



GUATEMALA VILLAGE HEALTH

Improving lives one village at a time

An IRS 501(c)3 Non-Profit Charity Registered in Washington State
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Medical Team Volunteer's Handbook

Introduction

Welcome and thank you for your generosity and commitment of your time to make this upcoming medical mission a success! We appreciate every volunteer sacrificing their personal resources and time to benefit impoverished children, and accomplish the medical mission.

The purpose of this handbook is to provide some guidelines for executing medical team duties. If followed, these guidelines will help the team, and organization perform like a well-oiled machine, yielding the greatest humanitarian benefit possible, and a rewarding experience for all. This handbook is a living document, where lessons learned are incorporated for the benefit of future missions. Please provide any suggested changes to the team leader, and send them to our trip manager at tripmanager@gvhealth.org.

Preparation for the Mission:

- Come to an Orientation Meeting where you will hear about all the specifics of the trip including costs, dates, accommodations, and activities.

A brief, general summary is included at the end of this document, but does not take the place of attending a meeting.

- Complete the Guatemala Village Health application and other paperwork for the trip. Find this on <http://www.GuatemalaVillageHealth.org> on the *Trip Documents* page. For any questions contact (office@gvhealth.org/ 206-339-3352)

We need a complete file for each of you including health information, licenses, passport, etc. Every team member is required to have medical evacuation insurance (which we purchase) and is included as a part of your trip fees. If you already have your own, please provide your policy information on the emergency contact form and we will reduce your trip fee by \$45. Note some employers (such as Washington Permanente) already provide this evacuation coverage, so get the insurance ID number and save \$45!

- Provide Itinerary, Contact Information and Evacuation Insurance Numbers to the Volunteer Coordinator, and GVH office

This allows the leader and our organizational partners in Guatemala to arrange transportation and hotels at the destination and ensures appropriate resources will be lined up to receive medical equipment you will be carrying.

- Obtain Vaccines & Prophylaxis

Check with your team leader or family doctor to ensure you get the vaccines recommended by the CDC for the country you are traveling to. Some of these vaccines should be given at least a month in advance of travel to be effective.

□ **Notification of personal tour**

Your team leader needs to be aware of any personal tour that is planned either before or after the mission, to ensure accommodations are made for transfer of medical equipment you will be carrying. We can provide advice and information as well as assistance with transportation to get you started on your journey, but you are responsible for your arrangements during your personal tour.

- Everyone is expected to help with securing supplies/medications and packing for the trip as they are able. We will have monthly planning meetings starting 3 months prior to the trip and 2 packing parties, one on each of the two weekends prior to our departure.

It is OK if you miss a meeting, but we are a team, and the more help there is, the faster it goes for everyone, and the less of a burden it is for all. Also, the packing meeting is a critical time to learn of any last minute changes in either the mission, or available resources as well as anything else you should be prepared to bring. If you cannot go to the packing meeting, you must coordinate with the Team Leader (ideally in advance) so you can get any last minute instructions / plan updates.

- **Everyone will be responsible for buying their own airline tickets to Guatemala City,** though we will do our best to group people together so that no one travels alone. **Each person will be expected to take two 50 lb bags to check and a carry-on bag with their personal belongings.** There will be room in one of the checked bags for shoes, liquids, etc. You will need to pay for one or both bags depending on what type of ticket you buy.

A Packing List is attached with recommendations for what to bring. We are limited on space in the bus that we use to travel in country so pack lightly. Rates vary by carrier so check in advance; the first checked bag is free on international flights to Guatemala for some carriers, other carriers might charge \$40 for each bag.

All of the major airlines – United, Delta, American and Alaska have flights; Aeromexico/Taca can be cheaper; we suggest avoiding Spirit.

If you fly through Mexico City make sure you have >2 hrs to change planes.

- We will make all the in-country travel arrangements in terms of hotels, transportation and food. These will be included in the trip cost which covers you and part of our in-country team. There will be some optional dinners out, expeditions on rest days, etc. which you will have to pay for if you wish to participate. All alcoholic beverages and souvenirs are paid for individually.

Please let your team leader know if you have questions or concerns. Please also let your team leader know if you have any dietary restrictions. The snorkeling trip to Belize is about \$80; most other rest day activities are \$20-30.

- You will be able to get Quetzales from the bank machine at the bank in Guatemala City. This will get you the best exchange rate. A bank card with a VISA logo is more likely to be accepted than Mastercard. If there is no logo, it may not work. It is handy to have small US bills for purchases, tips. You can also get Quetzales from ATMs while we are in transit.

The Barcelo takes credit cards. Credit union credit cards charge the lowest international fees. Don't forget to notify your bank card companies of your international travel or they will block your transactions.

□ **Passport**

Verify the expiration date on your passport is valid for at least a few months after the travel date. No visa is required for entry.

Make sure that you have copies of your passport, credit and debit cards. You can also scan and upload or take a picture.

Spanish

Not required, but very beneficial. Concentrate on health and medical terminology.

Start Malaria Prophylaxis (1 week before departure)

If you are going the chloroquine route, your first pill is one week before leaving. Eat first.

Packing List

Here is a suggested packing list. Airlines have been pretty strict about size and weight of your carry-on lately, so be careful not to exceed carry-on limits. And remember to observe TSA guidelines on liquids, gels and creams, and sharp objects.

**If you contact RESERVATIONS about a month prior to departure, they *may* make your ticket “non-profit” and *may* let you check 2 bags for FREE. (This does not always work.)

General:

- Sunglasses
- Hat
- Sunscreen
- Insect Repellent** (30-50% DEET)
- Consider flea collars (2) for ankles
- Small Towel (for swimming etc.)
- Money Belt/ Passport Purse
- Fanny Pack/Daypack
- Pocket knife – Don’t put in carry on!
- Flashlight or headlamp(s)
- Rain Poncho
- Hand Sanitizer/Hand Wipes – 3 oz. max in carry on!
- Water Bottle – put your name on it

Clothing – bring quick-dry clothing. It is the tropics.

- Quick-dry Long Pants (2)
- Long sleeve Shirts (2)
- Shorts (4)
- T-Shirts (4)
- Underwear/(Bras) (6)
- Socks (4-6)
- Bathing Suit (1)
- (Skirt w/Top and/or Dress) (1-2)
- Pajamas
- Closed toed Walking Shoes (1)**
- Sandals (1) - optional
- Water Shoes (1)

Toiletries:

- Toothbrush/Toothpaste
- Comb/Brush
- Soap
- Shampoo/Cream Rinse
- Deodorant
- (Tampons)/(Razors)
- Toilet Paper (one roll or several small ones to use while “on-the-road”)
- Books – Spanish, Medicine, Health Assessment, Teaching, Pocket Formulary
- Camera
- Batteries or chargers
- Laptop & charger** (if at all possible)
- Duct Tape
- Zip lock bags to protect things from the moisture and bugs
- Plastic bag for laundry
- Flat stopper for sink for laundry
- Personal Medications
- Chloroquine or Doxycycline (Malaria Prophylaxis)
- Medical/ Dental License (if appropriate)
- Travel Insurance Policy Number and Contact Phone Numbers in luggage
- Photocopies of Passport and Cards in luggage, and scan into your email
- US Money – Small Bills

Electricity is 110V, the same as the US, so no special equipment is required.

Notes on Personal Comforts

- Many of us missed strong, caffeinated coffee. Bring VIA (Starbuck's instant). Nescafe' is the standard for Guatemalans, believe it or not. Actually we now have real coffee when we cook, but still good to bring a backup if that is what fuels your day
- We will find a way to do laundry between the first and second weeks of the trip, usually in Rio Dulce, but also possible at Finca Tatin. There are lines to hang your clothes on.
- Consider purchasing a supply of nuts or other high protein, low sugar foods for snacking. Many of the snacks that our hosts supply are sugary.
- Internet Connection:
Only the Barcelo & Viñas del Lago will have wifi connection. You can request in advance a USB modem for \$35 that works pretty well for email, sometimes for Skype, not for video/downloads on the road.
- It is quite cheap to text message from Guatemala. If you have AT&T you can buy an international texting plan, or you can get an app called WhatsApp - it costs 99 cents. If you do have AT&T and you are planning to bring your phone, make sure you find out what you need to do to reduce costs when roaming internationally. You can also get a Guatemalan phone through us for \$35 with about 200 minutes to call the US.
- A current POCKET handbook is also very useful to bring with you. Search for **London Tropical School of Medicine**.
- It's HOT and HUMID. Wear lightweight, breathable clothing. Don't go out and buy anything expensive! (Practical tip from a team member: the Balance Collection of lightweight women's clothing is carried at a marked discount at Marshall's and Ross. Clothing that will dry overnight is wonderful to have). Goodwill has lots of appropriate items at low prices.
- Many of us treat our clothing with permethrin to repel mosquitos. One can buy this at REI – Sawyer's is a good brand. It is much less expensive to buy and 8 oz bottle of 10% permethrin from a feed store. Dilute it to 0.5%:
 - 8 oz of the 10% add to 152 oz of water to make a 0.5% solution
 - 4 oz “ 76 “
 - 2 oz “ 38 “ (approx a quart)A quart is enough to treat three shirts and three pairs of lightweight pants (like scrubs). You roll them up tightly, put them in a large, heavy duty plastic bag and pour in the permethrin mix. Leave it overnight and it will absorb into the clothing. Hang clothing to drip dry. The effect will last through about 6 washes.

Arrival

You made it! Several things to help things go smoothly:

Last Minute Flight Changes

We will monitor the progress of your scheduled flight, but if you end up on a different flight because of unplanned event such as weather please CALL US so we know when to expect you and what plane to look for you on. You can either call your team leader, or call the office 206-339-3352 or Jennifer at 206-200-2418. Voice messages are automatically emailed to the team leader and others. Speak clearly and repeat critical info.

Navigating Customs in Guatemala

*On the airplane you will be asked to fill out a form before landing - a couple of reminders. You are a **tourist, do not need to declare anything.***

Next you will collect your bags. You can reject the helper. If someone does help you, \$1 US is enough for your bags.

Next you will go through customs.

Select the "nothing to declare" line. Keep it simple. State that you are there as a tourist.

At the Guatemala City Airport. do not offer to show authorities the list of bag contents unless they ask you directly.

*Tell them you are coming to help the kids in the villages. Tell them (if they ask) that the medications were given to us and they have no value. If they press it, say the **value is < \$500.***

If there is any kind of problem (there won't be; this only happens when we carry hundreds of pounds of medicines) you can call one of us on the Guatemalan lines below (or have them call us).

Exit Customs in Guatemala

As you walk out the door, there will be a lot of people in the lobby all hoping to give you a ride. Stop, be patient, look, you will see one of us in the crowd waving to catch your attention or holding a sign with your name. In any case, your destination for the evening is the Barceló Hotel, 7 Avenida 15-45 Zona 9 Guatemala, 01009. Everyone knows where the Barceló is (certainly every head of state to visit Guatemala) But don't go there without telling us or we will upset your family by calling to see where you are.

Contacts: (English Speaking)

Jennifer (dialed from US/US phone in Guatemala:) 011-502-4150-4636; On Guatemala phone call 4150-4636.

Samuel Alvarez (In Country Director): 011-502-4278-6187 mobile;011-502-2333-2653 home:

Santi Melgar (Program Assistant): 011-502-4290-1173; some English

Alejandra Zarazua (Medical Doctor): 011-502-3018-0907; Speaks English

Charlie Morales (Jennifer's Guatemalan son) 011-502-4934-3665; Speaks English

Barceló Hotel: 011-502-2378-4000 or 1-888-253-1628

US Embassy: 2326-4000

Vladimir Melgar 011-502-5986-6703 (limited English, but understands most of what you say)

Juanita Hernandez 011-502-5985-5682-6808 (Spanish only)

Your First Night:

The Barceló is a nice hotel (equiv to 3 or 4 star US). This is the nicest hotel you will be staying at. Room includes an amazing Guatemalan breakfast feast. There are ATM machines (cajeros) in the lobby that provide either Quetzals or US \$. This is a good time to stock up on some Qs for shopping and incidentals during your trip. All the food at the Barcelo is safe to eat. But, use **bottled** water to drink. There is a nice pool, workout room.

Excursions / Safety:

Guatemala can be safe. But like the bad section of any US city, if you aren't careful you can get in trouble. Therefore **you must be accompanied by a guide at all times outside of safe areas.** **You must ask/notify the trip leader first before wandering off on your own.** This is critical because we want to keep everyone safe and do not want an incident to tarnish interest of others for future work.

Execution of the Mission:

- Please be on time for team departures

"Meet @ 7:30AM in the lobby" means just that. Don't be the one keeping the bus full of people who did get up on time, from leaving. Punctuality will lead to a shorter work day for all.

- Expect the Unexpected

We are working in a developing country and moving groups of people over long distance – try to "go with the flow"; Be curious to understand how things happen in a place that is different from where you live

- Mistakes Happen

There will be times when things don't go per plan, (i.e. someone oversleeps). Please be patient with others. If everyone works together, both mistakes, and their impact will be minimized.

- Personal Adventure – Notify your team leader first

Your team leader needs to know the locations of all team members at all times, for security purposes. Notify your team leader before you wander off to go shopping. This permits security arrangements, or warnings to be made, before it is too late. Ensure others are clear when you are expected to return. Have a cell phone, Team Leader, and embassy phone numbers with you at all times.

After the Successful Mission:

- Please return blue bags within 2 weeks of the end of the mission

Multiple teams are dependent on this equipment, and adequate time is required to check, and repair equipment between missions. Many people invest a lot of effort and travel money for a mission. Don't tank the next team's mission because you have not returned the equipment they need.

- Personal tour after the mission – How to return the blue bags

If you are extending your visit for personal tour, it is your responsibility to ensure the bags make it back to the Kaiser Warehouse in Seattle WA within 2 weeks of the end of the mission (regardless of your personal tour). If you must have someone else returning earlier carry your blue bags back to Seattle, please do this. You will not be reimbursed the additional baggage fee, but you can write it off on your taxes.

- Please do give feedback on how the trip was for you. It is important to know what went well and what could be improved.

- Your trip expenses are tax deductible. Keep records for yourself. GVH has a form for you to use for your tax return.

VACCINES and PROPHYLAXIS for GUATEMALA

ROUTINE VACCINES

- **MMR** – You should make sure that you have had at least 2 doses=> THIS IS IMPORTANT!
- **Tetanus** – You should update every 10 years; if you have not had a Td in the past 5 years and have never had a Tdap then I would consider doing that before we go.
- **Polio** – You should have completed the 4 dose series.
- **Hepatitis A** – You should have the 2 vaccine series – first one gives some immunity; second one 6 months later (This is the hepatitis that you get from food.) It's ok if the series is not complete before travel.
- **Hepatitis B** – You should have 3 vaccine series – one now, then in a month, then in 6 months (This is the hepatitis that you get from blood and body fluids.) It's ok if the series is not complete before travel.

SPECIFIC VACCINES

- **Typhoid** (water borne) – You can get the the pills – 4 doses – one every other day – **to be completed a week before arrival** OR the shot (one 2 weeks before exposure and every 2 years) or Info at <http://www.cdc.gov/vaccines/pubs/vis/downloads/vis-typhoid.pdf>
Note: COSTCO has the pills available for \$12 (rumor as of April 2013)

PROPHYLAXIS

- **Malaria** (mosquito borne) –

Chloroquine - 500 mg/Hydroxychloroquine – 400mg. One pill by mouth weekly starting one week before and continuing for 4 weeks after travel. **Take on a full stomach.** (Total 6 pills for one week trip /7 for 2 weeks)

- Or -

Doxycycline – 100mg, One pill by mouth daily starting 1-2 days before travel.

Insect repellent - 30-50% DEET – The higher strength lasts longer between applications, but is no more effective. (see below for more on mosquitos)

The vaccines above can be obtained from a travel clinic or pharmacy; not just your doctor. If you need a prescription for the chloroquine, Jennifer or Teresa can provide this.

Call with questions at 206-200-2418. Thanks, Jennifer

Note: CDC Travel Website has all the information you need. TravelMD.com is another option for getting a complete list of your required vaccinations with a travel booklet, all for \$49

Traveler's Diarrhea (TD)

Ciprofloxacin/Azithromycin and Imodium – We will have these in our team medical kit, but it is great if you can bring your own supply. You want to start AS SOON AS POSSIBLE.

Non-antibiotic preventive methods have also been studied. Bismuth subsalicylate (30 ml or two tablets four times daily with meals) can prevent a significant number of cases of TD.

Bismuth subsalicylate can also be used to treat diarrhea although large doses are required. Sixty ml (or four tablets) should be taken every one-half hour until the diarrhea resolves or eight doses have been taken.

The two major disadvantages of this type of prophylaxis or treatment are the potential for salicylate toxicity (especially in those who take aspirin for any reason, pregnant women, and children) and the need to carry large quantities of bismuth subsalicylate.

Probiotics such as Lactobacillus GG have been shown to decrease the incidence of diarrhea in travelers in randomized trials. The brand, amount and frequency are in question as the products vary (regulated as a food and not a drug).

Prevent mosquito bites

Dengue, Chikungunya, Zika (<http://www.cdc.gov/zika/>) are present in Guatemala; The only treatment is PREVENTION!

Cover exposed skin by wearing long-sleeved shirts, long pants, and hats.

Use an appropriate insect repellent as directed.

Higher percentages of active ingredient provide longer protection. Use products with the following active ingredients:

DEET  (Products containing DEET include Off!, Cutter, Sawyer, and Ultrathon) – Higher concentrations need to be applied less often, but are not anymore effective, so if you have sensitive skin, better to go with the 30% and put it on every few hours.

Also effective and don't have the health risks of DEET:

Picaridin (also known as KBR 3023, Bayrepel, and icaridin products containing picaridin include Cutter Advanced, Skin So Soft Bug Guard Plus, and Autan [outside the US])

Oil of lemon eucalyptus (OLE) or PMD (Products containing OLE include Repel and Off! Botanicals)

IR3535 (Products containing IR3535 include Skin So Soft Bug Guard Plus Expedition and SkinSmart)

Always follow product directions and reapply as directed:

If you are also using sunscreen, apply sunscreen first and insect repellent second.

Use permethrin-treated  clothing and gear (such as boots, pants, socks, and tents). You can buy pre-treated clothing and gear or treat them yourself:

Treated clothing remains protective after multiple washings. See the product information to find out how long the protection will last.

If treating items yourself, follow the product instructions carefully.

Do not use permethrin directly on skin.

Stay and sleep in screened or air-conditioned rooms.

Use a bed net if the area where you are sleeping is exposed to the outdoors.

Post Trip Options

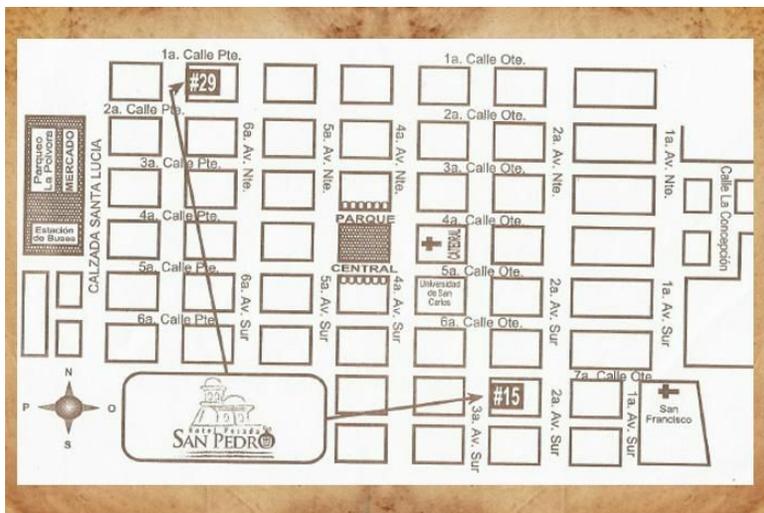
The hotel that we primarily use in Antigua is

Hotel Posada San Pedro II

Address: 7 Av. Sur, #15, Antigua Guatemala, Guatemala

Phone: [11-502-7832-0718](tel:11-502-7832-0718)

<http://www.posadasanpedro.net/portada.htm>



Alternatives are:

Hotel Posada San Pedro I

Address: 3a Av. Sur, #15, Antigua Guatemala, Guatemala

Phone: [011-502 7832 3594](tel:011-502-7832-3594)

Hotel Posada de la Luna

Avenida del Espiritu Santo, No. 22 B

[011-502-7832-9677](tel:011-502-7832-9677)