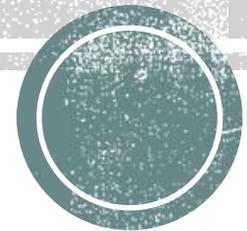
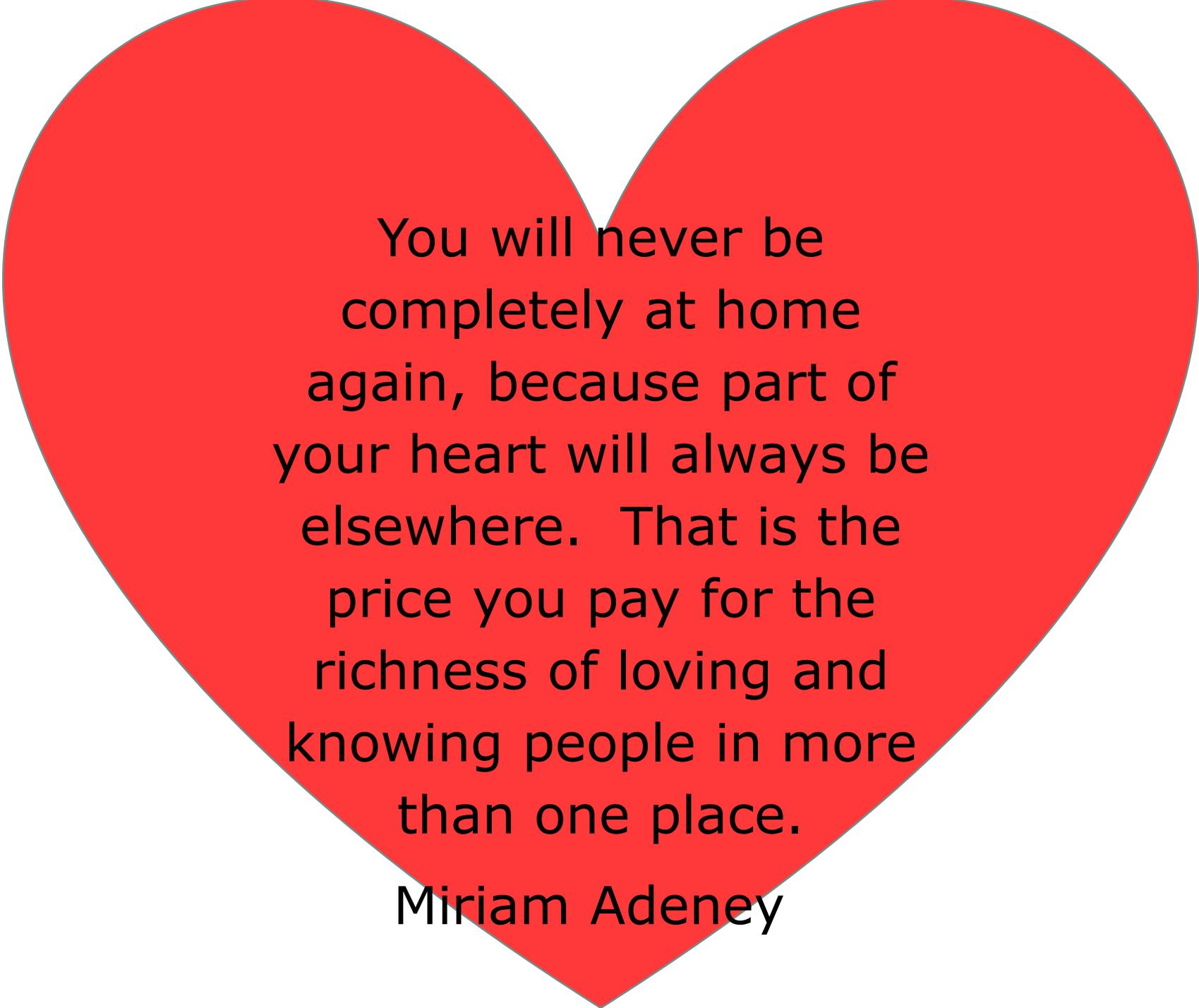


Preparing volunteers for international service

Resources, ideas and shared experiences from
NPH USA International Volunteer Program





You will never be
completely at home
again, because part of
your heart will always be
elsewhere. That is the
price you pay for the
richness of loving and
knowing people in more
than one place.

Miriam Adeney



As international programs we have a special responsibility to set up our volunteers for success. I believe we must:

- Have structures in place to ensure that volunteers are protected, celebrated and supported.
- Deliver useful information in a variety to ways.
- Help volunteers see their gifts and their areas for growth.



Agenda

- Introductions
- Paperwork, written materials, checklists
- Building community with incoming volunteers
- Intercultural/Global citizenship
- Key partners and resources



Introductions

Please share your name, your organization, and how long you have been involved with your organization.

If there were an award named after you what would it be for?

OR

What book do you recommend everyone in this room should read? Why?



Vicky Martell Medley

- BA in Latin American Studies and Spanish, MAT in Secondary Education.
- Lived in Latin America on 2 occasions: as a high school exchange student and as a volunteer with NPH Honduras. Travel internationally each year.
- Serve as the NPH USA International Volunteer Coordinator for the past 10 years.
- We started very small 10 years ago. NPH has always had volunteers, but it was the first time the US fundraising offices was involved.
- Dynamic work: always opportunities for learning and growth.



NPH International Volunteer Program

- NPH was founded in 1954 by Father William Wasson.
- We raise over 3,400 orphaned and abandoned children in Mexico, Honduras, Guatemala, Nicaragua, El Salvador, Peru, Bolivia, the Dominican Republic and Haiti. Over 17,000 children have been raised at the NPH homes. NPH children are not up for adoption.
- We have about 80 volunteers a year, about half come from the US. I do the screening, help with placement, and provide support to volunteers before, during and after service.
- Our volunteers serve for at least one year. NPH provides room and board, access to basic medical care, and a modest stipend. NPH USA provides health insurance.
- Volunteers have a job during the day and spend time with children each evening.

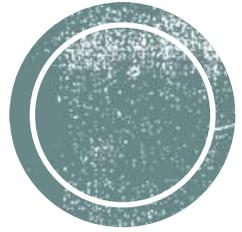


An Ignorant Pilgrim

“If you could do it, I suppose, it would be a good idea to live your life in a straight line—starting say, in the Dark Wood of Error, and proceeding by logical steps through Hell and Purgatory and into Heaven. Or you could take the King’s Highway past appropriately named dangers, toils, and snares, and finally cross the River of Death and enter the Celestial City. But that is not the way I have done it, so far. I am a pilgrim, but my pilgrimage has been wandering and unmarked. Often what has looked like a straight line to me has been a circle or a doubling back. I have been in the Dark Wood of Error any number of times. I have known something of Hell, Purgatory, and Heaven, but not always in that order. The names of many of the snares and dangers have been made known to me, but I have seen them only in looking back. Often I have not known where I was going until I was already there. I have had my share of desires and goals, but my life has come to me or I have gone to it mainly by way of mistakes and surprises. Often I have received better than I have deserved. Often my fairest hopes have rested on bad mistakes. I am an ignorant pilgrim, crossing a dark valley. And yet for a long time, looking back, I have been unable to shake off the feeling that I have been led—make of that what you will.”

Wendell Berry





Paperwork, materials and checklists.

We'll start with the boring but necessary!

Forms to be completed before service:

- We mail a packet to volunteers with all forms, a guidebook and some articles when they are accepted.
- Forms are due at least a month prior to departure. We keep scanned and hard copies, and log their arrival date into our database:

Opportunity Name	[Redacted]	Country Designation	Guatemala
Region	Southwest	Volunteer Position Start Date	6/28/2015
Close Date	1/8/2015	Job Title	Librarian
Stage	Current Volunteer	IVP Final Packet Sent	<input type="checkbox"/>
Application Received by NPH USA	1/1/2015	IVP Press Release	<input type="checkbox"/>
Volunteer App Sent to NPH	2/2/2015	Volunteer Position End Date	
IVP - Apps sent to these countries	Dominican Republic; Guatemala; Mexico	IVP Service Status	
References	3	NPH Re-Hire	
Reviewed	<input type="checkbox"/>	Account Name	Individual

Forms Received

IVP - Background Received	6/21/2015	IVP - Photo Release	6/21/2015
IVP - Emergency Contacts Received	6/21/2015	IVP - Website Information	6/21/2015
IVP Health Statement Received	6/21/2015	IVP - Insurance	[Redacted]
IVP - Liability Release Received	6/21/2015	IMG Patriot	<input checked="" type="checkbox"/>
IVP - Mutual Commitment Received	6/21/2015		

Additional Information

Description



Forms to be completed before service:

- All are important, but to me the Health Statement and the Emergency Contacts are the most important. In case of emergency you want those readily accessible by staff in the US and abroad.
- One form that we have added in recent years a Family Resources for NPH International Volunteers. It outlines what to do in case of emergency. Note that we encourage parents to have passports while their children are abroad. Volunteers give this to their family; many parents call me throughout the year!



To Do List

- Keep all of your NPH documents in one place.** Set aside time each week/month for preparations. Do NOT wait until the last minute to prepare.
- Have your medical provider complete the NPH Volunteer Health Statement.** Get the vaccines required by NPH, listed on the Health Statement.
- Research and purchase flights to the country where you will serve.** Make sure that you have cleared the travel dates with the NPH Volunteer Coordinator where you will serve.
- If you are traveling to a country that has complicated visa requirements (i.e. El Salvador, Haiti or Bolivia) research and apply for the proper visa.** The Volunteer Coordinator at the NPH home where you will serve can get you started, and you should contact the consulate from the country where you will serve. Most of the Central American and Caribbean countries (Mexico, Guatemala, Honduras, the Dominican Republic, and Nicaragua) have simple visa requirements-for those countries you will most likely apply on the flight as you arrive.
- Sign up for the IMG health insurance and email Vicky (vmedley@nphusa.org) the confirmation.** She will then request a check to cover those costs. See pages 8-9 for details.
- Send the following:**
 - Health Statement
 - Mutual Commitment
 - Background Authorization Release
 - Emergency Contact Information
 - Liability Release
 - Photo Release form
 - NPHI Visitor Policy

To: NPH USA, Attn: Kathy Salgado
134 North LaSalle Street, Suite 500
Chicago, IL 60602-1036

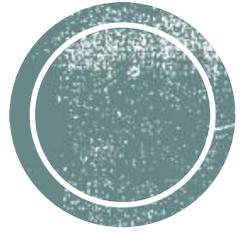


The first 1/3 of our
to-do list for
accepted
volunteers



**All forms must
be received at
least a month
prior to your
departure.**





Building community with our new volunteers

What information about volunteers we gather and share.
Conference calls.

Information gathered and shared

- We share a volunteers name, hometown, alma mater, volunteer position and photo on our website:

CURRENT INTERNATIONAL VOLUNTEERS | **FORMER VOLUNTEERS**

	Name: Jason Abbott Hometown: Phoenix, AZ School: Loyola Marymount University Location: NPH Honduras Position: Tutor
	Name: Willis Allen Hometown: Long Beach, CA School: Chapman University Location: NPH Guatemala Position: Activities Coordinator



Information gathered and shared:

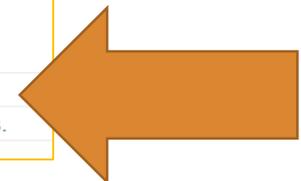
- We share that same information, plus a paragraph about each volunteer (written by the volunteer) with our staff in the US as well as the local staff and volunteer community that will receive the volunteer.



Information gathered and shared:

- We log care package requests into our database.

Opportunity Detail	
Edit Delete Clone Sharing	
International Volunteer	
Opportunity Name	██████████ 2015 Volunteer - International
Country Designation	Guatemala
Region	Southwest
Volunteer Position Start Date	6/28/2015
Close Date	1/8/2015
Job Title	Librarian
Stage	Current Volunteer
IVP Final Packet Sent	
Application Received by NPH USA	1/1/2015
IVP Press Release	<input type="checkbox"/>
Volunteer App Sent to NPH	2/2/2015
Volunteer Position End Date	
IVP - Apps sent to these countries	Dominican Republic; Guatemala; Mexico
IVP Service Status	
References	3
NPH Re-Hire	
Reviewed	<input type="checkbox"/>
Account Name	Individual
Forms Received	
IVP - Background Received	6/21/2015
IVP - Photo Release	6/21/2015
IVP - Emergency Contacts Received	6/21/2015
IVP - Website Information	6/21/2015
IVP Health Statement Received	6/21/2015
IVP - Insurance	██████████
IVP - Liability Release Received	6/21/2015
IMG Patriot	<input checked="" type="checkbox"/>
IVP - Mutual Commitment Received	6/21/2015
Additional Information	
Description	
IVP - Care Package Requests	My favorite treats include reese's peanut butter cups, BBQ Lays, Tostitos, nutella, crystal lite lemonade packets, pistachios, cashews, and gluten free cookies.



Conference calls

Country specific calls:

An opportunity to see some photos, go over some essential rules, get to know each other. They will receive a complete orientation when they arrive at their service site.

- Former volunteers join us. I try to pick dynamic volunteers who do not talk too much.
- Ice breakers, conversation style (rather than a presentation). We try and create a really comfortable space to ask all sorts of questions.
- Resist the temptation to cover too much. At the end of the call the volunteers should know what to pack, some key rules, what to expect on their travel day.
- Encourage volunteers to continue the conversation! FB groups, email threads, etc.

Topic specific calls:

- Medical school/graduate school preparations.
- Diversity among volunteers; story telling and what to expect.



What clothing to pack

- What most employees wear.
- What most volunteers wear daily.
- Clothing should be modest, and nothing too tight or revealing. If you can see in it, up it or through it, do not pack it. Clothing should be in good repair.
- You will be given NPH polo shirts to wear if you need one for work.
- Bring along some nice clothes for parties, special masses, graduations, etc.
- Plan for weekends off when you will go out dancing or to parties.
- You will need sturdy shoes, flip flops are a good idea.



More on what clothing to pack

For women:

- Long shorts are fine for time off of work.
- Jeans, skirts, casual tops, sun dresses are best for work.
- Most girls at NPH do not wear swim suits, and instead use shorts and t-shirts. Plan to wear shorts or t-shirt over a bathing suit. No bikinis at NPH.

For men:

- Khakis, jeans, casual pants (with belts) and polo or button down shirts are best for work.
- Long shorts for time off work.



What else to pack

- Sheets and towels (provided, but not lovely).
- Computer, speakers, power strip.
- Flashlight, watch.
- Phones can be bought there.
- Toiletries (tampons, bug spray and sun screen, contact solution tend to be expensive).





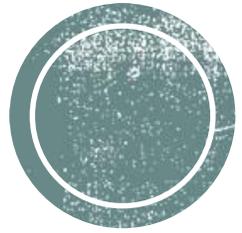
NPH USA
Raising Children. Transforming Lives.



Tattoos and piercings

- What is culturally appropriate in Honduras.
- What is accepted at NPH.
- How and when to cover up





Guiding global citizenship

Preparing intercultural ambassadors

Provide a hearty reading list:

Recommended Reading/Media List

Following are some of our favorite blogs, Web sites, books and resources for incoming volunteers:

Blogs

- <http://manosdemusica.blogspot.com/>
NPH Honduras volunteer Doug Orofino
- <http://ashleysiferd.wordpress.com>
NPH El Salvador volunteer Ashley Siferd
- <http://jessheintz.blogspot.com/>
NPH Guatemala volunteer Jessica Heintz
- <http://www.bridgetshope.blogspot.com/>
NPFs/NPH Haiti volunteer Bridget Holtz
- <http://kristenmages.blogspot.com/>
NPH DR volunteer Kristen Mages
- <http://ayearofadventureandwonder.wordpress.com/>
Amanda Schmitz in NPH Mexico
- www.mollyinhaiti.blogspot.com/
Former NPFs Haiti volunteer Molly Hightower, who was killed in the 2010 Haiti earthquake.

- *Dreams of the Heart*, Violeta Barrios de Chamorro.
- *Nicaragua: A Guide to People, Politics and Culture*, Hazel Plunkett and Nick Caistor.
- *If This Soil Could Stop Bleeding*, Worth H Weller.
- *Enrique's Journey*, Sonia Nazario.
- *Whispering in the Giant's Ear: a Frontline Chronicle From Bolivia's War on Globalization*, William Powers.
- *Mountains Beyond Mountains*, Tracey Kidder. About Haiti.
- *Paradise Lost: Haiti's Tumultuous Journey from Pearl of the Caribbean to Third World Hotspot*, Philippe Girard.

Videos

- *Romero*.

Books

- For Spanish: *Breaking Out of Beginner's Spanish*, Joseph J. Keenan.
- *Walking with the Poor*, Bryant Meyers.
- *Uncommon Grounds, The History of Coffee and How it Transformed the World*, Mark Pedergrast.
- *Bitter Grounds*, Sandra Benitez. A novel about the wars and tragedies in El Salvador.
- *From Grandmother to Granddaughter: Salvadoran Women's Stories*, Michael Gorkin.
- *Guatemalan Journey*, Stephen Benz.
- *Guatemala, The Making of a Revolution*, George Black.
- *The River of Lost Voices: Stories from Guatemala*, Mark Brazaitis.
- *Rigoberta Menchu and the Story of All Poor Guatemalans*, David Stoll.
- *Don't Be Afraid Gringo: A Honduran Woman*

- *Romero*.
- NPH USA's YouTube channel: www.youtube.com/nphusa
- *The NPH Volunteer Experience*: www.youtube.com/nphinternational

Web Sites

- The Krista Foundation: go to the "resources and articles" section. There are lots of great articles on service and global citizenship. www.kristafoundation.org
- *Staying for Tea: Good Principles and Practices of Community Based International Development*. <http://stayingfortea.org>
- *How to be a Conscientious Christian Gringo: 12 Steps to Affecting Long-Term Change in Yourself and the World*. Written by a former NPH Honduras volunteer. www.tc.umn.edu/~alani005/gringobook/



Add in some great international development thoughts:

- We give all volunteers copies of “Staying for Tea, Good Principles and Practices in Community Development”, available at the Krista Foundation.
- For volunteer appreciation, we have opened a “virtual bookstore” and let them chose books that we send during service.



Assess volunteers' cultural competence:

We use the IES, or Intercultural Effectiveness Scale, delivered via the Intercultural Communication Institute.

“ Intercultural Effectiveness Scale (IES) was developed specifically to evaluate the competencies critical to interacting effectively with people who are from cultures other than our own. This instrument is used primarily by non-profit organizations, including government agencies and educational institutions for:

- Pre-and post- measurements for changes in intercultural competencies (used in higher education for accreditation purposes)
- Global management, human resource management, cross-cultural communication, and diversity courses to increase student awareness and self-analysis for improvement
- Intercultural competency needs assessment for training design or organizational diversity initiatives

The competencies assessed by the IES evaluate how well individuals work and interact with people who are culturally different from them (national culture, gender, generation, ethnic group, religious affiliation, etc.)”



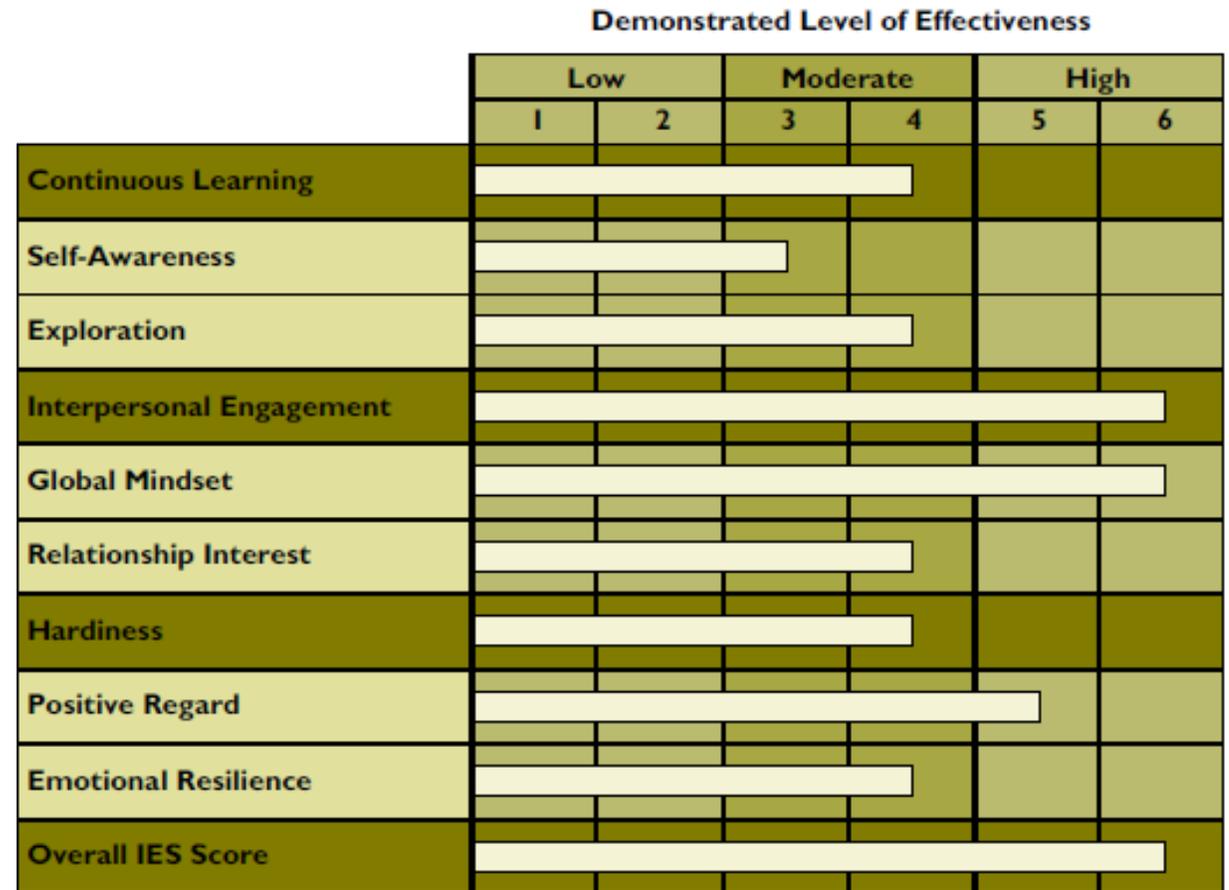
The IES measures 3 competencies and 6 sub dimensions:

1. Continuous Learning (self awareness and exploration)
2. Interpersonal engagement (global mindset and relationship interest)
3. Hardiness (positive regard and emotional resilience)



IES administration, delivery and debrief

- Volunteers receive an email with instructions to take the IES. It's a 10 minute survey.
- We hold another conference call, or series of calls to talk about the IES. We cover the main areas, talk about how it pertains to NPH
- At the end of the call I forward to results to the volunteers.
- Within 2 weeks volunteers must come up with a personal development plan related to the results.



A discussion of each of the dimensions above can be found on the following pages.

Ground volunteers in partnership based service.

- We use the “Impact Abroad Toolkit”, a series of online courses about partnership based service. Sadly they have closed down.
- Brainstorm about other books, curriculum, discussions about accompaniment, partnerships that ground volunteers in good development thinking.



Ideas for partnership based service:



