "Team Immunization Guide" under Forms and Resources for more information).

Share the Responsibility: Leading a team is a big job, encourage team members to participate in all aspects of preparation for the trip. Assign job duties; by distributing work among your team members, it will foster team spirit and give you time to focus on preparing your team to serve. Divide responsibilities up according to each member's interest, time and talents.

Stay in Touch with HOM/MICECC staff for current information regarding your project. If you have questions regarding available supplies, resources or policies please contact HOM: do NOT contact any Haitian official, suppliers, health organizations directly. Medical leaders should contact medtrips@haitiom.org to coordinate clinic/medical projects and order medications (see "Options for Acquiring Medications"). A phone conversation with HOM's medical coordinator is usually helpful and welcomed!

Be Flexible: Working in any developing nation is challenging; things will change, and change again! Proposed projects may be altered or canceled as unexpected problems arise and/or priorities and needs change. Recognize that many teams contribute to short-term projects that are part of long-range goals and plans: HOM and MICECC leaders will determine where we need help most. Remind your team that this is an opportunity to contribute to efforts designed to do the most good for the Haitian people. Encourage them to think of this experience as an opportunity to expand their abilities to think - and work - outside "the box" and to develop new strategies to provide good care or services with limited resources



Think of Yourself as a Good-Will Ambassador: Whether you agree or not, your team is regarded as a



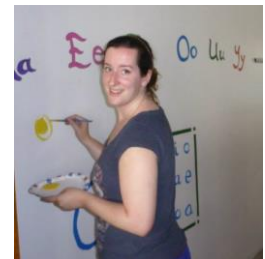
ministry and as U.S. representatives. Encourage team members to avoid behaviors that reinforce the stereotype of North Americans as rude, arrogant, condescending, or wasteful people. Dress appropriately to avoid offense. Many Haitians understand English, be mindful of critical comments made in Tap Taps and on the work site. Try to remember that no matter how limited the resources or facilities at the work site, this is likely the best the locals have and it works for them. Please do not bring gifts or plaques in honor or appreciation of an individual as our beliefs and those of our Haitian friends are that all resources are for the glory of God not for individual recognition.

Encourage team members to use local greetings and phrases such as Bon Jou (Good Morning) and Mesi (Thank-you). Smile and shake hands with people as much as possible. Remember that any action of a team member can result in a lasting *positive* or *negative* impact to the ministry long after the team is gone.

Maintain a Cooperative Team Spirit: Teamwork is essential! If team members cannot get along, it negatively affects the morale of the whole team and ultimately the success of the mission. Remind members to maintain the attitude that you are volunteering your time not only to give, but also to benefit, from the experience. Be prepared for the fact that some of your colleagues may have a very different work ethic than yours or seemingly act less committed. Encourage everyone to focus on his or her own experience and not the actions of their colleagues; remember everyone handles the mission experience differently.

Have Realistic Expectations: Never promise more than your team can deliver. When planning a medical clinic, under-estimate the number of patients you can treat, if you see more patients than promised, satisfaction will be high. Construction projects often take longer than expected and may not be completed in a week's time; encourage your team to measure success in the quality of the job done rather than amount of work completed. Recognize and accept that local people may or may not show their gratitude or recognize your hard work.

Maintain Professional Standards: Team members must practice within their scope of practice or expertise while serving in Haiti. Although it may seem harmless for a non-provider to provide medical advice or distribute commonly used medications or for a non-licensed person to perform electrical or other specialized work, one bad outcome can jeopardize not only the success of your trip, but could negatively affect our medical and/or building programs. As a rule: If you cannot do it in the States, you cannot do it in Haiti! Individuals or teams who do not adhere to these guidelines may be asked to leave or not allowed to return!



Enforce Security: Crowd control cannot be overemphasized. Even if you help many people, leaving an angry or dissatisfied mob at the end of the day will erase any good from earlier efforts. Good intentions but poor outcomes will only cause problems for future mission teams and the coordinating church. Never promise personal support to a family or individual. Never do "giveaways" in a crowd—this can create instant chaos! Do not allow team members to give away things such as water, food, candy, or empty water bottles; give these and other surplus supplies to one of the pastors/teachers for distribution after you leave.

Set Aside A "Debriefing" Time: Spend time each evening as a group to discuss the day's events and offer encouragement and praise as needed. Compare notes on the project or clinic operation and discuss problems or difficulties encountered and possible solutions so that the following day can be more efficient and successful. The pharmacy staff on medical teams should update the providers on medications that are running low. Devotions or prayers are often helpful during this time to encourage and boost team morale. Be alert to team members who may be emotionally overwhelmed by the day's experience.

Setting a Good Example: A successful mission does not just mean seeing many patients or completing multiple projects; it is also about leaving the communities with a good impression. HOM has partnered with MICECC for over 20 years, when the teams leave, the relationship doesn't end! Taking the time to thank the HOM/MICECC field and church staff and translators helps ensure that future teams are welcome and get the help they need for their mission to be a success. We do ask that teams NOT give gifts or additional money to translators. It is impossible to ensure all HOM/MICECC employees are treated fairly if teams single out translators for special treatment (*see Tips for Working with Translators*). Leaving the work site/clinic and pharmacy in a "better than you found it" condition also helps. Our field coordinators have a lot of work to do – cleaning up after your team is not one of them! An end of trip inventory of supplies and medicines is not only encouraged but is vital to our ability to adequately anticipate and provide assistance for future teams



Take a Team Photograph: In addition to the compassionate nature of the mission, this is also an opportunity to see a part of the world or problems you may not have seen otherwise, and to gain insight into a different way of life. This experience may renew enthusiasm in your work environment or practice of medicine and forge bonds with your teammates unlike those you experience with colleagues in North America. Taking a photograph is a tangible way to capture some of the lessons and camaraderie you and other team members may want to remember from the mission experience.

Anticipate "Re-Entry" Culture Shock: Encourage team members to schedule extra time at the end of the trip before returning to work to unwind and digest the experience. Extra time can also provide an oft-needed cushion in the event of travel delays. Warn team members that friends and relatives may have little interest in accounts of their experiences. It is impossible to describe the day-to-day hardships of the Haitian people to others but this experience may help you gain a lasting sense of perspective on your own challenges.

What Next? Plan to get together after you return home to talk about your mission trip. It is important that you take time to evaluate the entire experience and share the highs and lows and joys and challenges of your mission service. Allow team members to reflect on their experience and gather feedback to be ready for the next trip. Stay connected with each team member; encourage them in the ways God has called each of them. HOM would also enjoy hearing your story. Please send pictures, presentations, local news articles or anything that tells the story of your mission trip.

#2 RECOMMENDED TEAM SUPPLY LIST

In addition to supplies needed for your project, the following items may be helpful to have while on the mission field. Although we have access to a local grocery and hardware store, items in Haiti are usually more expensive than in the U.S. Teams often leave surplus supplies, these supplies are welcome and will be used but we cannot hold these items for your use on future trips. We do ask that you NOT bring large quantities of extra supplies or to plan to leave your suitcases in Haiti, as storage space is limited. We also request that all supplies be "de-bulked" as much as possible, remove all cellophane wrappers, take bottles out of boxes, etc. We are very creative with the use of our space and leftover supplies but there is no adequate waste disposal in Haiti and we do not wish to contribute to the trash problem.



GENERAL SUPPLIES

1. Batteries, 1 pack each AAs, AAAs, Cs, and Ds
2. Citronella candles, mosquito coils and other insect repellants (*check camping/sports stores*)
3. First Aid Kit (*see First Aid Kit Suggestions below*)
4. Flashlights, extra batteries
5. Gatorade powder (*very expensive to purchase in Haiti*)
6. Good quality work gloves and safety glasses if involved in building projects
7. Notepad (*for reporting items/concerns that need to be addressed and notes for future trips*)
8. Padlocks (*for lockable storage container, pictured on "Suggested Packing List" in General Guidelines*)
9. Project supplies: paintbrushes, small hand tools, craft supplies for VBS/schools etc.
10. Office supplies: Ink pens, sharpies, & scissors
11. Snacks and lunches for teams (*if staying at the Palms or Coconut Villa hotels, lunches can be purchased*)
12. Tape: duct and scotch
13. Thank-you cards or Certificates of Appreciation (*can be pre-printed and names added in Haiti*) for Terre Noire/hotel staff, housekeepers and translators
14. Trash Bags: 2 boxes of large bags
15. Ziploc Bags: 1-2 boxes each gallon and quart (more for medical teams)

In addition, the schools always needs drawing pads, Crayola brand crayons (Rose Art brand and other brand crayons melt!), pens and pencils, markers, glue sticks, school scissors, stickers (pictures, no words unless in French), Lego or other building block type toys, puzzles (large size pieces), and hygiene kits (toothpaste, toothbrushes, and soap).

Several students in the HOM schools are significantly under-weight, donations of Carnation (or other brand) instant breakfast packages and powdered milk are needed to help supplement their nutritional intake.



Children's multi-vitamins (chewable but not gummy type) and Over the Counter (OTC) medications such as children's Tylenol, Advil, cough drops or syrup, and antibiotic creams are always welcome.

For a complete list of the most current needs, contact trips@haitoutreachministries.org prior to your trip.

#3 FIRST AID KIT SUGGESTIONS

We strongly encourage all teams to travel with a well-stocked First Aid Kit. We have been fortunate that our teams rarely encounter serious medical problem but every day mishaps and illnesses do happen. The most common illnesses are dehydration, heat exhaustion, and gastrointestinal illness due to consumption of unsafe food or water. If you get sick and do not have a team physician (or they are unable to treat you adequately), we have access to Family Health Ministries' and Samaritan's Purse's MDs and local hospitals in Haiti that offer a limited level of medical care. If necessary, medical evacuation to the nearest facility in the U.S. may be required in case of an extreme medical emergency. All team members should purchase medical evacuation insurance. Team leaders are encouraged to have each team member complete a Health History form with current medical, allergy and emergency contact information in the event of illness/injury while in Haiti (*See Forms and Resources*).

SUGGESTED ITEMS FOR FIRST AID KIT

1. Antiseptic Wipes
2. Arm Slings (1-2)
3. Bandages
 - Adhesive Band-Aids (in assorted sizes)
 - Adhesive Tape
 - Butterfly bandages
 - Coban (in assorted sizes)
 - 3" & 4" Ace Wrap Bandage
 - Sterile Gauze (4" x 4", 3" x 3" pads)
4. Instant Cold Compress
5. Iodine or similar prep pads
6. NS IV fluids and set up (one 500 ml bag per 2-3 people) * often available, check prior to your trip
7. Medications
 - Antacids –Tums or Over the Counter Prilosec
 - Anti-nausea – Zofran or phenergan suppositories
 - Anti-diarrheal (Imodium)
 - Bacitracin Antibiotic Ointment
 - Benadryl tablets (for allergic reactions)
 - Cipro 500 mg (30 tablets)
 - Hydrocortisone Ointment
 - NSAIDS – Ibuprofen or Aleve (for muscle aches)
 - Silvadene ointment (for burns)
 - Tylenol (Extra strength) for pain
8. Non-Latex Gloves
9. Re-hydration salts or Gatorade
10. Scissors - Bandage Scissors and sharp scissors
11. Suture Kit with Needles * *optional*
12. Thermometer (Non-Mercury/Non-Glass)
13. Tweezers

If a team member has a history of severe allergic reactions, request that they supply a personal Epi pen in case of a reaction while in Haiti.

HOM maintains a small supply of most of these items in the Cité Soleil clinic, but cannot guarantee that all items are available. Please remember to keep your first aid kit with you at all times!

#4 RAISING SUPPORT FOR MISSIONS

Travelling to another country or even another state for a mission trip can be costly, often several thousands of dollars per person. You do not have to finance the trip on your own, especially if you are traveling as part of a team. By getting the support of your church, community, friends and family, fundraising can become another step toward your mission rather than an obstacle. Don't be reluctant to ask for help, many people who cannot physically participate in a mission trip may welcome an opportunity to support those that can. Support may come in many forms; donations of medical or project supplies can decrease the trip cost. Remember to send a personal handwritten letter to thank those who support you.



SUPPORT LETTERS

Write a fundraising support letter that you can send to potential donors. Include in your letter the trip details, your personal story and interest in the trip, your specific needs and request for funding or supplies. Make a list of people to send the letter to, including your extended family and friends, neighbors, coworkers and even other businesses, such as your dentist or doctor's office. When you send the letter, include a response card and self-addressed stamped envelope, and include a deadline for contributions.

CHURCH, SCHOOL OR CIVIC ORGANIZATIONS

Ask your church to allow an offering to go towards the mission, you can choose to have the offering go toward general mission trip expenses or designate the funds for supplies and/or medicines. If you are involved in a civic organization or school group that supports missions: propose that the group "adopt" your mission team and help with monetary support or supplies. If more than one team member belongs to the same church or civic group – work together to raise funds; avoid overwhelming prospective donors with too many people making requests for support.

FUNDRAISER IDEAS

1. Chick-fil-A "Spirit Night": 10% of income from a specified date and time is donated to (approved) mission teams and organizations. Members have to participate at the store to qualify
2. Most fast food restaurants offer discount cards/books that you sell for a profit. i.e., Subway offers a card/book that is purchased for \$4 and sells for \$10
3. Quick Sell Fundraisers: Order a product (candy bars, pizzas, cookies) at ½ price and sell at full price
4. Brochure Fundraisers: Get free product brochures, sell the products listed and deliver to customers
5. Coupon Book/Discount cards i.e., Entertainment Book: Buy book/card (usually ½ price) and sell at a profit
6. Raffle Fundraisers: Raffle off items, trips, experiences (ask local merchants for donations of products)
7. Auction: Similar to above but get bids (silent or with auctioneer)
8. Many home based companies i.e., Pampered Chef, will host a fundraiser party and give a percentage of sales to your team or organization
9. Garage sales: The more people on your team the better, ask friends and family for items
10. Local Movie theatre: May donate a percentage of income from a special showing of a movie
11. On-line donations: Have a web site that outlines your group's mission and asks for donations. Go to www.fasttrackfundraising.com to set up
12. 5K runs, Golf Tournaments, Turkey Shoots
13. Fundraising Dinners: Chili, Spaghetti, Brunswick stew, etc. can be sold
14. Fundraising Dances (with band or DJ): Offer snacks & non-alcoholic beverages
15. Pledge a mile: Map out your trip and figure up the cost per mile to pay for your journey (divide trip cost by the miles from your house to the country), ask people to buy a mile or more to help get you there.
16. Homemade crafts: You can make jewelry, birdhouses, Christmas ornaments, jams or pickles, etc. Sell the goods to people after explaining to them where and how the money is used