

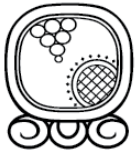


MAYA HEALTH ALLIANCE
WUQU' KAWOQ



¡Bienvenidos a Guatemala!

Volunteer Orientation Packet



WUQU' KAWOQ | MAYA HEALTH ALLIANCE PREPARATION AND PACKING LIST

Safety and Pre-Trip Health Preparation:

Consult the following sources for safety information, vaccines and health alerts before you travel as there are ongoing safety concerns in Guatemala. If you have questions, please ask the executive director.

- United States Department of State (available at <http://www.travel.state.gov>)
- Travel and health information on Guatemala by the Centers for Disease Control and Prevention (available at <http://www.cdc.gov/travel/>)

Please note: Special Dietary Needs can be very difficult to satisfy in Guatemala. Please talk to the executive director about any dietary needs BEFORE you go.

Climate and Temperature Information:

- Bocacosta: Usually 80-95 during the day, nights cool down 50s-70s..
- Antigua: Usually 70-80s during the day, can get very cold at night.
- Santiago, Comalapa, Tecpan: Can range from 40s-80s during the day, depends on cloud cover. The night-time temperatures can easily drop into 30s or below freezing during the winter months. On rainy days it might not get above 50 degrees.
 - o *Please pack accordingly to meet the drastic temperature changes throughout Guatemala.*

Communicating within Guatemala:

- We recommend all volunteers purchase a cell phone.
 - o Give the number to the executive director and our staff.
 - o Do not give your number out to everyone you meet - this could invite problems.

Communication to the USA from Guatemala:

- Public options:
 - o There are internet cafés available in almost every semi-large community. It is less than a dollar an hour. Many computers have Skype and instant messaging services available.
 - o There are international calling centers available in the large tourist centers.
- In case of emergency:
 - o Our staff have Guatemalan cell phones that you can use in an emergency.
 - o All staff have laptops with portable internet modems, if needed.
- WK main offices have wireless internet.
- We recommend that you purchase a telephone so family can easily contact you. We can also help you obtain a USB portable internet modem, if you would like your own internet access.

Packing:

Please pack *lightly*. Everyone is responsible for moving their own luggage. If you are unable to pick up and carry your bag yourself, it is too heavy! In addition to logistical concerns, having too much luggage can make you a target for petty theft.

Please be aware of what clothes you bring. It is important that you dress modestly. If you think something might be too revealing; it probably is. Please ask the executive director if you have questions.

- Backpacks or duffle bags with wheels are better than hard sided rolling suitcases, but either are fine.
- Underwear, socks, personal items
 - Be conscious that clothing will be most likely be dried on public clothesline. Also, clothes are washed in cement pilas (large sinks), which is very hard on clothing.
- T-shirts with sleeves, long-sleeve shirts
 - No skin below the clavicle should be showing, or any bra straps, or the shape of your body.
- Jeans, pants, skirts, capris, long shorts
 - Nothing above the knee.
- At least 1-2 formal set(s) of clothing for meetings, weddings, celebrations
 - Please think business casual.
- Rain jacket/umbrella/poncho (you can buy this in Guatemala)
 - Rainy season April-October
- Sweatshirt, sweater and/or fleece jacket (if living in highlands, bring more than one.)
- Shoes: Tennis shoes are the best to protect feet.
 - Flip-flops are fine, and Chacos/Texas/Keens are great!
 - It is good to have shower shoes, cheap flip-flops can be purchased in Guatemala.
- Modest Sleepwear
- Toiletries
 - Towel for bathing as well as washcloth
 - Sunscreen (the sun is intense, even on cloudy days in the highlands)
 - Feminine products can be expensive and not the same quality found in the US. Tampons can be difficult to locate.
 - Medicines, eyeglasses, contacts. Pharmacies are available.
 - It is unnecessary to bring much makeup and jewelry. Wearing makeup and jewelry can make you a target, as it is not part of local conventions.
 - Bug spray, if you like. Bugs and mosquitoes are not often a problem.
- Downtime and work activities
 - Laptop, iPod, book, journal, etc.
 - 3→2 prong converter for electronics, many outlets only have two holes.
 - Electricity surges happen. Do not leave computer plugged in if you are not using it.
 - There can be a risk of theft or loss, please back up all data often, upload work/information to our databases often, and email yourself your notes/work while in Guatemala as often as possible.
- Camera with extra batteries and/or battery charger.
 - ALWAYS ask people before you take their picture.
- Bathing suit if you like. You may have the chance to go swimming if you take a small vacation somewhere. Please have a more conservative swimsuit if you swim in local pools or with people from the community (women, please note it might be best to wear your suit under shorts and a t-shirt and swim in your clothing) Often tourist locations are different.
- Bedding is not necessary: all places will provide bedding for you.
- Any equipment you will need for your specific work.

Updated: January 2016



WUQU' KAWOQ | MAYA HEALTH ALLIANCE SAFETY AND EMERGENCY RECOMMENDATIONS

Emergency Contacts for Maya Health Alliance | Wuqu' Kawoq:

- Anne Kraemer Diaz (Executive Director) anne@wuqukawoq.org
 - In Guatemala: 011-502-3005-8042
 - In the USA: 001-513-403-3845
- Peter Rohloff (Chief Medical Officer) peter@wuqukawoq.org
 - In Guatemala: 011-502-4958-1253
 - In the USA: 001-617-447-3034
- Guatemalan Emergency Contacts:
 - Highlands: Merida Coj 5000-5833
 - Bocacosta: Glenda Gomez 3016-9521
 - English-speaking:
 - Ana Lopez de Mateo and Pedro Mateo 7839-9079
 - Karyn Choy 3042-0278

In Case of Emergency:

Earthquakes, volcanic eruptions, hurricanes/tropical storms, floods, forest fires, civil unrest, or unsafe situations due to robbery, gangs, verbal or written threats.

In the event of any emergency situation listed above or any other situation that may arise you are required to contact the executive director immediately. You must also follow these steps:

1. Call Executive Director, Guatemalan emergency contacts, or others in the emergency phone list.
2. Make sure you are in a safe location!
 - For storms, volcanic eruptions or forest fires: a safe location is out of the path of these natural phenomena. Please make sure you are on high ground during floods, out of the reach of mudslides, or locations that could become damaged. If you need advice, contact the executive director or a community collaborator.
 - Earthquakes: go outside under open air where nothing can fall on you or stand in the strongest part of the building- preferably the doorway.
 - Civil Unrest/Protests: Do not join them or go anywhere near them. You could become involved or blamed for situations that are not your fault. Foreigners are at high risk in these settings. If highways become closed or travel becomes difficult stay where you are. DO NOT attempt to travel during these times unless instructed by the executive director.
 - Unsafe Situations (Robbery, gangs, threats): If this becomes a problem in your region or directly to you as a person, we will evacuate you to Antigua. We will provide transportation.
3. Communicate with local community collaborators/WK staff about the situation, to find out more specific details about the situation and to let them know where you are and what you are doing.
4. Contact your family in the USA to let them know you are safe!
5. If necessary: Contact the U.S. Embassy: 2326-4000
Embajada de los Estados Unidos de América
Avenida Reforma 7-01, Zona 10
Guatemala Ciudad, Guatemala

General Safety Recommendations:

- Please ask if you have questions or concerns. We are here to help and want you to be safe at all times.
- Do not do something if you do not feel safe!
- Notify our staff immediately if you see or learn about something that is of worry or out of the ordinary.
- DO NOT draw attention to yourself (don't make yourself a target).
 - Do not overtly display large sums of money or expensive electronics in public.
 - Do not be flamboyant and loud when traveling on buses, walking in communities, or during house visits. Respect the communities and their way of life.

Safety while Traveling:

- Buses: All staff/volunteers may ride buses in areas outside of Guatemala City. All staff/volunteers must take strong precaution on all public transportation. It is always recommended to travel with our staff. Always plan ahead so you will not end up traveling on a bus in the dark.
- Travel in pairs or groups whenever possible.
- Do not travel at night! If you must travel at night, only do so with one of our drivers or WK staff.
- Always be aware of your surroundings, especially on buses or walking in the streets.
- If traveling to Guatemala City, you MUST arrange with the executive director before you go. Take extreme precaution in the city. It is NEVER recommended to use buses in Guatemala City.
- Stay in populated areas. Do not wander off or explore areas that you are unfamiliar with. Do NOT walk into coffee fields, farming fields alone.
- Never walk alone at night. In small communities, ALWAYS go with a community collaborator. In Antigua, walk in groups or get a taxi/tuk tuk.

Safety for Women:

- Guatemala has a machismo culture and gender roles are well-defined and expected to be followed. For example: Men work in the fields and do heavy lifting; women cook food, clean, and raise the children.
- It is important for our female volunteers to take extra precaution with males in Guatemala, especially in **rural areas**. It is necessary to not flirt, to not behave in anyway that may be considered flirting/joking. Men and women are often separated until they 'pair off' to get married, having friends of the opposite sex is not common.
- We recommend that women act very formal with men in the communities.
- Homosexuality is not accepted in rural areas.
- If you have any concerns or questions, please ask the executive director.

Protecting your personal property:

- While you will be staying with families/hotels that we know and trust, they might have guests visit that are not trustworthy. Put your valuables away so they are not in direct sight, and lock up your room/house/location whenever you leave.
- Do not leave your purse, camera, bag on the back of a chair, under your chair or out of your hands at any store, restaurant, park, internet café, even in tourist locations like Antigua and Panajachel.
- Be aware of your belongings when in crowded areas like markets or buses. Whenever possible take few possessions with you when traveling or on market days. Petty thefts occur in crowded areas.
 - Have small change or bus fare immediately available in your pocket.

Money Safety and Advice:

- While it is ok to bring US dollars to exchange at a bank, it is easier to use ATMs to withdraw quetzales directly. ATMs are widespread in Guatemala. Be sure to use the ATM safety tips below. It is important to have cash, often small bills, for daily interactions. Credit cards and American dollars are accepted in tourist areas and hotels, but are not widely accepted in small shops and restaurants.
- Notify your bank that you will be traveling *before* leaving the USA. Your bank will give you a phone number to contact in case your card is temporarily shut off.
- Make 2 copies of your bank and credit cards.
 - Leave 1 copy with your family in the USA.
 - Keep 1 copy with you in a safe place while traveling away from your credit cards.

Safety at ATMS:

- It is best to take out money in Antigua during the day or at an ATM recommended by WK in other towns/communities. Always withdraw your money and quickly put it away in safe place.
- Please use ATMs that are located inside stalls or buildings so people cannot see how much you take out.
- Be observant at ATMs: If it looks like the ATM has been compromised/abused, it probably has. Do not use it because your number could be stolen. Check the area where the card is inserted, if it seems loose in any way, do not insert your card.
- Make sure to keep in touch with your bank and monitor activity as ATMs are often compromised.

Passport Safety:

- Make 3 copies of your passport.
 - Leave 1 copy with your family *in the USA*.
 - Leave 1 copy in your main luggage where you will be staying.
 - Keep 1 copy on your person at all times as you would a drivers license.
 - Leave your passport locked in your luggage during day-to-day activities, don't travel with it.
 - If you go to the US Embassy you must have your passport or drivers license
- A scanned copy is also recommended for easy access from your email or family.

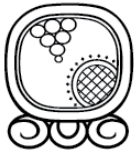
Injuries/sickness:

Do not try to be tough! Take care of yourself and tell the executive director about any problems or injuries.

Please take note of the following on how to keep you safe!

- Take care of your health- take breaks or vacations when need, drink plenty of clean water, wear sunscreen, and let us know if you are concerned about anything or you feel sick.
- Reduce your risks by avoiding street foods, lettuce, etc.
- Please keep phone emergency phone numbers with you at all times.

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**WUQU' KAWOQ | MAYA HEALTH ALLIANCE
POLICIES, GUIDELINES, AND RISK MANAGEMENT PROCEDURES
FOR STAFF AND VOLUNTEERS**

By signing the Wuqu' Kawoq – Maya Health Alliance General Release and Assumption of Risks of Travel Waiver you agree to all policies below.

Insurance

You must purchase medical and evacuation insurance before coming to Guatemala with us. We highly recommend the full package with travel insurance. Please see this website for purchasing: <http://www.insuremytrip.com/> or <http://www.statravel.com/> Please send confirmation of purchase to the executive director.

Alcohol, Tobacco, and Drug Policy:

Wuqu' Kawoq is committed to maintaining a productive, safe, and healthy work environment for all. The unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs and alcohol on Wuqu' Kawoq premises or work sites, or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution. Furthermore, the display, use, or consumption of alcoholic beverages or tobacco products in the presence of Wuqu' Kawoq's patients, or at any other time or in any other setting wherein official Wuqu' Kawoq business is conducted, is categorically prohibited. This means no smoking at, in, or near any clinics.

Confidentiality Policy:

As a volunteer you may become privy to confidential information about Wuqu' Kawoq or about patients served in its clinical activities. You must maintain the confidentiality of any and all clinical information as well as any information about Wuqu' Kawoq's internal procedures, business operations, existing or prospective donor information, proprietary research, personnel information and the like, that is not otherwise publicly disclosed by Wuqu' Kawoq. You will not use any confidential information in any manner that would be detrimental to Wuqu' Kawoq, and will avoid any actions that might impair the reputation of the Wuqu' Kawoq.

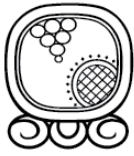
Manner of Dress:

You must dress conservatively when you are working in Wuqu' Kawoq communities or attending Wuqu' Kawoq sponsored events. Dressing modestly means not wearing low-cut shirts or tank tops, clothes that are tight, or short skirts/shorts. This includes: No tank tops with thin straps, no skirts or shorts above the knee, no tight clothing that shows the shape of the body. No skin below the clavicle should be showing, nor any bra straps. No flashy jewelry or makeup.

If we are uncomfortable with your clothing choice, we will ask you to change. We do this in order to align culturally with community members we are working with and to focus on the work we do.

Behavior

All staff/volunteers agree to act with respect in order to honor the hospitality and generosity offered by Wuqu' Kawoq and WK's community collaborators.



- Act with cultural sensitivity.
- Conduct behavior in a respectful and courteous manner.
- Maintain modesty in all public areas.
- If you have questions about use of the bathrooms, showers, hand washing, manners at meal time or anything regarding cultural understanding and behavior, please let us know.

Travel within Guatemala:

All staff/volunteers may ride buses in areas outside of Guatemala City. It is NEVER recommended to use buses in Guatemala City. All staff/volunteers must take strong precaution on all public transportation. You must speak with the executive director before traveling to Guatemala City. She will help arrange your trip.

Research Ethics:

You must have completed the Collaborative Institutional Training Initiative's International (CITI) Modules with Wuqu' Kawoq on research ethics before doing research in the field with Wuqu' Kawoq.

You agree that you have read, understand and will abide by Wuqu' Kawoq's "Statement on the disclosure of research locations and informant identification"

Wuqu' Kawoq By-laws: Subsection: Ethics and Research: Statement on the disclosure of research locations and informant identification

Research investigations carried out either by Wuqu' Kawoq staff or at Wuqu' Kawoq facilities often explore culturally and politically sensitive issues, such as ethnicity, language rights, and health care and economic disparity. Therefore, there is a small risk that disclosure of a research location or the identification of an informant might make them vulnerable to potential retaliation by local, governmental, or other parties.

Therefore, any journal publication, conference presentation, or any other public presentation of research investigations conducted by Wuqu' Kawoq staff as part of Wuqu' Kawoq's normal function, sponsored by Wuqu' Kawoq, or conducted in whole or part at a Wuqu' Kawoq facility or project will not disclose the research location nor the identity of informants unless permission to do so is explicitly requested and given.

Furthermore, care must be taken to prevent the inadvertent disclosure of identifying data by the inclusion of too-detailed descriptions of the research location or informants. To prevent this, all potential research presentations must be reviewed and approved by a member of Wuqu' Kawoq's ethics panel prior to public dissemination.

In lieu of disclosing research location, it will be permissible to utilize broad geographic localization. Acceptable descriptors include departments or generic geographic regions ("department of Suchitepéquez," "Western highlands"). In select cases where research is conducted in a rural setting it may be permissible to identify the largest closest municipality ("a rural settlement close to San Juan Comalapa").

Medical and Clinical Responsibilities:



The Chief Medical Officer, Peter Rohloff MD PHD, has oversight on all medical decisions.

- 1) Standard WK Operating Procedures (tests, medicines, labs etc) will be paid for. Peter Rohloff maintains this list and information. Anything not on this list will not be paid for by Wuqu Kawoq unless it is approved by Peter Rohloff.
- 2) Patients are to be treated with the utmost respect and best treatment and quality of care possible adhering to all medical standards in the United States.
- 3) WK utilizes OpenMRS electronic medical record database and the secure, HIPAA-approved server Egnyte for all confidential patient information and records. Do not send information by email, contact the medical director for more information.
- 4) Our team uses Asana software to communicate and drive program activities.

Respect of all Wuqu' Kawoq Property:

- Please take care of all Wuqu' Kawoq property.
- The Santiago "Clinica O'Brien" and Bocacosta "Clinica Miller" and Tecpan Office: must be kept clean and orderly. They are professional offices ready for visitors at any time.
- When staying in hotels or other people's homes: please treat the facility as if it was your own and leave it in better condition than when you found it.

Communication about projects, events, problems:

Everything that is happening in Guatemala that involves Wuqu Kawoq in any way (clinics, investigations, patient needs, visitors from other NGOs or your family) must be coordinated with the executive and medical directors.

Financial Obligations:

All volunteers/interns/field school students must pay their own airfare travel, lodging, food, laundry and other personal costs for their entire duration in Guatemala. Wuqu' Kawoq will pay for all materials, supplies, and needs associated with Wuqu' Kawoq projects.














- 1) If you need to make purchases for Wuqu' Kawoq, they must be pre-approved by the executive director.
- 2) You will need to complete a simple expense report and send it to the executive director after your trip. This report will show any/all work that you have done for WK including hours worked, and all project expenses that you have spent that can be considered a donation to WK including flights.
 - o We do this because: You are donating a great deal of time, service and money to WK. These are considered in-kind donations and the financial expenses of plane tickets and per diem are donated as official donations to WK and can be considered tax-deductible. We also would like to include this information in our annual reports to show your dedication and the time you have provided to WK and the people of Guatemala.

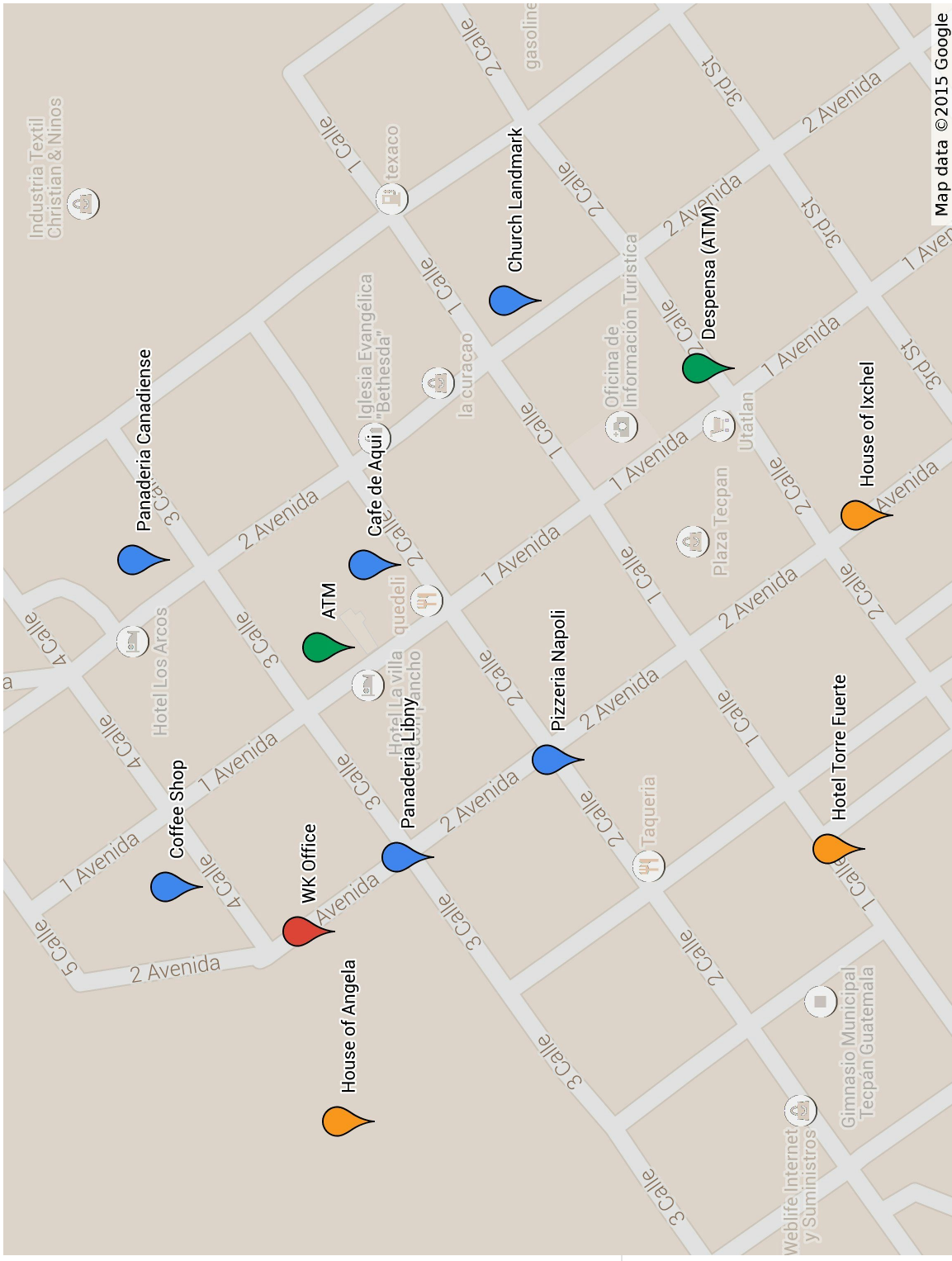
Any failure to abide by these expectations, policies, guidelines, and risk management procedures can result in dismissal.

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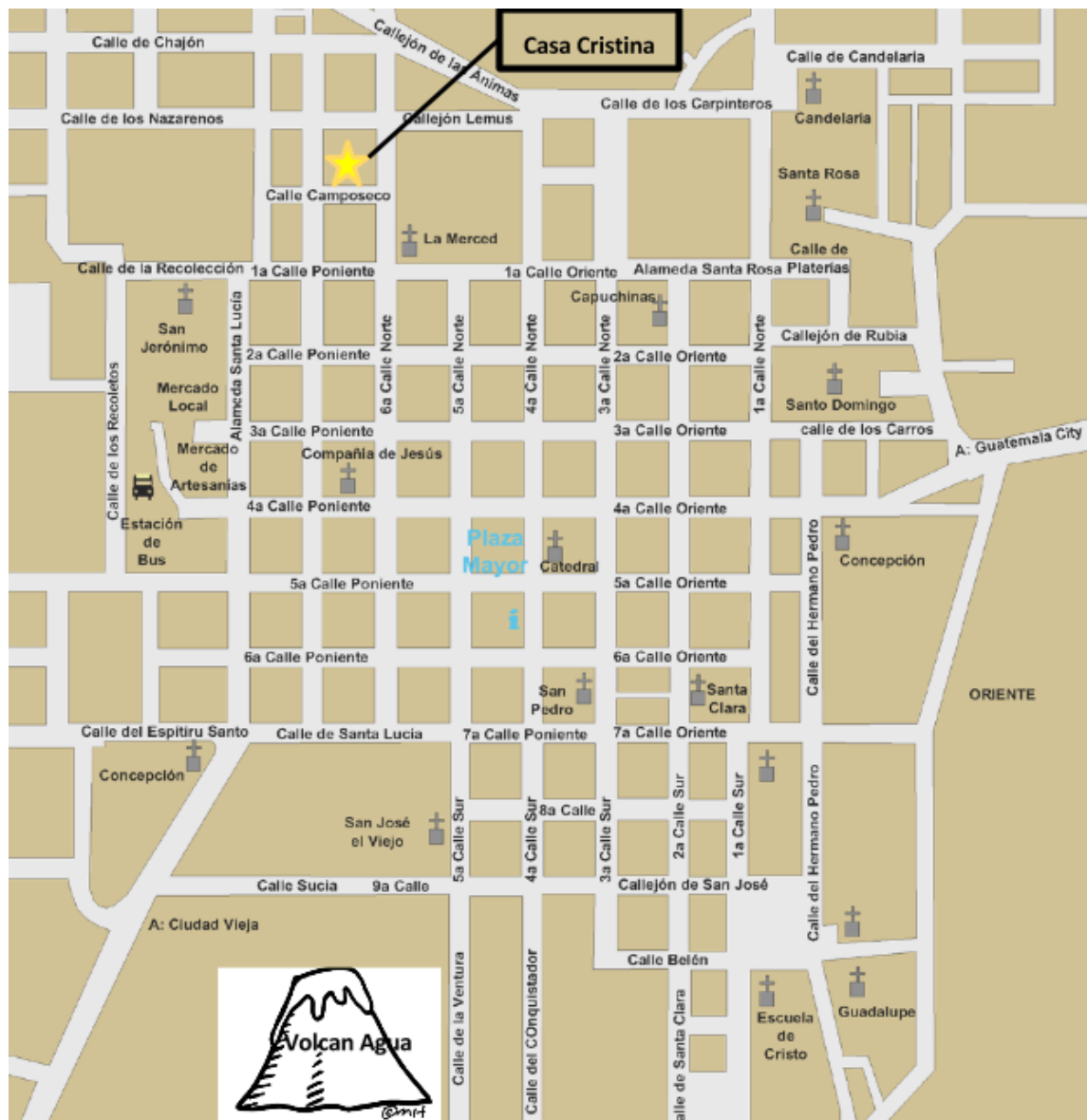
Tecpán

Basics

-  WK Office
-  Hotel Torre Fuerte
-  House of Ixchel
-  House of Angela
-  Despensa (ATM)
-  ATM
-  Church Landmark
-  Panaderia Libny
-  Pizzeria Napoli
-  Cipresales
-  Coffee Shop
-  Cafe de Aqui
-  Panaderia Canadiense



Recommendations in Antigua



Shopping

Nim Po't (5a Avenida, Norte #29)

A large shop with cultural artifacts, clothing, statues, and souvenirs from all over Guatemala. Great for buying gifts!

Artisan Market (Alameda Santa Lucia, In Between the bus stations and the large local market)

Large semi-outdoor market from local artisans and vendors from all over Guatemala. Bargaining is part of the culture.

Restaurants

Rincon Tipico (4a Calle, #3)

Guatemalan "typical food," highly recommended (\$)

Cafe Condesa (5a Avenida, Norte #5)

Breakfast and coffee, with a book shop attached (\$)

Fernando's (7a Avenida, Norte #43, or 1a Avenida, Sur #4)

Breakfast and coffee (\$)

Pumping Drinks (6a Avenida, Norte #34)

Boba tea (\$)

Rainbow Cafe (7a Avenida, Sur #8)

Sandwiches, nachos, Hummus, beans and rice (\$)

Bagel Barn (5a Calle, Poniente #2)

Bagels, bagel sandwiches, pizza bagels, coffee (\$)

Cerro San Cristobal (Located about 15 minutes from Central Park with a Q10 shuttle from Nim P'ot)

Mainly vegetarian with fish and shrimp and full bar, breakfast to dinner and free tours of the organic garden, orchid greenhouse, incredible view of the Antigua valley. This is slow Farm to Table eating. (\$)

Dona Luisa Xicotencatl (4a Calle, Oriente #12)

Incredible banana bread, breads and pastries (\$)

Luna de Miel (6a Avenida, Norte #40)

Crepes, salads, smoothies, and ice cream (\$\$)

Cafe Sky (1a Avenida, Sur #15)

Nachos, snacks, salads, sandwiches, drinks. Great for late afternoon snacks and drinks to see Antigua and watch the sun set from the top deck. (\$\$)

Sabe Rico (6a Avenida, Sur #7)

Lunch or dinner with a mix of everything, set in a beautiful garden, with a chocolateria attached (\$\$)

Epicure (3a Avenida, Norte #11B)

Lunch and dinner restaurant with a mix of everything, set in a beautiful garden (\$\$)

Tartines (4a Calle, Oriente #1C)

French, with best patio overlooking the ruins of the Cathedral (\$\$)

Tenedor del Cerro (On top of a mountain overlooking Antigua, bus leaves from Santo Domingo)

Breakfast, lunch, dinner, pasta and pizza. (\$\$)

Origami (6a Calle, Oriente #6)

Japanese soul food, salads, fresh juices, and Vietnamese coffee (\$\$)

El Cazador (3a Avenida, Norte #1B)

Italian food, pastas and pizzas, great wine selection (\$\$\$)

Bistro Cinq (4a Calle, Oriente #7)

French food, always new items on the menu, great wine. Reservations for weekend (\$\$\$)

Angeline (2a Calle, Poniente #3)

International, Guatemalan, great wine bar. Reservations for weekend (\$\$\$)

Activities

Santa Catalina Arch (5a Avenida Norte and 2a Calle Poniente, near Central Plaza)

Iconic landmark of the city built in the 17th century. Street with interesting shops, including Nim P'ot located under the arch.

La Merced (5a Avenida Norte and 1a Calle Poniente, near Central Plaza)

Iconic church built in the 17th century.

Las Capuchinas Convento (2a Avenida Norte and 2a Calle Oriente)

A convent and church from the Italian Capuchins, over 300 years old. Can tour their living quarters.

San Francisco El Grande Church (7a Calle and Calle de los Pasos)

Beautiful church that was more available for the people, including indigenous people, church was split by an earthquake 400 years ago, and one can tour the remains of the church, as well as the active church. Many frequent this church as it also has a shrine/museum of Peter of Saint Joseph Betancur. (Anne's favorite church/ruins).

Convento Santa Clara (2a Avenida Sur and 6a Calle Oriente)

Beautiful ruins to wander around, not large, but just able to enjoy the restoration work and atmosphere, take pictures, relax. Has a small museum. (Peter's favorite church/ruins).

Casa Popenoe (6a. Calle, Oriente #16)

A guided tour of an incredible house, great for those who love history and architecture, incredible ingenuity for hot and cold water in the bath from the 1700s, stunning gardens.

Cerro de La Cruz (Hill with the Cross)

A beautiful hill on the north side of Antigua with fantastic views of the valley and volcanoes. One can hike there up the path with stairs. Always best to travel in groups or with a tourist police, they take groups. Or you can make a small fee for a Tuk Tuk or Taxi to take you there. It shows the immensity of Agua Volcano.

Santo Domingo 5 Star Hotel, Restaurant and Museums (3a Avenida, Oriente #28A)

400 year old monastery, leveled by an earthquake, now an interesting 5 star hotel, with great museums about Guatemala, Antigua both modern and ancient. Has a restaurant as well.

Antigua Tour by Elizabeth Bell (3a Calle, Oriente #22)

Informative, 3-hour tour of Antigua, with insight into the history of the city and access to many museums and ruins.

Chocolate Museum (4a Calle, Oriente #14)

A chocolate museum and shop. Options include a cup of pure chocolate, coffee/chocolate mix, chocolate fondue, and learning about the process of making chocolate and raw cacao.

Coffee Tour (variety of tour agencies throughout city)

Informative tour on the coffee-making process, usually with a free coffee at the end! More expensive but more informative about coffee is the Finca Filadelfia tour. Finca Azotea has a nice tour with a music museum as well.

Volcan de Pacaya (variety of tour agencies throughout city)

A hike to a volcano that was last active in 2014. At the top, roast marshmallows!