



Service Journey Guidebook September 2026

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Welcome and Thank You!

Congratulations on signing up for your service journey through Salud y Paz/International Hands in Service. We are delighted you have chosen to promote health, healing, and education with the people of Guatemala. We have been building relationships in the Western highlands of Guatemala for 25 years and are excited that you will be developing those relationships even further.

As you plan your service week, please consider that you are embarking on a journey and not just a trip. We hope this packet prepares you and answers many of the questions you might have.

If you are a team leader, please share this with your whole team. It is up to you to convey the information. Even if you've been to Guatemala before, it's important to revisit this guidebook frequently!

Wishing you Health & Peace!

Key Contact Information

Inform your family and friends of this helpful contact information to use in case of an emergency:



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Why Guatemala?

Guatemala is a predominantly poor country that struggles in several areas of health and development, including infant, child, and maternal mortality, malnutrition, literacy, and contraceptive awareness and use. The large indigenous population—which represents almost 43% of the population—is disproportionately affected. Guatemala is the most populous country in Central America and has one of the highest fertility rates in Latin America. More than one third of Guatemala's population is under age 18, making it the youngest population in Latin America. Guatemala's total fertility rate has slowly declined during the last few decades due in part to limited government-funded health programs. However, the birth rate remains high among its rural and indigenous populations.

In Guatemala, more than half of the population lives below the poverty line, and more than 16% lives in extreme poverty. Poverty rates are even higher in the department of Quiché - where Salud y Paz main clinic and school are located - where more than 80% of the population lives in poverty. These are the vulnerable communities Salud y Paz primarily serves.

In the department of Quiché, 5 of every 10 children go to Kindergarten. Educational attainment is also a challenge - at least half of the children who begin elementary school do not continue through to 6th grade. Many rural communities also lack sufficient access to healthcare services. In the Quiché there is one doctor for every 10,000 inhabitants and there are many fewer dentists than doctors. Early childhood development continues to be a significant concern with almost half of Guatemala's children under 5 years of age chronically malnourished. Chronic disease is a prevailing complaint in the communities we serve and over the last several decades, Guatemala is also showing an increased incidence of diabetes, obesity, alcoholism, cirrhosis, kidney disease, and ischemic heart disease.

While this information provides context for why our work is needed in Guatemala, it's important to acknowledge the incredible spirit and beauty of this place. Guatemala changes us!

Salud y Paz in Guatemala



During the 1980's and 1990's, dentist Philip Plunk spent several weeks serving in Guatemala. This was during the time of the Guatemalan Civil War. On each trip to pull teeth, Dr. Plunk became more and more aware that the need for dental care in Guatemala couldn't be solved through week-long

service trips. What the people of Guatemala needed was easier access to regular care. So, Dr. Plunk packed up his dental practice and moved to Guatemala.

In 2001, Dr Plunk founded Salud y Paz and opened a small clinic in Camanchaj, Quiché, Guatemala. For the first time, comprehensive dental care was available to people in the rural highlands of Guatemala. Later, Salud y Paz expanded its services to include medical care, health promotion and integral health programs. Today, Salud y Paz operates clinics from the far northern reaches of El Quiché to the western highlands of Solola and Quetzaltenango. Each clinic is staffed by Guatemalan clinicians and has both a pharmacy and laboratory. Our consistent presence enables us to provide continuity of care to our many patients with diabetes and chronic illness.

Witnessing first hand in its clinics how many people of the highlands hadn't had the opportunity to receive an education, in 2009, Salud y Paz opened a preprimary school (preschool to first grade) to promote education in the community of Camanchaj. The Salud y Paz school, "Colegio Susanna Wesley", educates and prepares indigenous Mayan children to enter and excel in the Spanish-speaking public school system. Our program seeks to address the whole child through a focus on language and education, nutrition and hygiene, and medical and dental care.

Partnering with service teams allows Salud y Paz to operate for maximum impact. Our model for service delivery operates like a bicycle wheel--the spokes are our medical, dental, optical and surgical service teams reaching far out into the Mayan mountain communities, connecting patients into the hub--our network of clinics--providing opportunity for people in rural villages to receive care they wouldn't otherwise be able to access or afford. Construction/Maintenance Teams are a key part of our presence and focus on building relationships and infrastructure in the Mayan highlands.

Our Vision:

Thriving, healthy Mayan communities

Our Mission:

Promote integrated health, healing, and education with Mayan communities in Guatemala by enabling access to health care and early childhood education.

Our Values

We are:

A faith-based organization that welcomes a variety of traditions, customs, and beliefs.

We believe:

Diversity makes our organization stronger.

Our mission is enhanced by working in **Partnership** with the global community.

Developing **Local Capacity** is the most powerful way to effect long-term change.

Sustained wellness includes **Mind, Body, and Spirit**.

International Hands in Service, while a faith-based organization, does not proselytize. This means that it will not attempt to convert a person from one religion or belief system to another, nor will it determine access to its services and programs based on individual faith practices or beliefs.

Service Teams Program

Rural Medical Teams provide an opportunity for Guatemalan people living in rural villages to receive medical care they wouldn't be able to afford or access otherwise. Families can see a doctor, receive medication, and if necessary, be referred to one of our clinics for ongoing care. Our medical teams help identify patients who need a more regularly scheduled care plan. Teams consist of providers (doctors, nurse practitioners, or physician assistants), nurses, and other medical or non-medical personnel. Teams stay in Chichicastenango and serve the villages in the area of Chichicastenango and Nahuala. All supplies and medications are packed in boxes and are brought with the team each day. Teams set up a triage station, doctors' offices, pharmacy, and follow-up education stations in schools, community buildings, or churches in local communities. Each general medicine provider sees approximately 30 patients per day.

We recommended the following team composition for rural medical teams:

- Minimum two general medicine providers or the option to hire a Guatemalan doctor to be with the team the whole week
- Two pharmacists or trained providers for pharmacy dispensing
- A nurse to staff a triage station for each provider (the number of triage stations should equal the number of providers). If non clinical personnel will staff the triage station, adequate training should be provided prior to commencement of the trip.
- Two support personnel
- If your team will bring reading glasses make sure to let Salud y Paz know on your registration form so we can prepare accordingly.

Rural Dental Teams serve together with Rural Medical Teams or as standalone teams. Providing dental care in the rural villages gives people an affordable opportunity to receive essential, quality dental procedures. Without dental teams, rotting teeth and cavities often go untreated and can become dangerous. Teams consist of dentists, assistants, and other dental or non-dental personnel. Similar to our Rural Medical Teams, dental teams stay in Chichicastenango and serve the villages in the area of Chichicastenango and Nahuala. Corrugated plastic dental chairs are provided by Salud y Paz and assembled by the team at each site. All supplies and medications are packed in boxes and are brought with the team each day. Due to the context in which we work, Salud y Paz Rural Dental Teams perform extractions and refer to our central clinic for restorative procedures. Dentists serving on Rural Dental Teams typically see a range of 15-20 patients per day.

Our dedicated **Construction and Maintenance Teams** are the heart of our presence in the Mayan Highlands and have been instrumental in building the foundation of our work here. Teams will be deployed where the need is greatest—joining our Guatemalan engineering team to either construct new facilities or maintain existing ones. While building new structures expands our reach, maintenance is equally vital: your hands-on work in preserving, repairing, and optimizing our physical spaces ensures our infrastructure remains safe, functional, and sustainable for years to come. Whether you are laying cinder blocks or reinforcing the facilities that daily serve local families, your labor directly sustains high-quality care. You won't just be working on a building; you'll be building—and protecting—a future where every person can access the care they need, where children can thrive, and where the community is empowered to lead its own path toward well-being.

Some teams choose to bring a group of volunteers who organize games, songs, and other **Children's Activities**, as part of their service week. Generally, these volunteers are paired with a Rural Medical, Rural Dental or Construction/Maintenance Team. The activities fit into the children's already scheduled curriculum. The number of children who attend will vary but it can reach 200. This is a great way to reach out to the students of the Colegio Susanna Wesley Preschool, the children in Camanchaj and the rural communities, to create relationships, and to share faith and fun.

Guidelines for Community Building and Children's Activities

Salud y Paz works to promote health, healing, and education with the people of Guatemala. It is fun to consider non-work activities before your trip that could accentuate the purpose of the organization. During breaks at the clinic, you can practice your Spanish with patients and play with the kids. It is very important, though, to be aware of the effects these activities might have on the people. We need to consider what it may be like in the shoes of a Guatemalan person.

Americans coming into a village and handing out as many gifts as possible might leave the wrong impression and may be the wrong kind of relationship to build. Please, **never hand out money or toys**. Further, **handing out sweets is counterproductive with our mission statement**, since some kids don't have access to toothpaste or toothbrushes to clean their teeth.

If your group would like to bring some extra items, just think ahead and be wise. Bring things pertaining to health promotion. Be fair and delegate someone to be in charge. Make sure you have enough for everyone present. It works well for a group to set up a table with things like sunglasses, sunscreen, toothbrushes and other personal hygiene products. Hotel shampoos, lotions, and soaps can be a real treat. After the doctor's visit, each person gets to choose one item before leaving the clinic. This is a good alternative to outright gift-giving because it is fair and these items are beneficial for the health of the people receiving them.

While we need to be conscious and intentional of what we're doing, there are lots of great things we can do! We strongly recommend group activities. It promotes positive interaction and learning. Be sure that no one is left out. The kids love beach balls (a Salud y Paz favorite because they are inexpensive, won't hurt if someone gets hit, pack easy, and are versatile to play many games), bubbles, coloring crayons and sheets, tag, soccer, basketball, jump rope, parachutes etc. Get creative! Games can be left at the school, church, or community center when you're done for the day so that the kids can enjoy them later. Consider our mission and safety when packing games. Balloons and marbles can be swallowed by small children. Glow-sticks have chemicals that are bad for children and the environment if broken open. **Please note that our school, Colegio Susanna Wesley (on the Camanchaj clinic campus) welcomes donations of school supplies but does not accept toys or candy.**

Some groups make intentional time to teach the children a lesson or do a craft and prepare these materials ahead of time. Be sure that you have enough materials for every child/family to participate. Be sure to have an alternative for anyone with a mental or physical disability. Learning a song or a dance as a group can be a great activity. If you can integrate both Spanish and English, even better!

It is useful to bring teaching and school materials (crayons, pens, paint, sharpeners, notebooks, etc.), toothbrushes and toothpaste, instructions on how to brush your teeth, and soap and instructions on how to wash your hands. What can we do to promote personal hygiene and health? These things are beneficial relationship builders for the communities we serve through Salud y Paz.

At Salud y Paz, we welcome inclusive faith-based activities and creating friendships that transcend borders!

Communication, Scheduling and Timeline

The best way to communicate with Salud y Paz about your trip is through email correspondence to teamcoordinationdirector@saludypaz.org. Your **Team Coordinator** will be sure that other staff members are included in the communication when necessary. The first step of scheduling your service week is to email us with a possible date. If your date is open, you can solidify that date and be put on the schedule after your deposit has been sent to Salud y Paz. See the Team Timeline for more details..

The following is a general timeline for medical, dental and construction/maintenance teams. It's a great idea to print a copy and fill in your due dates. Communication is key! If you are unable to complete a due date for any reason, communicate that to Salud y Paz as soon as possible.

Time Frame	Due Date	Description
12-8 months		Select dates and pay deposit to reserve your week.
8 months		Review Service Journey Guidebook and compile plan to share the information with your team https://saludypaz.org/teams/#teamresources
8 months		Recruit team members and fundraise; schedule pre-trip meetings
6 months		Know how many providers you have coming and ensure that you have enough support staff for them (med/dental teams)
6 months		Research and purchase flights; purchase travel insurance
6 months		Make yourself familiar with the Team Registration Form at https://saludypaz.org/teams/#teamresources
5 months		Let Salud y Paz staff know when pre-trip team meetings will be scheduled so Salud y Paz can share important information ahead of time and/or join your meetings to build relationships ahead of your trip Schedule virtual meeting with Salud y Paz staff
5-3 months		Submit completed copy of the Team Registration Form online (final deadline is 3 months before arrival).

		You may still complete the form even if you don't have all of the information and documentation at this time--please ensure to return to the form to upload the requisite documentation as soon as you have it. If your team's information changes at any time, please make sure that your form reflects those changes--it is the team leader's responsibility to make sure that this form is up-to-date and complete. This form is what Salud y Paz will use to confirm reservations. Please note that any changes to itinerary, team participants or rooming list after having completed the form should also be notified via email to Salud y Paz Teams Coordinator at teamcoordinationdirector@saludypaz.org. We will do our best to accommodate changes and special requests, however, changes requested less than a month prior to your arrival may represent additional charges or may not be able to be accommodated.
5-3 months		Send copies of providers' licenses, photo of providers' degrees and photo of providers' passports to Salud y Paz staff. This is an important step to request permits from the Ministry of Health for your doctors to be able to work in Guatemala
3 months		Inform Salud y Paz staff of your plan for bringing supplies and medicines to Guatemala; prepare your packing lists (refer to the Service Journey Guidebook), this step will help Salud y Paz Coordinator complete customs paperwork.
2 months		Pay final invoice
1 months		Ensure that all team members have completed the Team Member Informed Consent and Liability Release https://saludypaz.org/teams/#teamresources
3 weeks		Finish packing
2 weeks		Meet and discuss important topics that you'd like to be fresh in your team members minds; discuss travel plans. Salud y Paz staff will send an itinerary to the Team Leader.

3 days to 24 hours before arrival day		Use this link to fill out immigration form to enter Guatemala https://farm2.sat.gob.gt/declaDelViajeroGt-web/pages/public/declaracionJuradaDelViajero.html
0 weeks		Arrive in Guatemala!!!
One week after your trip		Encourage team members to complete post-service week evaluation; schedule your next trip, and stay connected!
Two weeks after your trip		Encourage team members to consider thoughtfully the ways in which they can stay engaged with the Salud y Paz clinic and school throughout the year

Service Team Fees

- \$1,100 per person
- Teams >14 members will be offered a discount of \$50 per person on their team fee

What fee includes:

- Lodging for up to 8 nights:
 - Teams stay in Chichicastenango during the work week. Salud y Paz will make double occupancy reservations according to your rooming list in “Standard” level accommodations: mid-range, comfortable, and may have wi-fi and TVs in common areas. Meals will be at local or hotel restaurants with a spending cap.
 - Teams may choose Panajachel or Antigua as their Free Time location for Friday and Saturday evenings. Salud y Paz staff will make double occupancy reservations, according to your rooming list, based on hotel availability.
- Transportation for 9 days, including one group transfer to and from airport and transportation to and from your clinics/worksites each day
- Meals (Lunch and dinner on your arrival day are covered. Breakfast and dinner on the first Sunday are covered (not lunch). Breakfasts, lunches, and dinners on full work days are covered. Breakfast and lunch on a half work day are covered.). Lunch and dinner from Friday through Sunday on your free weekend are not covered. Most weekend hotels include breakfast. If there is any occasion when they don't, we will let you know ahead of time so you and your team can make your own arrangements.
- Purified water for your team on your workdays
- The cost of permits and licensing required to run service teams in Guatemala
- The cost of direct personnel required to run the teams program who will work side by side with you in coordination and planning for your arrival, host your team throughout the week and ensure all follow up is taken care of after you depart
- Interpreters (included in your team package is one interpreter--as needed--for each provider, one interpreter for each triage station and one interpreter for pharmacy)
- All taxes, tips and gratuities pertaining to this list

What fee does not include:

- Flight to Guatemala
- Travel Insurance

- Med Box / Supplies (please see Add On Opportunities and Associated Fees)
- Dental Box / Supplies (please see Add On Opportunities and Associated Fees)
- Construction fee (please see Add On Opportunities and Associated Fees)
- Free time host (please see Add On Opportunities and Associated Fees)

Please note:

Fees are reviewed on an annual basis. If upon conclusion of the review a change to the fees is required, this guidebook will be updated and posted to our website in September to take effect in January of the following year:

<https://saludypaz.org/teams/#teamresources>

Chichicastenango: “Chichi” is a large indigenous town seated on a mountaintop at just over 6,500 feet. It is located three-four hours from the airport and 25 minutes from the main Salud y Paz clinic and school in Camanchaj. It has one of the largest outdoor markets in Central America. Market days on Thursdays and Sundays bring an influx of tourism. Due to its elevation, Chichi stays cool almost all year around, and on cloudy days it can get very cold.

Panajachel: Panajachel, nicknamed “Pana” is located three-four hours from the airport and 1 hour from the main Salud y Paz clinic in Camanchaj. It is a small town seated on the edge of Lake Atitlan with a view of three volcanoes—San Pedro, Atitlan, and Toliman. It is known for its spectacular sunsets and shopping on Santander. Panajachel is located at about 5,200 feet and may have chilly evenings and hot days.

Add-On Opportunities and Associated Fees

Free-Time Host: We are pleased to once again offer the option of a weekend host to our service teams. We are training our local interpreters and health promoters to be hosts, so our teams have someone they know and trust who can guide them on their free-time weekend at the end of their service week. Providing this opportunity to our interpreters also promotes local community development. The fee for a weekend host is \$400, which covers the accommodations, food, transportation and per diem of the host from Friday through Sunday. Please indicate on your registration form if you request this option.

Medications: We encourage all rural medical teams to purchase a Med Box from Salud y Paz. The Med Box is a formulary of medicines designed specifically for the patient population served by the teams. All purchasing, packing and preparation is handled by the Salud y Paz Guatemala staff for the team, ready for your arrival. Dispensing medications from a Med Box ensures that your patients are provided with medications that are available locally and helps to support the sustainability of the Salud y Paz chronic care program and ongoing healthcare services.

A full med box costs \$4,250 and a half med box costs \$2,125. Every provider prescribes a little differently and the rates of illness change from month to month. We generally recommend:

- For a team of 2 doctors 0.5 to 1 Medbox
- For a team of 3 doctors 1.5 to 2 Medboxes
- For a team of 4 or more doctors 2 to 2.5 Medboxes

If you would like to purchase a Salud y Paz med box, please let us know as early as possible. For a copy of the contents of the med box, please visit <https://saludypaz.org/teams/#teamresources>. Plan on this med box being sufficient for the whole week. Usually it is not possible to supply more medications from the clinic during your service week and some meds are very hard to find near our service sites or are expensive. We make decisions on the contents of the boxes based on the formulary we feel is appropriate for the population we are serving. This takes into account the disease processes we see, the availability of medications in Guatemala, what providers have used in the previous years, and cost. We do adjust the boxes regularly, as demand requires. Although we welcome input to the contents of the medication box, we must put medication box changes to a review process that evaluates whether changes will be the best for everyone and particularly the Guatemalan people.

If you are bringing your own meds into the country, please refer to the section on Customs.

Dental supplies and medications: In response to teams requesting our assistance supplying dental supplies and medications for their dentists, we are pleased to now have a “Dental Box” option available that teams can order on their registration form and pay on their invoice, which will be packed and ready for their team to pick up upon arrival in Guatemala. For a copy of the contents of the box, please visit <https://saludypaz.org/teams/#teamresources>. We recommend one dental box for each dental provider. The cost of one dental box is \$300.

Construction/Maintenance Team Donation: Construction/Maintenance teams are charged an additional one-time fee of \$2,700 to cover costs for construction and maintenance materials, foreman and labor for a week-long project. This fee is based on current prices costed out for health and education infrastructure projects in the region in which we work. Should there be any surplus, this will be invested in needs at the Camanchaj project site.

Additional Provider/Dentist: Sometimes medical or dental teams request assistance with recruiting additional providers or dentists. If you would like a Guatemalan doctor or dentist to accompany your medical or dental team, we can do our best to arrange for that. The cost for Salud y Paz to provide a doctor or dentist is \$700 for your work week, which covers both professional service fees and housing and food for the work week (not the free time weekend). Please let the team coordinator know as soon as possible if you would like us to pursue this option. Dentists are often harder to find, so please let us know as far in advance as possible. Many of the teams find working with the Guatemalan physicians in a cross-cultural exchange to be educational and enlightening. Their approach to the patients often allows providers to observe a unique way of dealing with the cultural and medical problems unique to the Guatemalan highlands.

Team Minimum: Having less than **8 team members** might require an upcharge to your team fee to help Salud y Paz cover costs of transportation, translators, etc. Please contact our staff to discuss.

Private/Interior Rooms: The team fee is based on double or triple occupancy for any rooms the hotel has available at the time. Please communicate any special needs or associated charges for private rooms or interior rooms before your arrival. The additional fee for a private room is \$200 per person per service week.

Housing/food for work week for local participants: A team may make a special request for an individual who resides in Guatemala to join a team on location for the work week. The rate that will be charged to the team to cover housing and food is \$350. If the team wishes for the individual to join them at the free weekend hotel, the team will be asked to cover this as an additional cost.

Charges for hotel upgrades: Our team participation fee is based on a work week stay in Chichicastenango and a free weekend stay in Panajachel or Antigua, at the hotels in our database. Teams working at the Camanchaj site the entire week may request to stay in Panajachel during the work week. Due to the higher costs of housing and food in Panajachel, a surcharge of \$100 will be applied per team member. If a team requests a hotel upgrade for their free day weekend, the cost difference will be charged to the team.

Extra Airport Trips: In the event that team members need to fly in later or fly out earlier than the rest of the team, we can arrange an extra airport pick-up or drop-off for \$200.

Extra Translators: Salud y Paz will plan for exceptional translation during your service week. We have a formula built on experience for how many translators are needed for each team. If at any point in the planning process or the service week, your team requests translators over and above the formula, we will communicate that with your team leader. Your team may be asked to pay the daily rate (\$40) for translators requested in excess of the formula. If you have questions about this, please contact your team coordinator directly or indicate on your team registration form.

Tee Shirts: You will have the opportunity to order one of our stylish and comfy tee-shirts! Payments can be made online or with cash. Talk to your Salud y Paz staff person to find out more.

Please note:

Add-On Opportunities and Associated Fees are reviewed on an annual basis. If upon conclusion of the review a change to the fees is required, this guidebook will be updated and posted to our website in September to take effect in January of the following year:

<https://saludypaz.org/teams/#teamresources>

Scholarship program

As part of our commitment to promoting diversity and inclusion in our global partnerships, Salud y Paz is a scholarship program to enable volunteers to participate who have a heart for service and who fill important team roles who don't have the financial capacity to pay the full team fee.

- The individual requesting the scholarship will be asked to write a letter of motivation expressing their desire to participate in mission
- The team leader will be asked to write a letter of support endorsing the individual's application for scholarship and their role on the mission team
- The subsidized fee will be \$800 (the value of the scholarship is \$300)
- Salud y Paz asks that both team leader and the individual requesting sponsorship demonstrate a commitment to support fundraising efforts and initiatives for the Salud y Paz general operating fund

- Teams will need to have a minimum of 15 participants and the number of scholarship applications per team will be capped at 3 to ensure financial sustainability for fixed out of pocket expenses

Please contact executivedirector@saludypaz.org for more information!

Payment Policies

We recognize that every team member makes a financial sacrifice to serve in Guatemala, and we are so grateful! To be the best stewards of our donations, we transfer money from our U.S. bank account into our Guatemalan bank account just once a month. Often, we make commitments for your hotel, transportation, food, medication, etc. long before your arrival. Below you will find our policies and procedures when making payments for your service week. Remember that these have been put in place so that we can provide you the best service possible in the most affordable way.

Reserving Dates/Deposit: After discussing the dates of your trip with the team coordinator, you will be sent a \$250 deposit invoice. Please include the invoice number on your check. Your requested date will be held for two weeks until confirmed by receipt of initial payment. The deposit is transferable to another open date but is non-refundable. The deposit will be deducted from your final invoice. **Please note that Salud y Paz will only host one team in any given week,** so advance planning is essential. Please contact executivedirector@saludypaz.org if you have any questions about your deposit.

Final Numbers, Invoice, and Team Registration Form: The online Team Registration Form is due five to three months before your arrival. This form asks for free time locations, total number and other team member info, med boxes, etc. We need all of this information to properly send out your invoice. **Your full payment is required two months before your arrival.** There is a \$100 penalty for each week the Team Registration Form is overdue and/or your full payment is overdue. For questions about the invoice, methods of payment, etc. please contact executivedirector@saludypaz.org

Discounts/Pro-rated Trip fees: Salud y Paz does not offer discounts or pro-rated trip fees for teams or individual team members who arrive late, leave early or otherwise make a variation to the standard itinerary.

Substituting Team Members: In the event that a team member can no longer come on the trip after your invoice is due, you may recruit a new team member to come in their place. If they are the same gender, no changes will be made, but if they are of the opposite gender a triple room may be required.

Refunds: Only partial refunds can be made after the invoice is sent to you. Some of the vendors we work with require prepayment to secure reservations and do not offer us refunds. If cancellation occurs at least eight weeks prior to trip date, 100% of team fees may qualify for a refund. Cancellations occurring three to eight weeks prior to trip date may qualify for a 75% refund. Cancellations occurring within three weeks of trip date may qualify for a 25% refund. **Please note that the cancellation policy takes effect once the invoice has been issued not once the**

payment has been received. This is because we make arrangements for your team as soon as we receive your team form and we issue your invoice, even if we haven't yet received your payment.

A team member with the endorsement of their team leader may apply for an exception to the cancellation policy and request that the fee be waived if the cancellation is made under situations of extreme personal hardship. Before granting the exception, Salud y Paz will ask the team leader/member to first inquire with their travel insurance provider if the Salud y Paz fee would be reimbursed to the team member under the trip cancellation policy coverage. If it is not reimbursed under the policy then Salud y Paz would consider waiving the fee. An administration fee of \$100 will be applied.

If Salud y Paz cancels a team in extenuating circumstances, Salud y Paz will ask the team leader to inquire with their travel insurance provider if the Salud y Paz fee would be reimbursed to the team under the trip cancellation policy coverage. If it is not reimbursed under the policy then Salud y Paz will reimburse the fee minus the per person administration fee and any out-of-pocket expenses Salud y Paz has incurred at the date of cancellation.

If a cancellation is required, we suggest that consideration be made to donate the fee to the Salud y Paz General Operating Fund. This way, your team still assists with improving health in the Mayan highlands of Guatemala, which is one of the western hemisphere's societies with the least access to medical and dental care.

Changes: We know you plan extensively for your trip and we do the same at Salud y Paz. We will do our best to accommodate changes and special requests, however, changes requested less than a month prior to your arrival may represent additional charges or may not be able to be accommodated. In the case of changes or requests during your time in Guatemala, please be prepared to pay directly to the vendor, hotel, restaurant, if necessary, as indicated by Salud y Paz at the time of charge or change.

Tax deduction eligibility: All participants are advised to consult with their own tax advisor regarding the tax deductibility of fees paid for Salud y Paz service teams. Please contact executivedirector@saludypaz.org if you require further information.

Building and Preparing Your Team

Great Team Leader Qualities

All members of the team are important, but the team leader has a special responsibility and potential to make a huge positive impact. Team leaders are especially attentive, organized, and helpful. They also need to recruit great team members. **Whether you are a new or seasoned team leader, we ask that you read this packet,** pay special attention to this section, and that you always remain flexible! A lot of information is included in this Guidebook. While this information is important to each team member, it is included in the team leader information section because it is your job as leader to inform and instill this information in your team.

A great team leader: recruits team members who can abide by schedules and rules, communicates promptly and regularly via email to team coordinator, participates with the team, meets deadlines, is organized, is flexible and encourages the team to do the same, recognizes and utilizes strengths of

team members, is proactive in problem-solving, can keep a calm presence during urgent situations, takes initiative to be the unofficial safety officer for the whole team.

We ask you as team leader to be aware that Salud y Paz will be sending you emails to follow up or ask questions. Your help in responding as soon as possible is key to maintaining a good flow during your planning process.

Great Team Member Qualities

Every team member has a very important role, no matter how large or small that role may seem. Everyone is a piece of the puzzle.

A great team member: appreciates flexibility, seeks to understand and learn cultural differences, is interested in forming relationships with team members and Guatemalans, understands safety precautions and is willing to listen to the team leader, is open to stepping outside of comfort zones, is willing to put self aside in service of others

Meetings

We want your whole team to feel prepared for your service trip to Guatemala. We recommend meeting once monthly for at least five months leading up to your trip.

Please send your meeting schedule to your Salud y Paz staff contact and invite them to join a couple of meetings to get to know the team!

Suggested meeting schedule:

Meeting 1: Recruit your team and share general information, be clear about deadlines and price, talk about any fundraising dates and expectations, talk about how you're going to spread the word about your trip with your church, organization, family and friends

Meeting 2: Secure team members, print off and share this packet with your team, discuss more detailed information, go over the Suggested Reading List, Team Policies, Important Guatemala Info and Cultural Differences and other portions of this guidebook (airport and customs info, immunizations, cultural differences, passport information, dress-code, etc.)

Meeting 3: Discuss some deeper cultural differences with an exercise, discuss Guatemala's intense history, discuss what each team members role may look like and what difficulties you may face as a team

Meeting 4: Discuss some more deeper cultural differences, talk about packing list, luggage plans and restrictions, set up a mock clinic together as practice

Meeting 5: Do an exercise to get to know one another better, review final packing rules/activities, discuss transportation and flight itineraries, provide emergency contact information

Once the team arrives in Guatemala: the team will have a first meeting during breakfast on Sunday with Salud y Paz coordinator to receive general recommendations for the week. The second meeting as a team will be on Sunday night to discuss the work week.

Friday meeting: the team will visit the Salud y Paz clinic and school on Friday morning where we will have a presentation about Salud y Paz and the work we do by the Executive Director and staff.

Topics and Discussion Guidelines

List of topics you may want to pay special attention to as a team:

- Guatemala's history and civil war
- America's history with Guatemala
- lack of clean water in Guatemala
- dress code
- general cultural differences
- first time team members and the questions they may have
- first time traveler's concerns
- exchange rate of money in Guatemala
- poverty levels and facts about Guatemala
- topics or concerns while reading some of the books on our Suggested Reading List or Suggested Film List (see end of this Guidebook)
- visit Salud y Paz's website to view our mission statement and history
- discuss specific cultural experiences your team is interested in having while in Guatemala
- conduct a discussion with a native Guatemalan for a Q & A session
- talk about general difficulties of traveling and service teams.

Cultural Experience and Education

Guatemala is a place of rich culture and history. Guatemala has 22 different departments/divisions and Guatemala City is the capital. Guatemala's every-day life reflects strong Mayan and Spanish influences. There is a contrast between the Mayan villagers in rural areas of Guatemala and the urbanized population nearer to the large cities. Tortillas (especially corn) and black beans are diet staples. Marimba music is played everywhere, even to the farthest, most remote corners of the country. Guatemala is also known for its art music, originating to almost five centuries ago, in which the music is a liturgical chant and polyphony (two or more simultaneous lines of independent melody). Guatemala is covered in beautiful brightly colored textiles—traditional clothing, table runners and clothes, blankets, tapestries, etc. Each department has its own distinctive pattern (sometimes including figures of people and animals) and colors. In urbanized parts of Guatemala, Protestant Pentecostalism is the prevalent religion. In rural communities, Roman Catholicism is combined with indigenous Maya religion becoming the most prevalent in less-developed regions. Holy Week/Easter Week ("Semana Santa") and Christmas are holidays celebrated for a week at a time, and each community celebrates their local holiday of their patron saint (which the community is usually named after). Worry dolls are a traditional handmade gift originating in Guatemala. They are tiny dolls of about two inches, made of wire, wool, and leftover textiles. There are many interesting Guatemalan folklores including Alux, Baile de la Conquista, Cadejo, Dogs in Mesoamerican folklore, El Sombreron, La Llorona, Maximon, Nagual, Pedro Urdemales, Popol Vuh, San Pascualito, Sihuanaba, and Tecun Uman. Do some internet research on these things and more! There is so much to learn!

We host first time and one-hundredth time teams. We strive to provide as much in-country cultural experience and education as your team is open to! Please be very verbal with your team coordinator about your experiences and what your expectations are. We do our best to prepare for your specific requests. Teams promote health, healing, and education while here in Guatemala, but

they also receive these same things. We are sure you'll learn a lot on your trip and we're happy to facilitate as much additional learning as your team is open to!

Important Information for Travel to Guatemala

Visas and Passports: US Citizens do not need a Visa to travel to Guatemala but they must present a valid US passport upon arrival. It is recommended to travel on a passport with at least six months' validity and have return ticket documentation readily available for presentation at flight check-in counters and to customs and immigration officials if needed. Leave your passport in a secure location at the hotel and take a copy with you to the worksite throughout the week.

Immunizations: Schedule an appointment with a travel clinic doctor or your usual doctor to see what they currently recommend for travel to Guatemala. You may also check the CDC for Guatemala travel health advice: <https://wwwnc.cdc.gov/travel/destinations/traveler/none/guatemala>. A little tip: you may be able to group your annual checkup with a chat about your visit to Guatemala. It's important to do your research as a group and speak with a health professional.

Mosquito-borne Illnesses: Mosquito borne illnesses, and in particular, Dengue Fever, remain a health concern in Guatemala especially at lower altitude locations such as Panajachel and Antigua where our teams spend their free time. We recommend using long sleeves and pants and application of CDC-approved repellent. See this page for more information: <https://www.cdc.gov/dengue/index.html>

Water and Food: **Water from the tap is not drinkable! You should carry plenty of "agua pura" (pure water). Use it for brushing your teeth.** A water bottle will be your best friend, so be sure to pack one! All meals prepared at your hotel, restaurants, and at the clinic have been properly cooked with clean water. Salud y Paz will have water for you at the hotel and at the work site.

Sanitation: Bring "boat loads" of hand sanitizer! The easiest way to keep yourself healthy is to wash your hands properly and frequently and to use hand sanitizer when and where soap is not available. Avoid eating street food.

Weather: Guatemala has two seasons—dry (November through April) and rainy (May through October). Weather depends on time of year but also altitude and location. Prepare to dress for a variety of conditions. It's a good idea to wear layers!

Electricity: Electricity is the same as the US (110V, two prong outlets) so you will not need any adapters unless you have three pronged items. If so, bring a simple three to two prong adapter.

Sickness: If you begin to feel sick, please let your team leader and Salud y Paz staff know immediately and take it easy. If there are nurses and doctors with you on your trip, talk to them about how you're feeling and what you should do. Drink lots of water in general. With the higher temps and altitudes, hydration is key. You may find yourself feeling extra tired because of elements that are unusual to your body. If you have pre-existing medical conditions, be sure to have everything you need and that your team leader is aware.

Noise: There is noise everywhere in Guatemala! Trucks, horns, roosters, dogs, music, fireworks, your roommates snoring, etc. Be ready for the noise and bring earplugs if you are a light sleeper. Or, maybe even if you are not!

Bathrooms: Toilet paper goes into waste baskets. The plumbing systems in Guatemala cannot handle paper of any kind. Salud y Paz staff would love to avoid unclogging toilets during your service week!

Phone/Email: Communication is very different in Guatemala. Most of the hotels we use have wi-fi. Some of the buses do as well. However, wi-fi throughout Guatemala can often be unreliable, so be prepared for unexpected gaps in coverage and never rely on it. We ask that you limit wi-fi use in the clinic and on the buses. Wi-fi in Guatemala is never unlimited and usually is paid for by the GB. If you would like to do major uploads, downloads, or video streaming, please only do this at the hotel. Apps such as FaceTime use a lot of internet. Apps such as Viber and WhatsApp can be downloaded prior to travel and are great ways to message or call for free over wi-fi. When calling the US from a Guatemalan number, you will need to dial 001 followed by the area code and the number. When calling a Guatemalan number from the US, you will need to dial 011-502 followed by the eight-digit Guatemalan number. Some people purchase an international plan before travel. With some providers, you can pay-per-day to use calls and texting in Guatemala.

Money: The Guatemalan form of currency is the quetzal which is named after the national bird. The conversion is between seven and eight quetzales per dollar. It is easiest to use the ATM machine if you need money. Depending on what kind of card you have, there is usually an ATM fee. VISA is the credit/money card of choice in Guatemala. Most stores or restaurants will charge 10-15% additional fees for international use. Be sure to tell your credit/debit card companies that you are traveling to avoid any account holds. When using a credit card in Guatemala it is a good practice to ensure that the transaction be performed in front of you. Important: we ask that while you are in Guatemala you use the country's currency (quetzales) as much as possible. If you absolutely need to use dollars while paying for tee shirts, we can only accept exceptionally clean and crisp bills. Banks in Guatemala will only accept a limited amount of crisp dollars from Salud y Paz per month and certain denominations cannot be deposited. We highly appreciate your team planning to use quetzales while in Guatemala.

Bargaining: You are expected to bargain at the market for souvenir items but remember that the vendor feeds his or her family with the selling of items. To make the back and forth discussion of prices in Spanish easier, bring a calculator or use your phone to convert US dollars into Quetzales. Many vendors will know some English, especially numbers. Vendors may also approach you in stores, on the street, in restaurants, etc. Be forward but kind if you are not interested.

Safety: When traveling to Guatemala, be aware of your surroundings! Common sense is your best defense. Do not leave your purse, camera, backpack, etc. unattended. In crowded places such as markets, it's a good idea to be especially aware of yourself, your bags and your money. A money belt worn under your clothing is very useful. If you do carry a wallet, put it in one of your side pockets instead of your back pocket, and keep a hand on it. Avoid walking around alone, especially at night.

Please rely on Salud y Paz staff to make decisions about safety for the team. **Groups should not travel at night.** For your safety, Salud y Paz arranges security escorts to accompany teams on the long trip from the airport on arrival day afternoon. During the work week, Salud y Paz plans the

group's itinerary such that teams travel a maximum of one hour to and from the base hotel to the work site and ensures the team is back at the hotel by 5pm at latest. On free days, teams should be back at their hotel by 10pm at the latest.

It is very important that Salud y Paz staff knows where you are at all times while you are in-country. If you would like to leave the group for any reason, even if you anticipate only being gone for a few minutes, please ask or inform your team and Salud y Paz staff.

You can enroll in the Smart Traveler Enrollment Program (STEP <https://step.state.gov/>) to receive security messages about Guatemala and other countries from the US State Department. You can also look up the State Department travel advisory for Guatemala at any time at: <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Guatemala.html>

Photography: There are so many unique, colorful, and beautiful moments you will want to capture in Guatemala. Be courteous and know that photography can be a sensitive issue. Before snapping a photo, ask permission from the person. "Una foto. Está bien?" means "A photo is fine?" Be especially sensitive when taking pictures of children or individuals. Use the same respect that you would desire from a stranger seeking to take a photo of you or your child in daily life. It may be uncomfortable for them and if it is, please respect that. Sometimes a person or child will ask for money to take their photos. We ask that you do not offer money, even to take their photo. If a child or mother consents for a photo, they love when you show them the photos on your phone or camera screen. Keep your phones and cameras close and put away when not in use. Use them with caution and do not flaunt them.

Animals: Cats and dogs are not very commonly pets in Guatemala. It is the best policy to not feed or pet them. If a Guatemalan sees you feeding food to an animal, it could be offensive to them, especially if they have given you the food. Dogs and cats are typically street animals. We don't know where they've been or what illnesses they might have. We also don't know how they may react to you approaching them or even being present. Street dogs can be territorial. Remember this especially in rural villages. Even though the treatment of dogs and cats is very different than in the United States, please be respectful even if you do not condone or understand it.

Traffic and Roads: The roads are VERY different in Guatemala. People who do not typically experience motion sickness sometimes do. You will be traveling on mountain roads with lots of twists and turns, ups and downs. The plus side is that this makes for beautiful views of the countryside. It is not a bad idea to bring motion sickness patches or Dramamine.

Garbage: There is not a country-wide garbage cleanup system in Guatemala. It is also common to see adults and children unwrap a food item or something wrapped in plastic and drop it on the ground. Take this into consideration when bringing activities or healthy snacks for the kids. Make cleaning up the garbage an activity. Do not scold a child or adult from littering, instead set a good example or use positive reinforcement.

Time and Tasks: Sometimes Guatemalan culture will dictate that jobs be done in a way that may seem outdated or take a long time. These methods are still preferred and recommended by our Guatemalan staff, so please be kind and patient. Understand that you are working in a developing world and we have much to learn from one another. This especially applies to construction/maintenance teams.

Language: Guatemaltecos (Guatemalans) are very gracious and patient people. Any attempt to speak Spanish or K'iche is greatly admired and appreciated, as well as any attempt to teach the Guatemalans some words in English if they ask. See our helpful language guide at the end of this Guidebook!.

Arrival and Orientation Procedures

Immigration

All travelers entering Guatemala internationally are required to complete the following form online, 3 days to 24 hours before arrival day. The same form is completed for both arrival and departure.

<https://farm2.sat.gob.gt/declaDelViajeroGt-web/pages/public/declaracionJuradaDelViajero.html>

Customs

If your team is bringing meds and/or supplies into Guatemala from the US, please contact teamcoordinationdirector@saludypaz.org no later than three months prior to your arrival in Guatemala. Our staff partner with an in-country liaison and customs agent to file the requisite importation permits with the Ministry of Health, which will be emailed to you prior to your travel date. The form to complete with the list of supplies and medicines you will be bringing can be accessed here <https://saludypaz.org/teams/#teamresources>

Please note that even if your team is purchasing a Med Box from Salud y Paz and thus will not be bringing many of your own medicines with you, it is still important to inform Salud y Paz staff of any additional medicines and supplies you will be bringing. Some over the counter medications, vitamins, and dental supplies are classified by the Ministry of Health as items requiring permits for importation so a determination will need to be made by Salud y Paz staff, upon reviewing your list. Official policy in Guatemala requires that imported medications have an expiration date of > 1 year out. **Expired and controlled medications must not be brought under any circumstances.** Our staff and customs contacts will work with you to ensure all items meet importation standards. Customs permits help to ensure that your team has a seamless arrival day experience and that your patients receive the medications and services your team is coming to provide.

Instructions for arrival day: Complete the immigration form per the instructions above. When you arrive, proceed through immigration and collect your luggage from baggage claim. As you approach customs, you may be asked to press a button, which will flag you randomly as "red" or "green". If you are flagged green, you will proceed immediately to the airport exit without needing to present any forms nor proceed through any further luggage screening. If you are flagged as red, you will likely be asked to put your bags through a scanning machine. If, upon scanning, you are requested to provide further information regarding the items you are bringing, you can show the permit received via email from the Salud y Paz staff.

A customs revision is unlikely to be required if your team is not bringing a large amount of supplies. There is no need to show the forms to anyone unless you are asked to provide information about what the supplies are for.

Airport

The easiest way to ensure smooth travel is to schedule your group to travel and fly together on the same transportation and flight.

Most airlines recommend arriving at the airport three hours prior to your international flight; with a large group, it is a good idea to arrive even earlier. Know that if any luggage weighs over 50 pounds, you will likely be charged extra for it. You will need your passport because you are traveling internationally. Be timely. Flexibility is key! Have necessary contacts such as group leaders saved in your phones ahead of time. These are somewhat obvious things but are good reminders. When you arrive at the airport in Guatemala City, first you will go through the immigration line/passport check where you will step up to a booth. They may ask you a few questions, but usually do not.

Proceed to pick up your bags at the designated luggage carousel. A small wait is normal. Once you have the luggage you are responsible for, proceed to the next line. It is instinct to wait for the whole group before going, but you are more likely to be stopped or questioned if you wait. Be sure that you have all of your luggage. They may have you press a button to see if you get a red light (luggage needs to go through the machine) or green light (luggage does not need to go through the machine) or they will direct you to a line without pressing the button.

Know that all situations could differ a bit. The most important thing during this whole process is to be calm, polite and patient from start to finish. Focus on getting yourself and your designated luggage through customs and security. If you are asked questions along the way, do your best to answer. Even if you're traveling with many medications or travel supplies, always claim them as your own saying, "Yes, these things are mine." Also, always answer that you are here to tour Guatemala saying, "Yes, I'm traveling for tourism." You can explain that the supplies will be donated for service work if further information is requested. See the instructions provided under "Customs Information", above.

Once you have passed through customs, have your luggage, and have finished the last security check, proceed to the room nearest the outside doors. Know that once you have exited the last set of doors, it's not possible to return inside without asking permission. This room nearest the outside doors makes a good place to gather back up as a group off to the side. In as timely a manner as possible, proceed outside to the passenger pick-up. Your Salud y Paz staff person will meet you in the front of the airport wearing a Salud y Paz tee-shirt and/or holding a sign. If you need a restroom or a snack, there are restrooms in the cafes located just outside of the airport both to the left and to the right. Once we are all packed and on the bus, we will travel to the community your team will be staying in (sometimes three to four hours away). Be prepared for the fact that our destination is usually a bit of a trek from the airport.

If a team wishes to retain the services of the baggage handlers at the airport, tipping is expected and appropriate in this context.

Orientation

Salud y Paz staff will schedule an orientation meeting with your team on the Sunday after your arrival day, before you begin your work week. This is an important meeting to cover protocols, health and safety, schedule for the week, and other matters to ensure a successful service journey for you and your team.

Service Week Itinerary

Saturday	Arrival in Guatemala. Salud y Paz staff will meet the team at the airport. Please try to have all team members arrive at the Guatemalan International Aurora Airport by no later than 1.00pm on Saturday arrival day. Contact Salud y Paz staff if this will not be possible. Most teams will arrive at the work week hotel during the evening. Time for check in and dinner (dinner is available prior to 9pm).
Sunday	Free day and orientation. Salud y Paz Coordinator will meet with the team during breakfast time to provide general recommendations. Many teams will enjoy a visit to the famous Chichicastenango market, cemetery, or a local church in addition to some time to relax and prepare for the work week. Salud y Paz staff will meet with the team again after dinner on Sunday to provide general orientation for the work week.
Monday	Work day 1: At the end of the day the team have a review meeting of the work day
Tuesday - Thursday	At the end of each day the team will meet to discuss the highlights of the day.
Friday	Team will check out of work week hotel and visit the Salud y Paz main project site in Camanchaj on their way to their free day location. Check in to weekend hotel. Salud y Paz staff will conclude their accompaniment of the team on Friday.
Saturday	Team will enjoy free time in Panajachel or Antigua. A host can be requested for free time for an additional fee.
Sunday	Departure to the United States

Team Policies

Emergency Protocols: While there is good emergency care available in Guatemala City, this is not the case in the rest of the country. Volunteers should understand that they may not have good immediate emergency care, especially when serving in rural locations. Our Guatemala staff is prepared to assist group leaders and volunteers in the event of a medical emergency as much as possible considering the limitations presented. Both Salud y Paz staff and team leadership, are responsible for leading emergency response, guided by Salud y Paz protocols which you can find at: <https://saludypaz.org/teams/#teamresources>

Transit: Salud y Paz recommends scheduling your group to travel and fly together on the same transportation and flight wherever possible. If your team needs more than one airport pick-up or drop-off, Salud y Paz can provide it for an additional fee. We also ask that you schedule your arrival

flights with the understanding that we need to avoid travel while it is dark. Generally, this means that all team members need to arrive at the Guatemala International Aurora Airport by no later than 1.00pm on Saturday arrival day. This policy is for the safety of the team

Licenses for providers: We need a copy of the license, degree and passport of each of the providers who will serve on your team and proof of specialty training if applicable. This is a requirement of the Ministry of Health for any foreign physician who provides care in Guatemala.

Informed consent and waiver and release form: We have an informed consent and waiver and release form that we will require all of your team members to read and e-sign before their trip. You can view the form here: <https://saludypaz.org/teams/#teamresources>

Tipping and cash gifts for Salud y Paz staff, drivers, translators, contractors: Salud y Paz staff, drivers, translators, contractors are no longer able to accept tips.

As Salud y Paz has professionalized and grown over the years, moving from a hybrid of long-term volunteers and paid staff to what is now a fully paid staff and also staff working behind the scenes who are also supporting the operations of our service teams, cash gifts or tips in this context and culture, while always well-intentioned, can become complex, raising issues of equality and at times, misunderstandings.

If our teams desire to express their gratitude to our Guatemala team, please consider a non-cash gift, a cake or another gesture to bring people together in celebration of our journey together in service throughout the week.

There is no expectation that you bring any gifts! Your coming together in service with the Salud y Paz team in benefit of the community is a gift in itself!

If your team or team members have cash left over at the end of your service week, please consider making a cash donation to Salud y Paz, which will be receipted.

Salud y Paz employees and contracted staff including but not limited to Salud y Paz staff, translators, contractors, and drivers should never ask you for money or other favors. If this happens, please contact the executive director at executivedirector@saludypaz.org.

Through your team fees and partnering with Salud y Paz on fundraising initiatives, we can continue to ensure our staff and service providers are compensated for their hard work.

Clarifications: Salud y Paz will ensure that restaurant servers are appropriately tipped for meals provided during the work week. Teams are welcome to tip restaurant servers for meals on the free-time weekend. If a team wishes to retain the services of the baggage handlers at the airport, tipping is expected and appropriate; we recommend \$5 dollars or Q25 quetzales.

Drugs, Smoking and Alcohol: Salud y Paz holds fast to the policy that no drugs, smoking, or vaping should be used while you are participating on a service team. Salud y Paz strongly recommends abstinence from alcohol consumption from arrival day through Friday morning, while teams are doing outreach in rural communities. **Any alcohol consumed at any time during the Salud y Paz service team must be consumed in moderation**, in compliance with hotel and restaurant regulations, and in accordance with the laws of our host country and the volunteer's

home country. Salud y Paz staff, translators and service providers are not permitted to consume alcohol at any time during the mission - please do not put them in a difficult position by offering. Salud y Paz staff have full authority and discretion to send volunteers home at their own expense for inappropriate alcohol consumption while participating on a service team.

Insurance: Medical/Travel/Accident insurance should be obtained by or for each team member.

Child Protection Guidelines: Salud y Paz requires that all team members read and adhere to our Child Protection Code of Conduct. You can view the code of conduct here:
<https://saludypaz.org/teams/#teamresources>

Covid-19 vaccination: Salud y Paz requires that all service team participants comply with any governmental Covid-19 vaccination requirements in place by Guatemala and the individual's home country at the time of traveling. Salud y Paz strongly recommends vaccination for Covid-19 and other infectious diseases.

Attending minors in clinics: All minors **must be accompanied by an adult** before entering a Salud y Paz rural medical clinic, dental clinic or receiving any intervention or service from a Salud y Paz team.

Age: Due to the nature of the work in which service teams engage, **all participants must be at least 15 years old**. Participants 15-17 years old must participate with a parent or guardian or with their parent or guardian's express consent and a temporary guardian assigned. An informed consent and waiver and release form for minor child participation must be completed by the parent, primary care giver or legal guardian before the trip. You can view the form here:
<https://saludypaz.org/teams/#teamresources>.

Safety: Every team will be assigned a host (Salud y Paz staff person) and your host will be responsible for passing along information in order to ensure a safe and memorable learning experience. Please rely on your host to guide decisions on what is safe and unsafe. Your host should know where you are at ALL times. Team members must adhere to the safety guidelines stipulated in this guidebook.

While there is good emergency care available in Guatemala City, this is not the case in the rest of the country. Team members should understand that they may not have good immediate emergency care, especially when serving in rural locations. Our Guatemala staff is prepared to assist team leaders and team members in the event of a medical emergency as much as possible considering the limitations presented.

Team leaders, with the support of Salud y Paz staff, are responsible for leading emergency response, guided by the Service Team Emergency Protocol, which will be provided to the Team Leader by Salud y Paz staff during in-country orientation or can be downloaded at
<https://saludypaz.org/teams/#teamresources>

Translation: We recognize that we host team members with a variety of travel and language experiences. If you speak basic Spanish we encourage you to do your best to communicate with anyone you come in contact with. However, for all medically sensitive information we require you to use an approved Guatemalan interpreter of English to Spanish, and Spanish to K'iche. A team member must be approved by the team coordinator. This person must be completely fluent in

Spanish, not just conversational. Please be honest when discussing your team member's abilities, as it could be the difference between a successful and unsuccessful treatment. For construction/maintenance teams, basic Spanish is very helpful to have.

Special Requests: We are so grateful for the long-lasting relationships you may have already made with Guatemala and its people. Salud y Paz will do our best to honor special requests for specific drivers, translators, hosts, etc. but all of these are subject to schedule, availability, and rotation. We thank you in advance for your understanding as we plan the best trip we can for your team.

Triage Station: Triage is a very important station in a rural medical or dental clinic. Therefore, we recommend and expect for all teams to plan and equip a triage station. The number of triage stations should equal the number of providers. Triage will receive the patients after registration, take their vitals, ask them about medications and allergies, and record a statement about what the patient's general health problems are. If you are able to let us know on your registration form how many triage stations you plan to have ahead of time, we can better equip you with translators. Triage supplies are included on the packing list. Salud y Paz will bring a scale from the clinic for your triage station. We recommend a nurse to be in this station, and volunteers in triage who are not medically trained should have prior training on how to properly take vital signs.

Charting: We ask that all teams and all specialties—rural Medical, Dental Optical and Surgical—use the **Salud y Paz charts** to document all services provided to all patients during their service team. This is important for continuity of care, standardization of processes and for compliance and reporting to the Ministry of Health.

Visit to the Salud y Paz School and Clinic in Camanchaj: For all of our teams, we schedule a visit to our Camanchaj project site on the Friday morning on your way to your free time location. We desire to give teams the opportunity to see the clinic to which their patients will be referred for follow up and meet staff and students from the school, so they can see how their volunteer service work is an important component of the greater whole of the programs working together.

Leftover medicines and supplies: We ask that all teams consider donating any leftover medicines and supplies to our Camanchaj clinic to support the sustainability of the program and follow up care to the patients seen by your team. For security protocols, Salud y Paz is unable to store any leftover supplies or medicines at our project site for the team's use the next year.

Clothing and Dress Code: Please remember that Guatemala has a very conservative culture, particularly in the rural communities. Sleeveless shirts, shorts above the knee, and leggings worn as pants will not be permitted while in rural villages or working at our clinic in Camanchaj. Team members may be asked to change if these items are worn. A poor clothing choice is the easiest way to accidentally cause disrespect to our Guatemalan neighbors! During free time in Panajachel or in Antigua, clothing choice is your decision.

In-kind donations: We are extremely appreciative of the generosity of those who wish to make in-kind donations to Salud y Paz. Donations must meet operational needs. Please contact executivedirector@saludypaz.org for recommendations. Tums antacids (or equivalent) are always useful because they are in high demand among our patient population and are much more expensive to purchase in Guatemala than in the United States. We do not accept donations of toys

or candy. We ask that your donation directly relates to health and education. We discourage teams from promising support to individuals met in clinic, the market or other places during the week, as our policy is to be socio-economically sound with patients and clients in order to sustain long-term relationships built on mutuality. **Please ensure that any in-kind donations that your team generously wishes to give at the end of your service week are given directly to your team host, who will follow the established procedure for its recording and distribution.** Unfortunately, we cannot accept donations of expired medications or supplies.

Visiting Sponsored Students at the Colegio Susanna Wesley School

Salud y Paz believes that our mission is enhanced by working in partnership with our global community. Our Susanna Wesley Child Sponsors form an important part of our global community and we welcome their active involvement in our programs through participation in service teams and site visits to our school.

If a member of the team is a Colegio Susanna Wesley sponsor and wishes to meet their sponsored student during their service week in Guatemala, please notify Salud y Paz staff in advance so arrangements can be made.

Please follow these guidelines before, during and after the visit with the student:

Approaching the visit through a lens of cultural context, dignity and equality, and ensuring we are not unintentionally perpetuating negative stereotypes of colonialism, dependency and poverty, are important for creating age-appropriate, respectful exchanges between our students and sponsors.

Before the Visit

- **Request your visit** before arriving in Guatemala or at the beginning of your service week so that we can ensure minimal disruption to the learning environment.
Let us know which student(s) you would like to meet. This is important in the event you desire to meet a student on behalf of another sponsor.
- **Remember: All students at our school are supported in their education** to create an environment where every child feels equally valued and cared for, even if they don't have an individual sponsor in any given year. For this and other reasons, Salud y Paz intentionally does not release sponsors' names to students. Our students' families know that generous donors support their education and that some of those donors visit the school throughout the year.
- Review the Salud y Paz Child Protection Code of Conduct:
<https://saludypaz.org/teams/#teamresources>

During the Visit

- Susanna Wesley students are 5-7 years of age and typically feel shy when taken out of their classroom environment to speak to adults they don't know. We want the visit to feel **natural and comfortable**, especially for the student.
Therefore, we recommend visiting your student in a group setting such as the student's classroom, the playground or doing a simple group activity. The teacher will facilitate.
- Be **respectful when taking photos**. Always ask first. We recommend group photos.
- An **interpreter will be there** to help and guide the visit. Try to ask simple questions.
Please do not bring a gift, money, food or any offering for your sponsored student or their family. If you'd like to **bring a gift**, please bring something for the whole class so everyone feels included. Let us know and we'll share the class student number. Here are some suggestions:

- Books
- School supplies
- Arts and crafts
- Coloring materials
- Sports equipment

The visit shouldn't last **more than 15 minutes**, so we don't interrupt the school day.

Team Packing Lists

Each type of team requires a specific packing list. Salud y Paz encourages the use of reusable, recyclable and biodegradable materials wherever possible.

List of Items that Salud y Paz Provides for Rural Medical and Dental Teams

- Extension cords
- Defibrillator
- 1 multi plug extension cord
- 2 multi plugs
- Rope and sheets (to divide providers' rooms)
- Clothes pins
- Drinking water (bring your water bottle)
- Water dispenser
- Bathroom scale
- Patient cards
- Paper towels
- Toilet paper (some people pack small travel Kleenex packs to use as on-the-go bathroom tissue)
- Trash bags
- Ice chest

List of Items that Rural Medical Teams Need to Bring

Please bring the following items. Quantities are sufficient for a team with two providers who together could see a maximum 75 patients per day.

- Hand Sanitizer (5 bottles)
- Baby wipes (4 packages)
- Clorox/sanitizing wipes (5 packages)
- Clip boards (3)
- Gloves (5 boxes)
- Paper tape (2-5 rolls)
- Band-Aids (100)
- Tongue depressors (500)
- Medicine/water cups (100 to 200)
- 3 & 5cc syringes (100 for ped meds)
- Bottles to ½ liquid meds (5)
- Pill counters (2)
- Pill cutters (2)

- Stethoscopes (1 per medical personnel)
- BP cuffs (1 adult, 1 ped at minimum)
- Urine dipsticks (1 box)
- Thermometers (4)
- Glucometer Embrace (1)
- Lancets (500)
- Embrace strips (500, 1 control)
- Pen lights (1 per medical personnel)
- Alcohol pads (400)
- Ophthalmoscope (1 per provider)
- Otoscope and covers (adult 25, ped 25)
- Nebulizer (optional)
- Hydrogen peroxide (1 bottle)
- Betadine solution (1 bottle)
- Pregnancy tests (50)
- Sunglasses and reading glasses (encouraged - please advise Salud y Paz if you are bringing)
- Replacement batteries for all med supplies
- Ink pens (2 boxes)
- Sharpie markers (10)
- Medication bags (1000)
- Labels for med bags (1000)
- Hand towels (20)
- Pocket drug reference
- Duct tape (3 rolls)
- Trash bags (1 box XL 1 box small)

List of Items that Rural Dental Teams Need to Bring

Salud y Paz now provides the option for teams to purchase a “Dental Box”. This box, which includes key items from the list below, can be ordered on the team’s registration form and paid on your invoice. It will be packed and ready for the team to pick up upon arrival in Guatemala. For a copy of the contents of the box, please visit <https://saludypaz.org/teams/#teamresources>. We recommend one dental box for each dental provider. Please see the page Add On Opportunities and Associated Fees for more information.

Please note that not all items on the below list are included in the Dental Box. It is important to review carefully so you can supplement as needed.

Dental Packing List. Please supply your dental team with the following items. Quantities are sufficient for a dental team with 1 dentist.

- Lidocaine (10 boxes of 50)
- Septocaine (2 boxes of 50)
- Lidocaine Ointment (1 vial)
- Needles: 30 gauge (short) – 1 box of 100
- Needles: 27 gauge (long) – 1 box of 100
- Hand Sanitizer (5 bottles) and Baby wipes (5 to 10 packages)
- Gloves (20 boxes)
- Tongue depressors (500)
- Medicine/water cups (100 to 200)

- Stethoscopes (1 per medical personnel)
- BP cuffs (1 adult, 1 ped at minimum)
- Thermometers (4)
- Labels for med bags (400)
- Med bags (400)
- Hand towels (20)
- XL trash bags (1 box)
- Ink pens (2 boxes)
- Sharpie markers (10)
- Duct tape (3 rolls)
- Bibs (200)
- 3-0 gut sutures (36)
- Scalpel blades – 1 box of 10
- Cotton tip applicators (500)
- Isopropyl alcohol 90% (4, 32 oz, used with gauze to clean)
- 2x2 gauze (5000, for pressure dressing and alcohol wipes)
- 200 Dental tray liners
- Needle disposal box
- Masks
- 1 Gal. Cidex OPA Sterilization Solution (10-12 minute soak)
- Spit bags - smaller than garbage bags
- Bath towels (for laying out instruments on top of plastic)
- Liquid Dish Detergent
- Paper Towels
- Sterilization Tubs
- Stiff Brushes (for scrubbing instruments)
- Patient Trays (can use cafeteria trays)
- 20 Small Terry Cloth Towels (for drying instruments)
- Plastic table cloths
- Clorox Wipes
- 1 Small bottle Clorox (only 1 small capful in rinse water)

Medications:

- Ibuprofen
- Amoxicillin

List of Items that Construction/Maintenance Teams Need to Bring

- Gloves (if painting, etc.)
- Duct tape
- Special construction clothing
- Water bottle
- Hat/visor, sunglasses and sunscreen

Personal Packing List

The key to packing for Guatemala is to pack a variety of clothing items. You could see a variety of climates—your day will probably start with a cool morning and proceed with a hot work day in a village. Most hotels have a laundry service available.

- Clothing (variety, and one water resistant jacket and/or hoodie)
- Clinic clothing (many wear scrubs, remember no showing shoulders or knees, no leggings)
- Shoes (comfortable for clinic, closed-toe a good idea)
- Swim wear (for shower or if hotel has pool)
- Towel (one, fast drying a good idea) - the hotel also provides
- Hat/visor and sunglasses
- Personal toiletry items
- Wash cloth
- Hand sanitizer, sunscreen, bug spray
- Water bottle
- Backpack
- Camera/phone and chargers
- Journal/bible/books
- Guitar (optional of course)
- Identification/PASSPORT!
- Cards for ATM/money (new, crisp \$20's only)
- Personal medications (with name on the label if prescription)

After Your Service Trip

Thank you so much for joining us in service!

Let us know your Feedback! Please let us know any feedback so we can continue to improve! You can fill out our evaluation form at <https://saludypaz.org/teams/#teamresources>

Be Salud y Paz Ambassadors! Your first-hand experience with our work makes you our greatest ambassadors. We need your help to grow our donor base so we can sustain our clinic, school and other essential services week to week. Encourage those who are able to support our work to become monthly donors or child sponsors. A gift of any amount has an impact!

- For \$10 a month you provide one patient with a teeth cleaning and support ongoing access to essential dental care: <https://www.saludypaz.org/monthly-support/>
- For \$50 a month you become a Roots of Learning Sponsor, co-sponsoring a student and providing the education, nutrition, and care they need to thrive: <https://www.saludypaz.org/sponsor-a-student/>

Share your mission moment! What moment this week reminded you why you came to Guatemala? Was it a connection with a patient, a meaningful encounter, or a place that touched your heart? We invite team members to write a brief story, reflection, or testimonial about their week. We share these stories in our newsletter and on social media to highlight your hard work, show our supporters the life-changing impact of this mission, and inspire others.

Newsletter. Read our monthly newsletters to stay up to date on all of the amazing work our staff are doing for our patients and students. Subscribe to our newsletter here:
<https://www.saludypaz.org/newsletters-2/>

Discussion Prompts and Tips:

Following your trip to Guatemala, you may feel a wide range of emotions and you may think about a wide range of things. Salud y Paz has some discussion prompts and tips for you as you return home.

- Take intentional time to process your experience. If you're a writer, give yourself a series of writing prompts.
- Turn to others to discuss your trip. You have a whole team of people who just experienced the same thing that you did. Talk to them!
- Hold a series of follow up meetings about what went well and what you'd do differently. Discuss some of the specific people and places you saw that you'd like to talk more about.
- Know that experiencing "reverse culture shock" and post-trip grief is a very real thing.
- Maintain healthy relationships with your team, team leader, and your neighbors in Guatemala. You build deep relationships with people and places while on a service trip.
- Celebrate your favorite moments and memories and share them with family and friends.
- Know that it may be hard to hear people complaining about certain things or talking about certain things upon your return home. Instead of getting angry with them, use it as an opportunity to gently share your experience in Guatemala.
- Think of ways to best share your team's experiences and the mission of Salud y Paz through pictures, conversations, presentations, etc. There is a lot of work to be done in Guatemala. Share the word!

Your Next Service Team

It's never too soon to start planning your next trip. Let your team coordinator know when you'd like to reserve your next service journey on the Salud y Paz schedule. Popular times like spring and summer fill up a year in advance, so we recommend reserving your week for the following year while you are in Guatemala.

Our work at Salud y Paz couldn't thrive without teams like you. We appreciate receiving the greatest gift you could give—your effort and time.

Keep Up with Your Friends at Salud y Paz

Checking out our website and online presence can help give new team members an idea of what working with Salud y Paz will be like and show returning teams what we're up to!

Visit our website at www.saludypaz.org to learn more about our mission, vision, and over 20 Guatemalan staff members and volunteers.

- www.facebook.com/projectsaludypaz
- www.instagram.com/projectsaludypaz
- <https://www.linkedin.com/company/project-salud-y-paz/>

If you're interested in donating to Salud y Paz, go to www.saludypaz.org/give.

At Salud y Paz, we consider you friends and family and we couldn't do it without you! Gracias!

Free Time Information Resources

After you leave the Salud y Paz project site on Friday, you are on free time! In order to keep your free time options open, it is important to book a Sunday flight after 11am. If you have an earlier flight, the options for your free day are much more limited as you will need to be closer to the airport the night before. We recommend two main locations to enjoy your last days in Guatemala: Panajachel or Antigua.

Panajachel: Panajachel, nicknamed "Pana", is undeniably beautiful! It is a small town seated on the edge of Lake Atitlan, a crater lake that supports a breathtaking view of three volcanoes. Pana has a mild climate year round. In the evenings, it may get a little chilly, and during the day, a little warm. Pana has a unique mixture of residents; there are the indigenous Mayans, mixed with Ladino Guatemalans, further mixed with many ex-pats who call Pana home. Pana's beauty has also created a large tourist industry. Due to the diversity of inhabitants, you will find many more dining options here. There is shopping all up and down one of Pana's main streets, Santander. There are 12 villages to explore near Pana, accessible via boat or truck ride. It is located about one hour from the main Salud y Paz clinic in Camanchaj and about three hours from the airport.

Activities in Pana could include any of the following: zip line, nature reserve, kayaking, shopping, boat rides to explore neighboring communities, hike San Pedro Volcano, horseback riding, Mayan ruins, volcanic hot springs. (Read below for more details about these activities.)

Antigua: A former capital of Guatemala, Antigua is full of Spanish Colonial charm, and includes plenty of picturesque cobblestone streets. On a clear day you will have a stunning view of the volcanoes surrounding the city from just about any street in town. Antigua sits at 5,000 feet and is usually warm during the day and cool at night. It is the number one tourist destination in Guatemala and hosts the largest population of ex-pats in the country. This mix of tourism and foreign residents has produced a variety of restaurants and unique activities. Antigua is a great option for teams that have trouble finding a later Sunday flight, as it is approximately one hour from the airport (can be more in heavy traffic).

Activities in Antigua could include any of the following: markets, visits to central park, the arch, and the hill of the cross, hike Pacaya volcano, jade factory, macadamia nut plantation, chocolate factory, coffee plantation, church ruins, or Mayan ruins. (Read below for more details about these activities.)

Free Time Activities

Panajachel:

- Zip line and/or Nature Reserve: Take a 10-minute tuctuc ride out to Hotel Atitlan, where you can zip line through the mountains with Lake Atitlan and the surrounding volcanoes as your backdrop. Then, take a leisurely stroll through the beautiful nature reserve and butterfly garden. OR, do one or the other.
- Kayak: Kayak on Lake Atitlan. Make sure you go in the morning while you still have a clear view across the lake and before the waves start to pick up in the afternoon.
- Shop: Shop for textiles, jade, pottery, and other handicrafts on Street Santander.

- Boat ride: Take a scenic boat ride across the lake to visit the other unique communities, or just simply enjoy the ride! Make sure you go in the morning before the water gets rough.
- Pottery: Visit San Antonio's famous handmade pottery! A pickup truck or a boat ride will get you to San Antonio within 30 minutes. San Antonio is two towns over from Pana and is seated on the lake as well. Enjoy the various pottery factories in town, where you can often experience the entire handmade pottery process.
- San Pedro Volcano, Horseback Riding, and Shopping: San Pedro Volcano is considered a moderate to difficult hike. It will likely take a majority of the day to complete. Reaching the summit will provide you with a breathtaking view of the lake, much different from the view in Pana. It may be a good idea to find a guide. You can also enjoy anywhere from 30 minutes to 3 hours on a horseback riding adventure. San Pedro is home to a variety of restaurants, coffee shops, and shopping.
- Santiago Atitlan: Boat 30 minutes across Lake Atitlan to the home of the Tz'utujil culture. Shop the plentiful storefronts and visit Maximon, the one of a kind, indigenous saint. If you do plan to visit Santiago, we recommend reading the book, "Love in a Fearful Land". Then, go and explore the church and study of American priest, Stanley Rother, where he was ultimately martyred in Santiago during the civil war. Before heading back to Pana, lunch at Posada Atitlan is a must.
- Jaibalito: Spend the day at Casa del Mundo, a hotel restaurant perched on the cliffs above the lake. We recommend relaxing in a hammock with a good book, hiking the trails, enjoying a delicious breakfast or lunch, and taking in the view. Jaibalito is only accessible by boat and is 15 minutes from Pana.
- San Juan la Laguna: Home to a number of cooperatives, San Juan is a 40-minute boat ride from Panajachel. You can choose to see a demonstration of traditional back-strap weaving and/or dying of thread to be woven. You may even register for a quick class! Visit a local coffee farm for a tour through the coffee trees and learn about fair trade coffee. There are several art galleries in San Juan that are worth browsing before heading back across the lake.
- Mayan Ruins: Visit Iximche where you can see the ancient ruins of a former Mayan capital. The archaeological site includes the remains of pyramids, ball courts, palaces, etc. A tour guide will explain Mayan culture, and how the ancient city functioned. Coordinate a picnic lunch or stop by one of the restaurants in Tecpan, less than 20 minutes from the ruins. Iximche is less than an hour and 30 minutes from Pana.
- Volcanic Hot Springs outside of Xela: Spend a morning relaxing in the volcanic hot springs of Fuentes Georginas; you've certainly earned it after your service week! During your time relaxing, keep a respectful eye out for Mayan ceremonies as most Mayans believe the volcanic water has healing properties. The hot springs are located 2 hours from Pana, but don't let the ride deter you! You will enjoy scenic views as you get close to the hot spring. You may also see some HUGE vegetables being harvested. You can break up the drive with a stop at the glass factory.

Antigua:

- Markets: Spend the day looking for souvenirs in any of the three colorful handicraft markets around Antigua. You will find jade, textiles, wood carvings, and many other beautiful items.
- Central Park: Central Park is a great place to relax. It is surrounded by trees that provide welcomed shade after a long day of shopping. Find a bench, listen to the sound of the water in the fountain, and watch the people come and go.
- Santa Catalina Arch: In the 1800's, this beautiful yellow arch allowed nuns to pass from their convent to a school on the other side without walking on the street. Today, it is one of the most defining features of Antigua. Make sure you stop by for a photo!

- Hike Pacaya Volcano: The hike up is moderate and there is always the option of renting a horse to take you to the top. Once you make it to the crater, enjoy exploring the lava fields. In some spots the lava is still hot enough to roast a marshmallow.
- Jade Factory: Take a free tour and explore the relationship between Jade and the Mayan culture. Learn about all the work that goes into creating the beautiful jade jewelry you see in Guatemala. And of course, you will be able to purchase jade.
- Macadamia Nut Plantation: Start your day with a unique breakfast at the plantation. Then take some time to learn about macadamia nuts, from the tree to your table. If you're looking for more of a relaxing experience, reserve a facial or a massage.
- Chocolate Factory: Take a tour of the chocolate factory and learn about the entire chocolate process. You will even get to make your own chocolate, bake it, and take it home. There are plenty of free samples!
- Coffee Plantation: Learn about coffee and why Guatemalan coffee is some of the best in the world. Then try a cup!
- Hill of the Cross: Take a walk up to the cross on a hill above Antigua. From here, you will have a view of the entire city and Agua Volcano behind it.
- Church Ruins: Located throughout Antigua are a handful of churches that have succumbed to earthquakes or war. Most are about a dollar to enter and fun to explore. Examples: Casa Santo Domingo, San Jeronimo, Recoleccion, Capuchins Monastery, and Santa Rosa.
- Mayan Ruins: Visit Iximche where you can see the ancient ruins of a former Mayan capital. The archaeological site includes the remains of pyramids, ball courts, palaces, etc. A tour guide will explain Mayan culture, and how the ancient city functioned. Coordinate a picnic lunch or stop by one of the restaurants in Tecpan, less than 20 minutes from the ruins. Iximche is less than 1 hour and 30 minutes from Pana.

Free time activities are nearly limitless whether you choose to go to Panajachel or Antigua! These are most definitely not complete lists and the options are always changing. Do some research online, talk to your team leader, or contact your team coordinator for more specific information on what to do during your free time in Guatemala!

Reading, Film & Language Resources

Suggested Reading List:

***Special suggestion for medical personnel on medical teams: The Tacit Bargain in Short-Term Medical Missions, Why US Physicians Go and What it Costs, Paul Henry Caldron- Short-term medical missions represent a form of grassroots, i.e., popular and non-hierarchical, transnational aid from persons in wealthy countries to low-and middle-income countries, wherein primarily professional services rather than fund or material are transferred. This dissertation focuses on the dynamics of the physician side of short-term medical missions and fills gaps in the picture of short-term medical mission activity regarding prevalence, motivations, and expenditures related to these missions, specifically for US physicians. The perspectives gained broaden the knowledge base regarding direct international humanitarian medical services. Written by Dr. Paul Henry Caldron, who has served on short-term medical missions with Salud y Paz! (Ask your team coordinator to send you the PDF version!)

Toxic Charity, Robert D. Lupton- Public service is a way of life for Americans; giving is a part of our national character. But compassionate instincts and generous spirits aren't enough, says veteran urban activist Robert D. Lupton. In this groundbreaking guide, he reveals the disturbing truth about

charity: all too much of it has become toxic, devastating to the very people it's meant to help. In *Toxic Charity*, Lupton urges individuals, churches, and organizations to step away from these spontaneous, often destructive acts of compassion toward thoughtful paths to community development. He delivers proven strategies for moving from toxic charity to transformative charity.

When Helping Hurts: How to Alleviate Poverty Without Hurting the Poor...and Yourself, Steve Corbett and Brian Fikkert- Poverty is much more than simply a lack of material resources, and it takes much more than donations and handouts to solve it. *When Helping Hurts* shows how some alleviation efforts, failing to consider the complexities of poverty, have actually (and unintentionally) done more harm than good.

Serving with Eyes Wide Open, David A. Livermore- *Serving with Eyes Wide Open* helps Christians understand the changing face of Christianity and how that affects short-term missions. In three parts, author David A. Livermore will take a broad look at what the twenty-first-century church is doing on the mission field, the assumptions people make about Christianity, and what it takes to adapt effectively to new cultural contexts.

A Mission Journey, a Handbook for Volunteers, Una Jones with United Methodist Volunteers in Mission, Discipleship Resources- This handbook encourages short-term mission volunteers to reflect on the reasons why they engage in mission and how they plan and prepare to be more intentional. It helps volunteers shape the stories of their mission experiences in a way that enhances their personal and spiritual journeys. This book has inspired a lot of the language and topics covered in this *Salud y Paz Mission Journey Team Guidebook*. Primarily, that your mission work is a journey not a "trip".

Tree Girl, Ben Mikaelson- *Tree Girl* is a novel, based on a true story of a young woman's journey to womanhood in Guatemala. Gabriela is called "Tree Girl" or Laj Ali Re Jayub in her native language of K'iche'. Gabi climbs trees to be within reach of the eagles and watch the sun rise into an empty sky. She is at home among the outstretched branches of the Guatemalan forests. One day from the safety of a tree, Gabi witnesses the sights and sounds of an unspeakable massacre. She sees rape and murder - the ravages of guerilla warfare. She vows to be a Tree Girl no more. Earth bound, she joins the hordes of refugees struggling to reach the Mexican border. Over dangerous months of hunger, thirst, and the threats of more violence from soldiers, Gabriela's search for her family and for a safe haven becomes a search to find herself.

Mr. President, Miguel Angel Asturias- *El Señor Presidente* (Mister President) is a 1946 novel written in Spanish by Nobel Prize-winning Guatemalan writer and diplomat Miguel Ángel Asturias (1899–1974). A landmark text in Latin American literature, *El Señor Presidente* explores the nature of political dictatorship and its effects on society. Asturias makes early use of a literary technique now known as magic realism. One of the most notable works of the dictator novel genre, *El Señor Presidente* developed from an earlier Asturias short story, written to protest social injustice in the aftermath of a devastating earthquake in the author's home town. Although *El Señor Presidente* does not explicitly identify its setting as early twentieth-century Guatemala, the novel's title character was inspired by the 1898–1920 presidency of Manuel Estrada Cabrera. Asturias began writing the novel in the 1920s and finished it in 1933, but the strict censorship policies of Guatemalan dictatorial governments delayed its publication for thirteen years.

Bitter Fruit, Stephen Schlesinger and Stephen Kinzer- *Bitter Fruit* is a comprehensive and insightful account of the CIA operation to overthrow the democratically elected government of Jacobo Arbenz of Guatemala in 1954. First published in 1982, this book has become a classic, a textbook case of the relationship between the United States and the Third World. The authors make extensive use of

U.S. government documents and interviews with former CIA and other officials. It is a warning of what happens when the United States abuses its power.

Homies and Hermanos, Robert Brenneman- Why would a gun-wielding, tattoo-bearing "homie" trade in *la vida loca* for a Bible and the buttoned-down lifestyle of an evangelical hermano (brother in Christ)? To answer this question, Robert Brenneman interviewed sixty-three former gang members from the "Northern Triangle" of Central America--Guatemala, El Salvador, and Honduras--most of whom left their gang for evangelicalism. Unlike in the United States, membership in a Central American gang is *hasta la morgue*. But the most common exception to the "morgue rule" is that of conversion or regular participation in an evangelical church. Do gang members who weary of their dangerous lifestyle simply make a rational choice to opt for evangelical religion? Brenneman finds this is only partly the case, for many others report emotional conversions that came unexpectedly, when they found themselves overwhelmed by a sermon, a conversation, or a prayer service. An extensively researched and gritty account, *Homies and Hermanos* sheds light on the nature of youth violence, of religious conversion, and of evangelical churches in Central America.

I, Rigoberta Menchu, Rigoberta Menchu- Now a global bestseller, the remarkable life of Rigoberta Menchú, a Guatemalan peasant woman, reflects on the experiences common to many Indian communities in Latin America. Menchú suffered gross injustice and hardship in her early life. She learned Spanish and turned to catechistic work as an expression of political revolt as well as religious commitment. Menchú vividly conveys the traditional beliefs of her community and her personal response to feminist and socialist ideas. Above all, these pages are illuminated by the enduring courage and passionate sense of justice of an extraordinary woman.

Men of Maize, Miguel Angel Asturias- *Men of Maize* is the critically acclaimed novel written by Miguel Angel Asturias. Born into poverty in Guatemala City in 1899, Asturias tells the history of the post-colonized society of Guatemala that continually oppresses its native Mayan dwellers. Asturias tells this story from a wide variety of perspectives: his own personal accounts, through the history and culture of his native land, through the actions of the government, and through the eyes of the people of Guatemala. His story is moving and it brings to life, as does the testimony of Rigoberta Menchu, many of the trials and challenges that face native peoples that are forced to defend their land and fight in order to survive, but ironically *Men of Maize* is a fictitious work. Though Asturias uses some of his personal experiences, this novel is not told as a testimony.

City of God, Kevin Lewis O'Neil- In Guatemala City today, Christianity isn't just a belief system--it is a counterinsurgency. Amidst postwar efforts at democratization, multinational mega-churches have conquered street corners and kitchen tables, guiding the faithful to build a sanctified city brick by brick. Drawing on rich interviews and extensive fieldwork, Kevin Lewis O'Neill tracks the culture and politics of one such church, looking at how neo-Pentecostal Christian practices have become acts of citizenship in a new, politically relevant era for Protestantism. Focusing on everyday practices--praying for Guatemala, speaking in tongues for the soul of the nation, organizing prayer campaigns to combat unprecedented levels of crime--O'Neill finds that Christian citizenship has re-politicized the faithful as they struggle to understand what it means to be a believer in a desperately violent Central American city. Innovative, imaginative, conceptually rich, *City of God* reaches across disciplinary borders as it illuminates the highly charged, evolving relationship between religion, democracy, and the state in Latin America.

Suggested Film List:

Living on One Dollar- This film follows the experience of four young friends as they live on less than one dollar a day in rural Guatemala for two months. They encounter hunger, parasites, and many new ways of thinking.

Rosa These Storms- Rosa, a young Mayan woman, sits alone. She stares directly into the camera and for the first time has the courage to share her story. She has wrestled with rejection, forgiveness and the fight to keep her child alive. Now 27 years old, she must overcome her past to follow the dreams she thought were impossible.

Ixcanul- Maria is a seventeen-year-old Kaqchikel girl who lives on the slopes of an active volcano in Guatemala. An arranged marriage awaits her, but her suitor must first spend months working in the city. It is a world Maria knows nothing of but is forced to grapple with when problems arise.

When the Mountains Tremble-A documentary on the war between the Guatemalan military and the Mayan populations, with firsthand accounts by Nobel Peace Prize winner, Rigoberta Menchu.

The Long Road Home: The Odyssey of a Young Guatemalan Maya Refugee- During the 1980's, the CIA backed the Guatemalan government's efforts to destroy the resistance movement that was growing among the indigenous Maya peoples. Human rights organizations around the world condemned the army's "scorch and burn" policy, whereby the government backed militia razed over indigenous 200 villages along the Mexican/Guatemalan border in their attempts to crush the guerillas. Thousands of Maya fled across the border into Mexico seeking refuge to save their lives.

!Hablemos Español y K'iche!

Guatemaltecos (Guatemalans) are very gracious and patient people. Any attempt to speak Spanish or K'iche is greatly admired and appreciated, as well as any attempt to teach the Guatemalans some words in English if they ask. Spanish is very phonetic. Remember that the vowels are different. An E is pronounced as a long A. An I is pronounced as a long E. The LL is pronounced ya. Have fun trying to roll the RR!

Some useful phrases in Spanish:

- Hi. How are you doing? Hola. ¿Cómo está?
- Good morning! ¡Buenos días!
- Good afternoon! ¡Buenas tardes!
- Good evening! ¡Buenas noches!
- Goodbye, take care! ¡Adios, cuídase!
- Thank you very much! ¡Muchas gracias!
- How much does it cost? ¿Cuánto cuesta?
- Please. Por favor.
- I am Dr. . Soy el doctor/la doctora .
- I am Nurse . Soy la enfermera/el enfermero .
- My name is . Me llamo .
- What is your name? ¿Cómo se llama?
- Nice to meet you. Mucho gusto.

Some useful phrases in K'iche:

- Good morning. saq'arik
- Good afternoon. Xaqij
- Good evening. Xok aqab'

- How are you? la utz' uwuch??
- Greetings! jur tz'il iwach iwunojel.

Thank you for making the wonderful decision to volunteer with us in Guatemala! We are sure that it will be a life-changing experience. Salud y Paz knows that you have worked very hard to prepare and we thank you for your incredible generosity and giving spirit. You are making a difference and we are happy to travel your service journey beside you!