

Esperanza México

Fundación Esperanza de México AC



Volunteer Group Planning Handbook

Esperanza International
PO BOX 20604
Seattle WA 98102
www.esperanzaint.org
Revised 6/1/2010

Table of Contents

<u>Section One – Mission and Purpose</u>	3
<u>The Esperanza Philosophy</u>	3
<u>Section Two – The Esperanza Experience</u>	4
<u>The Esperanza Service Project</u>	4
<u>Esperanza House Building</u>	4
<u>Additional Opportunities</u>	4
<u>Border Tour</u>	4
<u>Orphanage Visit</u>	5
<u>Esperanza Health Center</u>	5
<u>Other Opportunities</u>	5
<u>Esperanza's Staff and Long Term Volunteers</u>	5
<u>Donated Goods</u>	5
<u>Section Three – Esperanza Community Development System</u>	6
<u>Esperanza International, Inc. (Who we are)</u>	6
<u>Fundacion Esperanza de Mexico AC (FEM)</u>	6
<u>Fondo de Ahorro para Vivienda (FAV)</u>	6
<u>A Brief Look at the Families' Process</u>	7
<u>Profile of a Family</u>	8
<u>Profile of a Neighborhood</u>	8
<u>What is the Participation of the Volunteer Groups</u>	9
<u>Section Four – Event Planning</u>	10
<u>Event Planning Timeline - When to get things done</u>	10
<u>Section Five – Posada Esperanza (Inn Esperanza) Housing & Facilities</u>	11
<u>Authority/Supervision</u>	11
<u>Rooms</u>	11
<u>Posada Grounds</u>	11
<u>The Bathrooms</u>	11
<u>The Showers</u>	11
<u>Trash</u>	11
<u>Quiet Hours</u>	12
<u>Meal Planning and Preparation</u>	12
<u>Drinking Water</u>	12
<u>Section Six – The Esperanza Worksite</u>	13
<u>Supervision</u>	13
<u>Working at the site</u>	13
<u>Safety at the worksite</u>	13
<u>Section Seven– Resources</u>	14
<u>International Medical Insurance</u>	14
<u>Mexico Auto Insurance</u>	14
<u>San Diego/Tijuana Area Vehicle Rental</u>	15
<u>Border Crossing Information</u>	15
<u>Travel Documents</u>	15
<u>Spanish Words, Phrases and Questions</u>	16

<u>Section Eight – Safety and Emergency Information</u>	17
<u>Making a Call From Mexico to the U.S.</u>	17
<u>U.S. Embassy in Tijuana</u>	17
<u>Esperanza Office</u>	17
<u>Vehicle Break-Downs</u>	17
<u>Vehicle Accident</u>	17
<u>Be Prepared</u>	17
<u>First Aid Precautionary Measures</u>	17
<u>Medical Emergencies Plan</u>	18
<u>Group Safety and Awareness</u>	18
<u>U.S. State Department Travel Advisory</u>	18
<u>Esperanza’s Preparedness Plan</u>	19
<u>Visit Us</u>	19
<u>Section Nine – Maps</u>	20
<u>Tijuana Region Map</u>	20
<u>Tijuana Downtown Maps</u>	21-22
<u>San Diego Hospital Map</u>	23
<u>Map & Directions to Pueblo Esperanza</u>	24
<u>Section Ten – Forms</u>	25
<u>Esperanza Release And Waiver of Liability</u>	25
<u>Esperanza Medical Information & Authorization</u>	25
<u>Notarized Parent(s) Border Crossing Consent Forms</u>	26
<u>Personal Packing List</u>	27
<u>Group Packing List</u>	28
<u>First Aid List</u>	28

SECTION ONE

Mission and Purpose

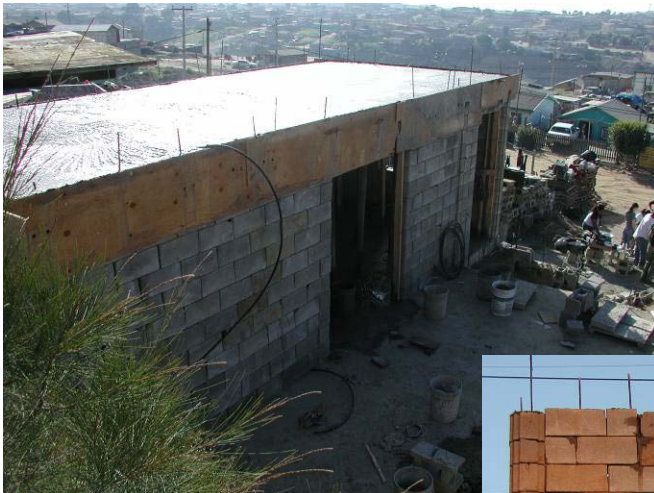
The Esperanza Philosophy

The work that is done by Fundación Esperanza de México (FEM) is social development, which assists in forming and supporting a local community organization so that members participate in the solutions to their own problems. The goal of the program is participation and initiative in the community. In other words, when help comes to the community from the outside, it is because the community previously prepared and organized itself before asking for help.

This also requires a particular attitude on the part of persons and organizations that are working in the community. It is necessary that they participate in a relationship of equals among equals. Groups are there to fulfill the role requested by the community not to take over or redirect the project. In the past, much of the passive behavior in the communities was reinforced by the attitudes of organizations coming in from outside, thinking that they had the solution to community problems and the giving of free handouts. This kind of thinking fosters dependency by enabling people not to participate in the solutions to their own problems.

As a volunteer, you are supporting the work of Esperanza with your fees and service. If a particular individual or family should approach you with a personal request for aid, financial or other, we ask that you contact our Executive Director or our Registrar to channel any gifts in a way that supports our philosophy and systems. Personal gifts can cause conflict within our organization and between families and communities.

Fundación Esperanza de México (FEM) has a series of presentations and educational activities that help the communities as well as the Volunteer Groups to better understand the conditions necessary to be able to work effectively in the communities, and to give a better idea of the social conditions that are generating problems at the border and specifically the problems of housing.



SECTION TWO

The Esperanza Experience

THE ESPERANZA SERVICE PROJECT

Most teams who come to Mexico with Esperanza are involved in building an 11'x26', home, with a concrete foundation, concrete slab floor, concrete block walls, and concrete roof. Volunteers gradually realize that there is much more to the experience: team and community building; sharing of common values across cultural, social and economic differences; observing and learning how a participatory neighborhood-based program can become a means to life improvement

ESPERANZA HOUSE BUILDING

Esperanza builds three models of homes. 1--11'x26', 2 -- 11'x22' and 3 which combines 1 and 2 together. The homes are designed to be able to add a second floor at a later date. Every home is built with a concrete foundation and concrete slab floor. Esperanza has designed and patented an interlocking concrete block construction system. This includes a concrete roof which will become the floor of the second story if added later. The construction system is designed to be built by groups with little or no construction experience. The homes are designed to meet safety, structural and earthquake codes. Installation of doors and windows plus stucco finish and painting are the responsibility of the homeowners. An Esperanza house is a solid, long lasting structure that is fire resistant and stays cool in the summer and warm in the winter. Concrete block construction is more desirable than wood in the Tijuana communities.



Our construction methods attempt to maximize the abilities of the groups. There are ways that phases of the project could be completed faster and easier using more expensive equipment. However, the result would be less involvement by the group members. We want every participant in every group involved in the building process. We believe the result will be a greater sense of accomplishment, a stronger team mentality and a better opportunity to build relationship with the family and community. We want groups to know that this project is about more than just building houses. We want to build bridges between people and cultures. It is very important during the project to get to know the family, experience the culture, play with the children and experience the communities.

Occasionally our building projects may include a community center, school, rehabilitation center or other needs determined and planned for by the communities we work in.

Esperanza houses are built in phases involving the family, community and volunteer groups:

Phase 1: Concrete block production – Done by community and family.

Phase 2: Foundation and slab – Done by volunteer groups with community and family involvement.

Phase 3: Walls and roof – Done by volunteer groups with community and family involvement.

Phase 3: Finishing – Done by family.

Depending on the size of the house and other factors, phase 2 can take one week or longer as can phase 3.

Esperanza is committed to community development. We believe true change can happen in the lives of people when they are empowered to bring about change. Each group that participates in any phase of building becomes part of that empowered community and contributes to bringing about change. We hope you are able to see your group's connection to the family you are building with, the community you are in and the other groups who have or will work on the same house. You become the change we believe in.

ADDITIONAL OPPORTUNITIES

Border Tour

Esperanza offers a view of the Mexico - US border from Mexico. What do the border walls say to the people of Mexico? Hear personal stories and reflections. Tour can be setup through the Esperanza Volunteer Coordinator when you meet at the Posada.



Orphanage Visit

Esperanza has a relationship with a local orphanage. One hour visits to play with the children and see life in the orphanage can be arranged. Donations of diapers, soap, rice and beans are welcome. Visits can be setup through the Esperanza Volunteer Coordinator when you meet at the Posada.

Esperanza Health Center

Esperanza established a Health Center several years ago in the area of the old city dump to respond to the needs of the people who lived in that toxic environment. Since then the Health Center has also responded to the needs of the greater Tijuana region. Please contact the Esperanza Registrar to arrange for a two hour informational tour or a one day informational tour and volunteer experience. Fee and scheduling for this experience are available by contacting the Registrar.



Other Opportunities

There are often other opportunities that can be setup by the Esperanza Volunteer Coordinator when you meet in Mexico or through communication prior to your arrival. Opportunities to learn more about, and experience, the culture, life and politics of the Tijuana region as well as learn more about the work of Esperanza.

(Note – some of these might include an additional fee or a donation may be encouraged)

ESPERANZA'S STAFF AND LONG TERM VOLUNTEERS

The Construction Team and Volunteer Coordinators are the staff most seen and known by the groups because they serve alongside the groups in Mexico. Esperanza Mexico also employs an executive director, community social workers, office staff and Posada staff.

Esperanza's staff is dedicated to making the experience of each group in Mexico the safest and best it can be for both the families and the group.

Some of our Volunteer Coordinators are trained long term volunteers. These volunteers are committed to assisting and encouraging groups throughout their experience with Esperanza.

DONATED GOODS

There are Mexican Customs regulations which restrict what may be brought into Mexico. Failure to follow regulations may result in seizure of the goods, seizure of the vehicle, and/or substantial fines and attorney's fees. Please contact the registrar for more information on what items you may transport into Mexico. Once you have checked the restrictions, donations brought with you are welcome. In keeping with our philosophy, these will not be given away but used in ways the community feels best.

We cannot provide pick up services in the U. S. unless the donations are directly beneficial to our operations in Tijuana (tools, machinery, etc).

Call FEM if you have questions.
Josefina Pataky, Executive Director
Fundación Esperanza de México
josefinapataky@yahoo.com
619 410 3991 www.esperanzademexico.org

For additional ways to participate further in the Esperanza Experience, go to www.esperanzaint.org. The U.S. Department of State has a helpful section titled "Tips for Travelers to Mexico" at http://travel.state.gov/travel/travel_1744.html

This site gives some information about Mexican Customs Regulations as well as other helpful information.

SECTION THREE

Esperanza Community Development System

ESPERANZA INTERNATIONAL, INC. (WHO WE ARE)

The US-based Esperanza International, Inc. is a non-profit, non-sectarian, charitable corporation, dedicated to empowering the poor to help themselves by bridging existing needs with available resources. This organization was founded in 1984 and became a 501(c)(3) non-profit corporation in 1985. In 1994 we re-directed our charitable works toward self-help community development.

Now all projects are based on self-help principles. Esperanza International assists communities with the potential for becoming self-sustaining. The goal is to plant the seeds, provide partnership as requested, then step back and let the community take its own course. As projects are proven to work, the solutions are spread to other areas.

Currently, Esperanza International's efforts are directed in three areas:

1. Self-help housing and community development;
2. A community health center that focuses on health education as well as clinic services; and
3. The volunteer Building Program

Esperanza International spawned three independent yet related organizations to serve the community of Tijuana.

1. Fundación Esperanza de México (FEM) or (Esperanza Mexico) -- Community development and Housing
2. Pueblo Esperanza (Posada) or (Posada Esperanza) -- Facility for support of FEM's house building & community development.
3. Centro De Promoción De Salud Esperanza (CPSE) or (Esperanza Health Center) – Center for Promotion of Health.

Esperanza International also created Esperanza Housing and Community Development Corporation in the early 1990's to provide low-income housing in North San Diego County. This organization subsequently merged with another non-profit to become Community Housing of North County, which then merged with yet another non-profit to now operate as Community HousingWorks providing low-income housing throughout San Diego County.

For the purpose of this document we will focus on Fundación Esperanza de Mexico.

FUNDACIÓN ESPERANZA DE MÉXICO AC (FEM): (WHO WE ARE)

In 1986 Esperanza International started community development work in Tijuana, Baja California, Mexico. In May 1990 Fundación Esperanza de México (FEM) was legally incorporated as a non-profit agency with neither political nor religious affiliations. Together with Esperanza International, it is a bi-national approach to address regional problems.

The principal objective is community development through self-help housing projects in the neighborhoods. The main characteristic of these projects is community involvement. Families participate in the decision-making, direction, and administration of loan funds as well as in the physical work of block-making for their home construction. The Hayner block-construction method is used and the collaboration in production of the blocks strengthens the community. The housing self-help projects are supported through a program called Fondo de Ahorro para Vivienda (FAV) (Savings Funds for Housing).

In various colonias in the city, FEM has also promoted projects such as community centers, common kitchens, libraries, pre-schools and multiple purpose buildings.

FONDO DE AHORRO PARA VIVIENDA (FAV): (HOW WE WORK)

El Fondo de Ahorro para Vivienda (FAV) is a program in which low-income families needing housing form a neighborhood organization and participate actively in the process of creating solutions to their problems. Families entering the program accept a commitment to work in cooperation with the rest of the community to obtain affordable housing for all members of the FAV.

Initially, families attend educational meetings held by Esperanza staff in order to understand thoroughly the terms of participation. There are many families that have the idea that this is a charitable (give-away) program. These educational talks help clarify the self-help aspects of this program (this is not a charitable give-away) in order to avert misunderstandings once the family has joined.

At the meetings the following points are particularly emphasized:

- The families must participate in the solutions to their own problems
- They must provide their own labor to make the construction materials (blocks)
- They must provide their part of the labor to construct the house
- They must make weekly payments to the fund to pay back their loan



The selection of families to participate in the program follows a natural course. If people realize they cannot or will not accept one or more of the above conditions, they will withdraw before signing a commitment. The families that stay in the program understand the requirements and are ready to begin to fulfill them.

Prior to construction, the families meet each week and each family contributes about 10% of their income to a common fund. Then, one of Esperanza's community development social workers does a socioeconomic study to make sure that the home loan is never too great a burden on a family. Families must have acquired ownership of the land where they live before building can take place.

From the Volunteers Groups' Program Fees and other income sources, Esperanza provides seed capital to the neighborhood FAV committees. In turn, the FAV member applies for a loan to purchase the materials that will go in the construction of the house: cement, sand, gravel, doors, rebar, etc. The family will then re-pay this loan to the neighborhood committee (not to Esperanza). In this way, the FAV is renewed and can continue to provide loans as new members join.

After a six to eighteen month period of savings, a family can petition their savings group to build a house. The savings group approves their petition, but if there are insufficient money in the Fund for them to cover the cost of materials, then the Fund for Housing group petitions FEM. They use some of the funds from group fees to help cover the difference.

After construction, the family continues to pay on the outstanding balance so other community members can build a house too. These loans bear no interest, so the funds are not self-sustaining and need to be capitalized.

FEM purchases and maintains the construction equipment, and employs the construction staff and the community development social workers. FEM is always in search of grants and other funds to support their work.

A BRIEF LOOK AT THE FAMILIES' PROCESS:

- Twelve to eighteen months – Meeting with FEM and the community FAV.
- Six to eighteen months – Period of savings.

- Petition and approval to build.
- One to two months – Production of blocks.

When the production phase is completed, volunteer groups come to raise the house together with the family. This shared responsibility is our philosophy of working. Participating in this manner, the family feels a strong appreciation for what they are building; for their physical and mental investment. When the home is finished, the family continues their payments on the cost of materials, thereby capitalizing and replenishing the fund seeded by Esperanza with the help of the Volunteer Groups.

Most will be working on a single unit house (module 1 or 2) which can have the second unit added at a later date. Some groups will be working on a double unit house measuring about 22' x 26'. Decisions are made by the families based on what they can afford. The family's weekly payments are based on being no more than 18% or less of the family income. This keeps the revolving fund viable for new families.

FEM offers a series of talks and educational activities that help the communities and the Volunteer Groups better understand the conditions necessary to work effectively together in the communities. They also shed light on social conditions that are generating problems at the border and specifically the problems of housing.

PROFILE OF A FAMILY (WITH WHOM WE WORK)

Some Esperanza families migrated from the southern part of Mexico to find work at the border; Some came to Tijuana to cross into the US and have not been able to make the crossing or returned to Tijuana after an unsuccessful venture in the US. All needed places to live and this has created the "colonias populares". Many of these families are supported by one wage-earner, working in the maquiladoras and earning an average of \$80 - \$90 US dollars per week. This income is not enough to provide basic necessities.

Low-income families cannot qualify for bank loans or obtain credit to pay for housing in other parts of the city. Most cannot escape the vicious circle that holds them trapped in an irresolvable world of necessities - health, education, public services, and quality housing. Some of the small income they receive is used to buy land. At first they do not have title to the property, and must spend more in that process. They also use their income to pay for public services such as electrical hook-up, water, sewage, and telephone (if they are in a neighborhood that has it). To this add the daily needs of the family, like food, clothing, medical services, school, and, if they are in the FAV program, weekly savings. There is no doubt; this is a great effort for a low-income family.

Profile of a Neighborhood (Where we work)

The population of the city is estimated to be about 2.3 million. The continual arrival of people to the city of Tijuana (10,000 persons monthly) produces a huge social problem and has caused the city to grow in an uncontrolled way. More and more families arriving and need places to live. They start building on land without the basic infrastructures which, little by little they are converted into "colonias populares" - unplanned neighborhoods. These new settlements don't even have the most basic services such as running water, drainage, electricity, schools, and worst of all, they don't have acceptable housing because they are started in such precarious conditions. Existing houses are usually small, constructed with second-hand materials such as cardboard, pallets, plastic, garage doors, etc. These houses are often one room; (the living room, kitchen, and bedroom is one space), and when there is a bathroom, it is outside. There are usually between three and eight family members in a house. The dimensions of these houses vary, but rarely are bigger than a single large room in a U.S. house.

The government has tried to respond to the need for land and public services, but it lacks sufficient capacity to resolve the problem, and the result is uncontrolled settlement. In response, many philanthropic groups have been formed. Such groups have offered alternative solutions to help tackle the existing problems. It is in these neighborhoods, with these families, that we work.

What is the participation of the Volunteer Groups?

Participation of Volunteer Groups must be in a spirit of harmony, respect and equality with the families and the Esperanza team with whom they are working. Just as the Volunteer Groups must invest time to raise funds and prepare themselves to come to Tijuana, a similar process of preparation takes place in the community with educational meetings about the program, the savings funds, and the production of many of the construction components. These efforts at social work within the community are so important that they make the difference between charitable assistance and self-help community development.

Logistically, groups may work on different stages of construction with two or more families of the community. Teamwork is crucial. It is heavy work that requires us to help one another. Here we can learn what it means to be part of a bucket brigade! In real terms, it means using a pick and shovel in a foundation, filling buckets with sand and gravel to make concrete, passing buckets of concrete down a line to pour foundations, fill walls, pour roofs, and more. The energy, resources, and good will of the Volunteer Groups contribute manual labor and economic aid for the construction of a house. All this provides a collective work with the same vision: a program in which everyone participates and makes a dream come true; a program solid enough to provide quality housing with dignity for the families. The participation of Volunteer Groups must be in this spirit.



SECTION FOUR

Event Planning

Event Planning Timeline - When to get things done

This page contains a dateline of basic service trip information and group responsibilities.

Six months to one year before a trip

Group Registration

- A group leader requests dates from the Esperanza Registrar and Esperanza sends out a Volunteer Group Agreement.
- A group is registered when Esperanza receives the signed Volunteer Group Agreement Form and the non-refundable reservation deposit.
- Groups must secure transportation reservations for their trips such as airline tickets, rental vans, etc. More information on rental vans is located in Section Five, Resources.

Five months to seven weeks before a trip

- If the registered owner of a vehicle is not in the vehicle you will need a signed statement giving you permission to take their vehicle into Mexico.
- Verify all participants have proper travel documents. (See “Section Five – Resources” for travel documents information)
- Begin regular group meetings. We encourage groups to learn about the philosophy, work and structure of Esperanza as well as learning about the border region of Tijuana including culture, history and current events. Some information is available in this document.
- Plan food for your group.

Three months before a trip

- Second prepayment due to Esperanza.

Four weeks before a trip

- Third and final prepayment and Posada fees are due to Esperanza.
- Distribute and collect Esperanza’s Liability and Medical Forms.
- The group leader confirms the final size of the group.
- Groups need to check on their organization’s liability insurance policy. The policy covers suits brought against an organization if a person is harmed during an activity, or in this case, a trip. A group should ensure that their policy will cover traveling and working in Mexico. A group which does not have adequate coverage can often purchase a temporary policy, called a rider.
- Groups must get Mexico auto insurance for any vehicle that will go into Mexico. Mexico does not recognize any American car insurance policy. An American driver will go to jail if they are involved in an accident and do not have Mexican liability coverage.
- Finalize food plan and make shopping lists.

Ten days before a trip

- Double-check the packing lists in Section Six of this manual.
- Group leaders might want to contact their cell phone providers and activate international service. This does not cost anything to activate however your airtime in Mexico may cost around \$1.60 per minute.

SECTION FIVE

Posada Esperanza (Inn Esperanza)

Housing & Facilities

Posada Life

(It is not unusual to have more than one group sharing the Posada.)

Authority/Supervision

- Group leaders are responsible for group members at all times.
- The Esperanza Staff serves as guides and hosts, not group leaders.
- Group members are encouraged to notify their group leader before leaving the Posada grounds.
- The caretaker and long term volunteers live on site and are available for emergencies.
- Every group is different; do not impose your standards on others.

Rooms

- Sleeping rooms are private areas. Do not enter without an invitation.
- Common rooms are shared space. Use of kitchen and meeting rooms need to be negotiated between group leaders.
- Common rooms are often used by community groups during the day. Please leave these rooms clean for their use.

Posada Grounds

- Life together at the Posada provides an opportunity for team building within each group and between groups.
- Groups should not bring fireworks, weapons, drugs or animals into the Posada.
- Keep vehicles locked when unoccupied and carry spare keys.
- Internet service is available at the community center on the posada grounds for a small fee. A use policy for your group might be wise.
- The gate code will be given to you after you arrive. For security, please do not share the code outside your group.
- The water garden is a gray water recycle system used for irrigation after treatment is complete and should not be played in.
- Please, no smoking in public areas or inside buildings.



The Bathrooms

- Bathrooms need to be cleaned regularly.
- Report any bathroom problems immediately to the site caretaker or other Esperanza staff.
- Groups should not drink or brush teeth with water from the showers or faucets.
- TP and other products should not be flushed down toilets. Use the wastebaskets in each stall.

The Showers

- Please exercise modesty while walking from rooms to the showers.
- There is a two minute water limit for each person. Water conservation is very important in Mexico because of a multi decade drought.

Trash

- There is an area designated in the corner of the posada grounds for all trash.

- Bag trash, tie all bags and break down boxes before placing in designated area.
- Esperanza recycles glass, plastic and cardboard.
- Esperanza composts to reduce trash and improve garden soil.
- Please encourage group members not to litter.

Quiet Hours

- Quiet hours are 10pm- 6 am.
- Quiet conversation in the great room is OK but not outside sleeping rooms or in the court yard.
- No loud voices en route to or at bathrooms.
- No loud voices in kitchen.
- Respect those around you by adhering to quiet time rules.

Meal Planning and Preparation

- Each group is responsible for their own food. This includes planning, purchasing and preparation. There are also some good places we can recommend if you would like to go out for a meal.
- Posada Esperanza has a fully equipped commercial type kitchen
- Families and community members prepare lunch for the group at the worksite on work days. Groups should plan for individuals who prefer to pack a lunch.
- Two common methods of meal planning and preparation are: Designate a team to be in charge of the meals, or share the responsibility and rotate meal preparation days. If more than one group will be at the Posada, contact between leaders prior to the trip to coordinate or cooperate is helpful.
- Food shopping: Groups can shop prior to crossing the border however consider supporting the local economy and purchase what you can in Mexico. There is a great bakery in La Gloria as well as a tortilla bakery. There are large and small grocery stores available also.
- Unused food can be left in the kitchen and Esperanza will distribute it to those who need.

Drinking Water

- Every group is responsible for their own drinking water. Five gallon containers are available at the Posada and can be filled at a water purification store in La Gloria near the Posada for about \$1.00 each.
- Two gallons of water per person per day for drinking is highly recommended to prevent dehydration, in addition to what will be used for cooking.



SECTION SIX

The Esperanza Worksite

Supervision

- Adult leaders need to be at the worksite to make decisions, motivate, and direct the group.
- Esperanza representatives do not lead the group. That is the responsibility of the group leader. The Esperanza representative will work alongside a group; share construction needs and processes with the group leader and, at times, show groups more effective ways of working.

Working at the site

- Tools for construction are supplied by Esperanza.
- We recommend safety glasses at all times on the work site and earplugs when some equipment is being used. We do not provide either.
- There are tasks at each phase of the project for all abilities.
- The family and members of the community will often work with your group. Please welcome their help and work side by side with them. Relationships can happen when working side by side even when there is a language barrier.
- The goal of building a house, unfortunately, often surpasses the goal of building relationships. Building relationships with the people of Mexico is much more important than building!
- A normal work schedule is; leave the Posada around 8:30 AM and return around 5:00 PM.
- Please be patient. Sometimes there are slow downs at the work site. Because we believe in self help principles, the family is responsible for ordering materials. Most of the time this works well. Sometimes this is a learning experience for them. Sometimes it is a delivery problem.
- Each work day will end with gathering tools and worksite cleanup.
- Please inform your group that animals in Mexico are not required to be registered or immunized. We recommend caution and good judgment in handling animals or pets.

Safety at the worksite

- An injury free project is our goal.
- Be aware of what is above or below you.
- Do not work above or below another person.
- If you see an unsafe situation, stop the work and make it safe.
- Use safety glasses at all times and ear plugs when needed.
- Ask for instruction if you don't know how to operate equipment.
- We encourage the use of rebar end caps or tennis balls to cover rebar ends, however, these tend to disappear. If your group can bring a supply that would be helpful.
- Safety is more important than the work.

SECTION SEVEN

Resources

International Medical Insurance

Neither Esperanza International nor Fundación Esperanza de México nor Esperanza Medical Center carries any kind of medical insurance for Volunteer Groups.

Also –

Not all health care insurance or HMOs pay for medical expenses incurred outside the United States.

Therefore –

We recommend that each individual, or group, make sure that they have medical insurance that covers them while they are in Mexico.

Resource –

Below is a link to one resource among many resources that, for about \$3.25 per person per day, provide products that deal with this issue.

This link is provided as an informational resource only. We have no history or relationship with this company or any other company on which to base a recommendation or endorsement. We make no commitments or promises regarding the performance or reliability of this or any other company.

<http://www.travelinsure.com/what/imedhigh.htm?32701>

This is a link to Travel Insurance Services' international travel insurance "InterMedical™". InterMedical™ provides international medical insurance and medical evacuation coverage, and can help you locate care.

Mexico Auto Insurance

Why buy Mexico auto insurance?

Mexican law requires you to carry Mexican Auto Insurance!

Insurance policies from U.S. or Canadian providers do not fulfill the basic requirement for insurance in Mexico and are not recognized by Mexican authorities. If you are involved in an accident while in Mexico, having a Mexico auto insurance policy will limit your financial burden and can reduce the chance that you will face jail time. In addition, some full coverage policies include roadside assistance, legal aid and medical services assistance to meet your needs. We recommend this full coverage option.

Many rental companies require you purchase Mexico Auto Insurance directly from them.

Bajabound.com provides a quick and easy way to take care of your Mexican insurance needs. The Bajabound.com website allows you to purchase and print out your Mexican insurance policy from home or office before leaving on your trip. The online process only takes about five minutes.

This link is provided as an informational resource only. We have no history or relationship with this company or any other company on which to base a recommendation or endorsement. We make no commitments or promises regarding the performance or reliability of this or any other company. Bajabound.com is one company among many companies who provide this service.

You can reach Baja Bound Insurance Services at:

www.bajabound.com

(888)552-2252

San Diego/Tijuana Area Vehicle Rental

ASAP Rent a Van..... (888)844-2727
www.asaprentavan.com
15 Passenger Vans

Budget Rent-A-Car..... (619)574-6975
7 & 15 Passenger Vans

Dollar Rent-A-Car..... (800)800-4000
7 Passenger Vans

Drew Ford..... (619)668-7733
7, 12, & 15 Passenger Vans, Cargo Vans & Pickup Trucks

Enterprise Rent-A-Car..... (619)698-2505
7 & 12 Passenger Vans

Fuller Ford.....(619)656-3370
7 & 12 Passenger Vans & Pickup Trucks

Sun Diego Car Rental(858)271-8553

Southwest Rent-A-Car(619)497-4800
7 Passenger Vans

Bob Baker Ford..... (619)297-5001
7, 12, & 15 Passenger Vans & Pickup Trucks

Pearson Ford Leasing(619)283-7181
7, 12, & 15 Passenger Vans

7-Days Rent-A-Car(858)455-1644
8 Passenger Vans

Service Rent-A-Car (San Jose) .(408)292-6351

Border Crossing Information

Before you Cross into Mexico

- Purchase Mexican auto insurance and have policy information with you.
- Have ID available. (Passport)
- Mexican Border Officials may also request notarized consent to enter Mexico from parent(s) required for children under age 18 traveling alone, with one parent, or in someone else's custody. See "Section Nine – Forms" for samples.
- Be prepared for border inspection.
- Review map and directions to Posada.

Crossing the Border into Mexico

- If the Red/Green signal light turns red for you that is the signal to pull to the right for inspection.
- The Mexican border officials may inspect vehicles and trailers for any illegal items.
- Remind passengers to be patient and respectfully quiet. This is not a time for jokes.
- Enclosed panel trucks and trailers longer than 15 ft. are prohibited from crossing the San Diego/Tijuana border.

Travel Documents

- All US citizens re-entering the US from Mexico by air, by sea or by land (car, bus, on foot) will need a valid US passport.
- For all non-US citizens, please consult the State Department and the individuals Consulate, not only for re-entry in the US but also for rules to enter Mexico.

US Department of State Information Links

Passport Information - http://travel.state.gov/passport/passport_1738.html

Travel Information - <http://travel.state.gov/>

Information updated 5/1/2010

Spanish Words, Phrases and Questions

Vocabulary – Words for our workplace

Beam	Viga	Boards	Tablones
2x4 boards	Barrotes	Bucket	Bote
Blocks	Bloques	Cement Mixer	Revolvedora
Cement	Cemento	Fastener	Amarrado
Gravel	Grava	Hammer	Martillo
Mesh	Malla	Nails	Clavos
Pick	Pico	Pliers	Pinza
Re Bar	Varilla	Roof Tile	Loseta
Sand	Arena	Saw	SERRUCHO
Shovel	Pala	Water	Agua
Wire	Alambre	Please	Por favor
		Thank you	Gracias

Vocabulary – Illness or Injury

Rash	sarpullido	Cut	cortada
Burn	quemadura	Backache	dolor de espalda
Fever	fiebre	Headache	dolor de cabeza

Phrases

I would like, please	Quisiero, por favor	I have	Tengo
I am	Yo Soy	I am Called	Me llamo
My name is	Mi nombre es	I went to	Fui a
I am going to	Voy a		

Questions

Where	Donde	How much	Cuanto
Why	Que	What	Como
How	Cuando		

Names of things in our neighborhood

Laundromat	una lavandería
Pharmacy	una farmacia
Bakery	una panadería
Supermarket	un supermercado

SECTION EIGHT

Safety and Emergency Information

Making a Call From Mexico to the U.S.

001 + Area Code + Phone Number

Calling the Esperanza Office in Tijuana from the U.S.

011-52-664-636-2742

Consider creating an Emergency Information business card for each participant to carry with them.

U.S. Embassy in Tijuana

From the U.S. 011-52-664-622-7400 From Mexico 664-622-7400 After hours from Mexico 001-619-692-2154

Vehicle Break-Downs

Notify an Esperanza representative of any problems as they happen, and they will assist you to the best of their ability.

Vehicle Accident

- For a car accident follow the instructions in your Mexico Insurance packet.

Be Prepared:

Group leaders should activate cell phones for international service and check with their providers to make sure they have service in Tijuana.

Groups should have a contact person in the U.S. that they can communicate information to who could then communicate with group family members. This person could also be a contact person for the group in the event the group gets separated and communication between each other is not possible.

While we hope groups never need to use their emergency plans, having a plan and knowing that plan makes for quicker response in the event of an emergency.

First Aid Precautionary Measures

- **IMPORTANT:** The group leader is responsible for all first aid and medical care decisions for a group. We recommend that a representative from the group be appointed who is able to provide first aid care. Esperanza cannot make medical decisions for the group except in the situation where a group leader is not available and the situation is perceived to be an emergency and Esperanza has on file a completed Esperanza Medical & Liability Forms for the person.
- Groups should always have a first aid kit and carry a signed medical release form for each participant. If your organization does not have a form of its own, we recommend you develop one.
- All prescription medication should be indicated on the medical release form and the first aid representative should be made aware of the prescription requirements.
- Don't drink water from faucets or barrels. The water has not been treated and may cause dysentery.
- Take a water break at least once every hour. Drink about two gallons of water daily. The average person can sweat up to two quarts or liters of water per hour while doing hard work. Soft drinks, coffee, and other caffeine drinks actually work against hydration by causing the body to expel fluids.
- Use sun block, hats, sunglasses, and clothing to protect sensitive areas such as noses, necks and scalps.
- Group leaders should watch for signs of overexposure. Fatigue, nausea, excessive, or alternately, a complete lack of sweating, and headache are primary indications of heat exhaustion and heat stroke. Know the current treatment for each.

- The Tijuana region and the worksites can be very dusty. Pack extra antihistamines for allergy sufferers, extra saline solution for contact lens wearers, and also extra asthma medication. Make sure people have their medication with them at all times.

Medical Emergencies Plan

- The group leader is responsible for all first aid and medical care decisions for a group. Esperanza will do what they can to assist you.
- We recommend each group establish a medical emergency plan.
- The Esperanza staff also has a Medical Emergency plan identifying various health providers nearest the work sites, the Posada and throughout the city of Tijuana. Depending on the urgency, status and the level of care needed, most of the medical service can be provided in Tijuana at local clinics and/or private hospitals.
- An Esperanza representative will be available to lead you to a medical facility. However, groups must drive the injured person in their own vehicles. If the group decides to go to the hospital or other facility without an Esperanza representative, please have a group member inform the Esperanza staff of your plans immediately.
- Consider limiting the number of people and vehicles going with the patient. One vehicle, one friend to support the patient (if necessary) and two group leaders.
- If the patient is a minor, notify the parent/guardian as soon as you know the extent of the illness or injury. Keeping them informed will prevent them panicking unnecessarily.
- Never leave a sick person at the Posada without an adult to care for them.
- Binational Emergency Medical Care in Chula Vista at (619) 425-5080 is a service that helps with medical evacuations from the border area of Mexico to the U.S. This is not insurance. You can become a member so they have all your information ahead of time or you can call on them in an emergency even if you are not a member by calling the number above.
<http://www.binationalemergency.org> If you need assistance or have trouble getting emergency care or have problems with a car accident this is a nonprofit organization to look into as part of your plan.

Group Safety and Awareness in Mexico

We know that the number one priority of every group leader and organization is the safety of their group members, as well it should be. For those who have participated with us in the past you know that the safety of our groups is a top priority for Esperanza also.

In the last few years there has been an increase in reported violence in the towns along Mexico's border with the United States. This violence is a result of the Mexican government's war on drugs which began in 2007 with the goal of shutting down the drug trafficking into the United States. What is not often reported or made clear is that this violence is focused within two groups. The drug cartels, gangs, and traffickers are one group and the second is the government and law enforcement personnel. As reported by the University of San Diego Transborder Institute, "if you are not involved in drugs or law enforcement your statistical odds of being involved in this violence is **less than your odds of being struck by lightning**".

Esperanza has an excellent safety record. No Esperanza group has ever reported any incidents of violence or even times where they felt threatened or in danger. Like your hometowns, we know there are areas that are not safe to visit and we stay away from those areas. It is also important to note that La Gloria, the community where our Posada is located and our groups are housed, as well as all the communities where our groups work are not reported as high violence areas.

U.S. State Department Travel Advisories:

We encourage group leaders and participants to visit the U.S. State Department website to review any current travel advisories. The purpose for these statements is to inform and encourage common-sense precautions. However, because these are advisories for travel in the entire country and can often be generalized because of danger in one area of the country we encourage you to also contact the Esperanza registrar or other staff

regarding current conditions in the areas we serve. If we believe conditions are too dangerous to bring groups into, we will cancel groups rather than put them at risk.

http://travel.state.gov/travel/cis_pa_tw/pa/pa_3028.html

Esperanza's Emergency Preparedness Plans

- Emergency scenarios are discussed during staff meetings with discussion of actions that could be taken in response.
- Esperanza staff and office have Nextel cell phones with two-way radio service so everyone is in communication at all times.
- In the event of a loss of communication or other emergency situations there are two meeting points, one on the East side of the city and one on the West side.
- Groups are given magnetic Esperanza logos for their vehicles to identify them as members of the Esperanza organization.
- Each staff person has access to emergency phone numbers including the Red Cross, the U.S. Consulate in Tijuana, emergency medical services and police.
- In the event a group needs to leave the country immediately there is a delivery plan for travel documents.
- News reports are monitored and danger to groups is assessed regularly.

Esperanza is always open to suggestions for, and discussion of, emergency preparedness.

It is also helpful to know that the Esperanza community members, in the communities where we work, see our groups as friends and companions and will do everything they can to insure the safety and security of our groups.

Invitation to Visit:

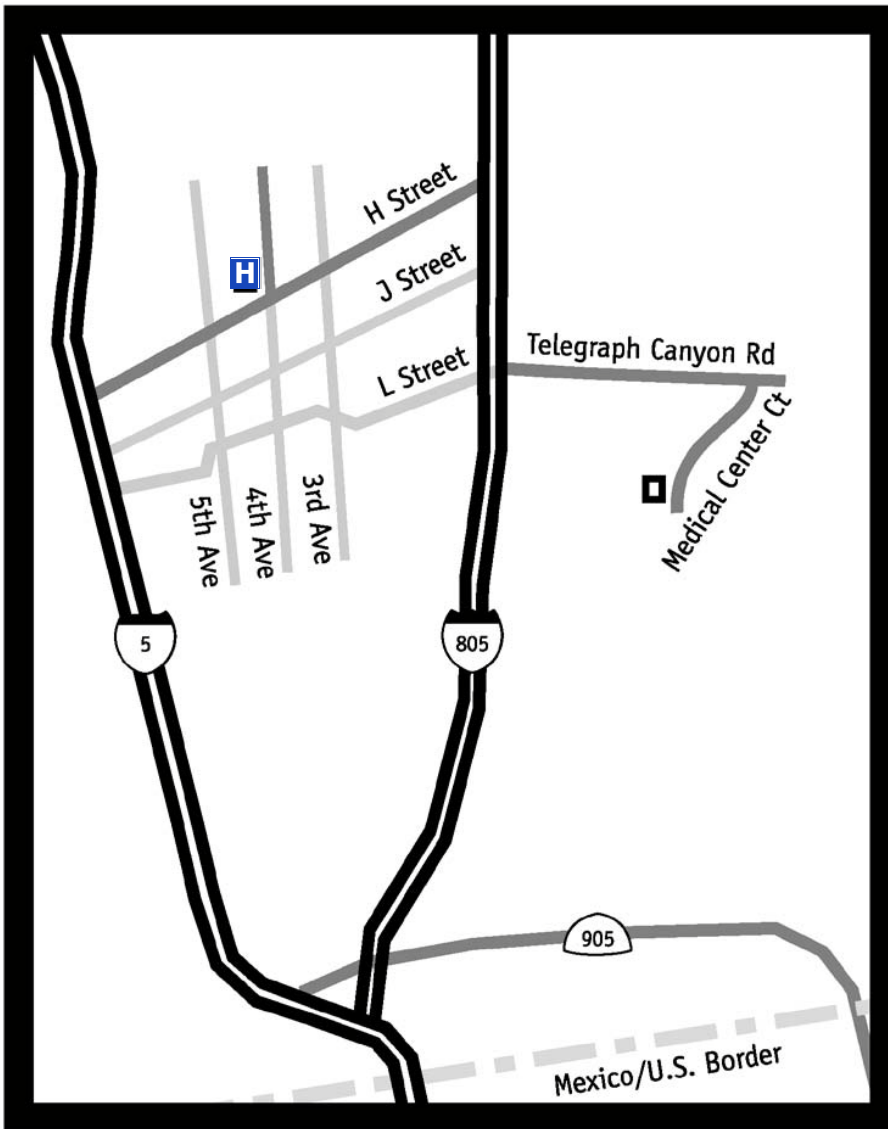
If you feel uncertain and would like to see for yourself what it is like in Tijuana now, contact us to arrange a visit. It might be well worth the cost of one or two airline tickets and a couple days to assist you in making a well informed decision.



Tijuana Downtown Maps



San Diego Hospital Map



Scripps Memorial Hospital
 435 H Street
 Chula Vista CA 91910
 (619)691-7000

Sharp Chula Vista Medical Center
 751 Medical Center Court
 Chula Vista CA 91910
 (619)482-5800

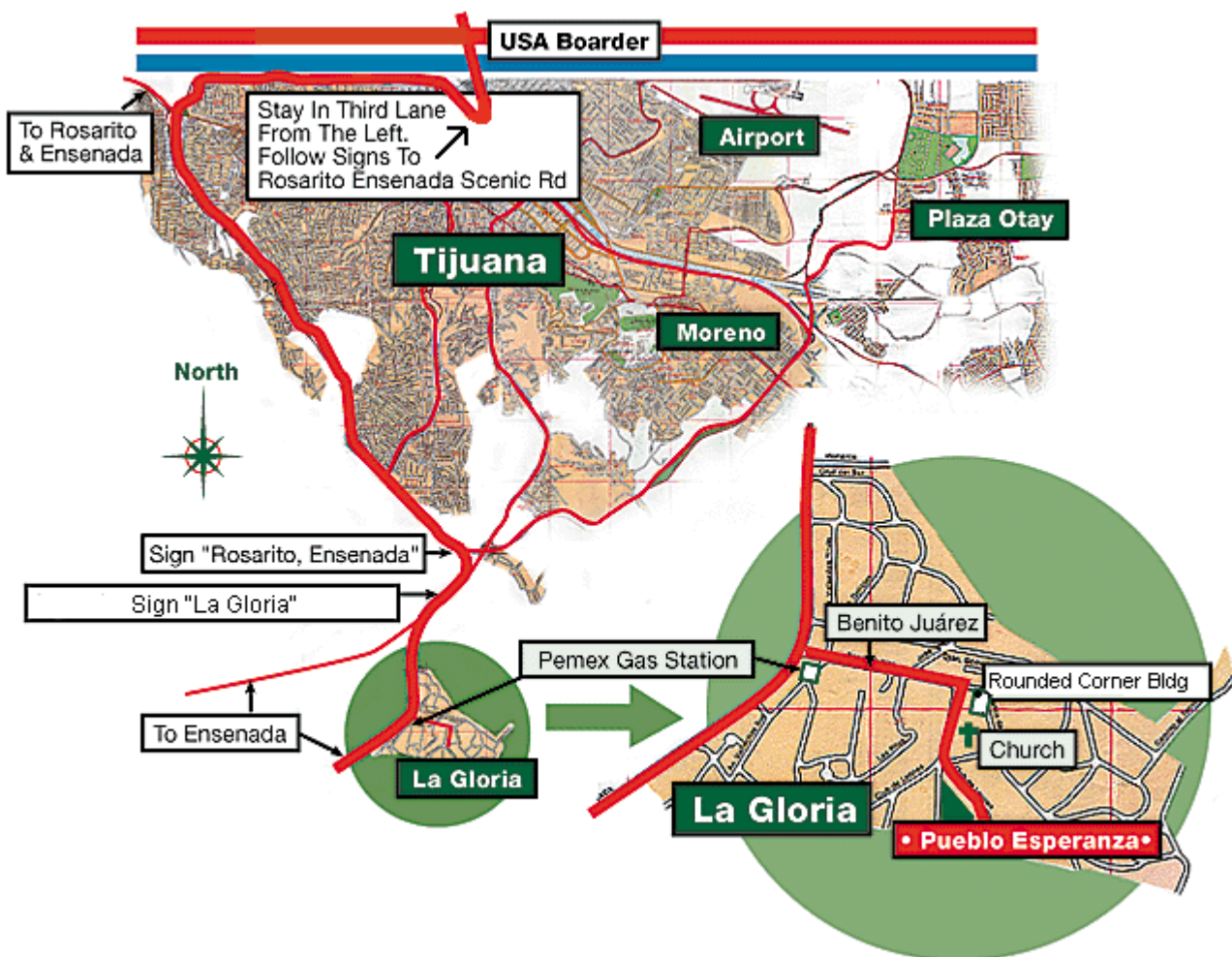
Scripps Memorial Hospital: 619-691-7000
 435 H St, Chula Vista, CA 91910, US

	1: I-5 N.	6.4 miles
	2: Take the H STREET exit- EXIT 8A.	0.2 miles
	3: Turn RIGHT onto H ST.	0.7 miles
	4: End at Scripps Memorial Hospital: 435 H St, Chula Vista, CA 91910, US	
From border - Total Est. Time: 10 minutes Total Est. Distance: 7.61 miles		

Map & Directions to Pueblo Esperanza

By Private Vehicle: Zero your trip odometer as you cross the border and follow these instructions

- 1) As you approach the round-about or rotary after crossing the border, stay in the third lane from the left. Follow signs that say "Rosarito, Ensenada Scenic Road". **You are going to exit to the right just before the round-about.**
- 2) After exiting before the round-about, you are traveling West (toward the Ocean) while paralleling the US-Mexico Border.
- 3) At the 4.7 mile point, bear left do not exit on the Rosarito and Ensenada Road, continue on Libramiento A Expressway, in the direction of "La Mesa, Tecate, and Mexicali".
- 4) At the 10.8 mile point exit Libramiento Expressway and follow the "Rosarito, Ensenada" road.
- 5) Look for a sign "La Gloria" at the 11.7 mile point and exit right. Go over the overpass.
- 6) Proceed 1.1 mile and turn left at the Pemex gas station. This is the 12.8 mile point, and you are heading East
- 7) After 1/2 mile, at the 13.3 mile point, turn right. Note the building on the corner with the rounded front corner. color & names change regularly)
- 8) Heading South, you will pass a church on your left. At the 13.5 mile point you will come to a fork in the road. Bear left, note the **yellow buildings** on your right. Congratulations! You are at Pueblo Esperanza. Pull up to the entry gate and honk or ring the bell.



SECTION TEN

Forms

Esperanza Release And Waiver of Liability

Current form is available at www.esperanzaint.org. This form can be filled out online and then printed. Or the Form can be printed and then completed. Also the form can be downloaded, saved, and then emailed to your group.

Esperanza Medical Information & Authorization

Current form is available at www.esperanzaint.org. This form can be filled out online and then printed. Or the Form can be printed and then completed. Also the form can be downloaded, saved, and then emailed to your group.

Notarized Parent(s) Border Crossing Consent Forms

This can be required for minors entry into Mexico without two parents. To our knowledge none of our groups have ever been asked for this form. We provide this as information and leave the decision to use these forms to you, the group leader.

Affidavit of Sole Custody

I, _____ (widowed) (divorced) (other)

do hereby swear that I have sole and legal custody of _____.
As such I have the right to take my child (children) into Mexico and back into the United States.

Subscribed and sworn to before me this ____ day of ____ 20__.

(Notary Signature)

Notary Public in and for the County of _____

And the State of _____

Parental Consent for Unaccompanied Minor

We, the undersigned _____
(Signatures of both parents or legal guardians)

do hereby give permission to our son/daughter _____ to travel alone to
Mexico for a period not to exceed _____ days.

Subscribed and sworn to before me this ____ day of ____ 20__.

(Notary Signature)

Notary Public in and for the County of _____

And the State of _____

Affidavit of Other Parental Consent

I, the undersigned _____
(Signature of other parent or legal guardian)

do hereby authorize my (husband/wife/co guardian) to travel with our (child/children) _____
_____ to Mexico.

Subscribed and sworn to before me this ____ day of ____ 20__.

(Notary Signature)

Notary Public in and for the County of _____

And the State of _____

Personal Packing List

- Spending Money:
 - (It is fun to do some shopping in the local markets, phone cards are about \$5 for 5 min. etc.)
- Medical Form (must be completed, signed)
- Liability Form (must be completed, signed)
- Passport or Certified copy of Birth Certificate not a photo copy (In 2008 passport may be required)
- Photo I.D. (government issued)
- Clothes (Suggestions for work and general)

Shorts

Lightweight pants

Short sleeve/sleeveless shirts (cotton)

Sweatshirt or long sleeve shirt for evening when it is cool

Lightweight jacket

Pajamas

Underwear, Socks

Sturdy shoes for the worksite (sport shoes are OK)

Shoes

Sandals

- Work gloves (we will be hauling concrete blocks & digging)
- Ear plugs and safety glasses
- Sunglasses – We recommend sunglasses that are also safety glasses.
- Sunscreen - preferably 30 or higher and lip balm with sunscreen
- Hat for the sun
- Small Towel, Bath Towel, Wash Cloth
- Toiletries - Soap, Deodorant, Brush/comb, Shampoo, Toothbrush, Toothpaste, etc.
- Contact lens items
- Personal Medicines (in original bottles w/ labels for border crossing)
- Travelers Kit for diarrhea etc.
- Bedding:

Pillow

Sleeping bag

Or Sheets - (fitted and top for twin size bed) & blanket

- Small Flashlight
- Water bottle!!!
- Antibacterial hand wipes - great for cleaning dirty hands when wash facilities are not available
- Camera

Group Packing List

- First Aid Kits, one per vehicle
- Vehicle Registration
- Proof of U.S. auto insurance
- Mexico Auto Insurance
- Written permission from owner to take vehicle into Mexico
- Spare set of keys
- Jumper cables
- Written permission to bring minor into Mexico
- Medical & liability forms for Esperanza and your organization
- Group money (for gas, food etc.)

First Aid List

Suggested minimum group supplies

- | | |
|--|---|
| <input type="checkbox"/> First aid manual | <input type="checkbox"/> Band-aids (assorted) |
| <input type="checkbox"/> Non-prescription pain killer | <input type="checkbox"/> Insect repellent |
| <input type="checkbox"/> Cough drops | <input type="checkbox"/> 2¼" x 3½ Adhesive pads (4) |
| <input type="checkbox"/> Decongestant | <input type="checkbox"/> 3" x 4" Adhesive pads (4) |
| <input type="checkbox"/> Ace bandages | <input type="checkbox"/> 3" x 3" Adhesive pads (4) |
| <input type="checkbox"/> Sun block | <input type="checkbox"/> 2" x 3" Adhesive pads (4) |
| <input type="checkbox"/> Antacid tablets | <input type="checkbox"/> 40" Triangular bandage |
| <input type="checkbox"/> Pepto Bismol or Imodium AD | <input type="checkbox"/> 2" x 126" Flex gauge |
| <input type="checkbox"/> 3" x 4" mole skin strips | <input type="checkbox"/> 2" x 2" 8-ply sponge |
| <input type="checkbox"/> Anti-itch cream for bug bites | <input type="checkbox"/> Adhesive tape |
| <input type="checkbox"/> Rubbing alcohol | <input type="checkbox"/> Scissors |
| <input type="checkbox"/> Hydrogen peroxide | <input type="checkbox"/> Tweezers |
| <input type="checkbox"/> Neosporin | <input type="checkbox"/> Safety pins |
| <input type="checkbox"/> First aid wipes | <input type="checkbox"/> Ziploc bags |
| <input type="checkbox"/> Cotton | <input type="checkbox"/> First aid spray |
| <input type="checkbox"/> Thermometer | <input type="checkbox"/> Ice pack |
| <input type="checkbox"/> Eye wash | <input type="checkbox"/> Bee sting kit |
| <input type="checkbox"/> Bar soap | <input type="checkbox"/> First aid ointment |
| <input type="checkbox"/> Sanitary pads | <input type="checkbox"/> |