



# **VISITOR GUIDELINES**



We are grateful that you are considering spending your time, energy, and resources with us in Haiti.

### **PAYMENT**

The Villa Francesca Guest House costs **\$30 U.S. per day/per person** without air conditioning and **\$45** with air conditioning. Cash is the preferred method of payment. You will be given a receipt and will be asked for your email address for follow up.

## **SECURITY**

As you begin research and planning, we urge you to consult U.S. State Department alerts and warnings online. Haiti is a beautiful place full of caring and compassionate people. That said, the conditions in the country have created pockets of violence and unrest, and our staff and programs have experienced this directly on several occasions in the past few years.

Please do your own research before continuing to plan your visit, and please reach out to us to discuss the current security and safety situation should you have any questions.

In addition to that important point, we share the below guidelines for behavior in friendship and for clarity, so that we can be sure that our expectations and requirements are clear.

## EXPECTED BEHAVIOR AT THE VILLA FRANCESCA

We understand the common desire to have a drink in the community area after what can be very long days. We urge our visitors to be prudent and drink in moderation. For any person working in hospitals or with children, we require that you do not drink alcohol at all prior to entering these areas. If you would not do it in your country, then please do not do it in Haiti.

No illegal drugs of any kind should be brought onto the premises.

## WENDA MESILUS VILLA FRANCESCA MANAGER

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# BILLY JEAN VISITOR COORDINATOR

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St. Helene Home
St. Damien Pediatric Hospital
Special Needs Programs
Father Wasson Angels of Light
St. Luke Foundation for Haiti



A NPH shuttle is provided between programs. No staff or visitors may walk between any NPH programs at any hour and must go in NPH shuttles. Also until further notice, there is a 8 pm curfew.





It is essential that noise be kept to a minimum after 10 p.m. Many of our volunteers, both short term and long, have an interest in sleeping early and rising early, and we request that this desire be respected fully.

Once it's dark outside, please do not leave the compound on your own.

Any constructive criticism or advice regarding the Villa, hospitals, schools or any programs, is best shared directly with that respective program manager at an appropriate time. Due to the sensitive and often difficult nature of our work, we hope you will use discretion in public settings when speaking about medical cases, children, or staff.

Please speak respectfully and with forethought about Haiti, the country we all so dearly love. The attitude of "This is Haiti! Anything goes!" is not one that we tolerate. We, as international staff, are grateful to be playing a role in what is a Haitian-led mission. We hope that this humility and respect can shine through for each group.

There will no doubt be interactions and interchange between the NPH programs (St. Damien Pediatric Hospital, St. Helene, FWAL, St. Anne, St. Simone and Special Needs) and St. Luke volunteers. Shared interests and stories at the Villa is a fun part of the volunteer experience.

That said, volunteers working at St. Damien's are not sanctioned to invite St. Luke volunteers to work in St. Damien's Hospital setting, and vice versa. While the programs are part of one larger family and mission, they have separate and distinct leadership structures. Dr. Gautier is the director of St. Damien's, and Dr. Augustin is the director of St. Luke's. No volunteer may work in either institution without the knowledge and approval of the appropriate local leadership.

We do not host children or underage visitors unless special permission is given. No children, from NPH, St. Luke, St. Damien, the street, or elsewhere, should be brought inside the Villa without explicit permission from program managers.



When entering Haiti you will be required to turn in a visa form at immigration after debarking the airplane. Please use the address:

NPH Haiti St. Damien Pediatric Hospital Tabarre 27 15 Octobre Blvd. Valerio Canez corner

## **ARRIVALS**

When you arrive at the Toussaint Louverture Airport in Port-au-Prince, you will stand in line for an immigration check, pay \$10 to enter the country, and then proceed to baggage claim. Lastly there will be a line for customs. There are many people who will want to help you with your bags. It is okay to let them help you carry your bags, but they will be expecting a tip, usually \$5 U.S. They do not earn an hourly wage so tipping is expected. However, be assertive and choose only one of these men to help with your luggage if necessary.

When you exit the doors of the airport building, you will see our representative with a sign that says YOUR NAME and NPH HAITI or St. Luke Haiti. If you do not see someone with the sign, please wait a little longer as we may have had trouble with traffic or the vehicle.

You may want to add a short term international calling plan to your cell service before coming to Haiti, or purchase a cheap phone at the airport. This is not strictly necessary but can be helpful.

## **DEPARTURES**

You will be dropped off three hours prior to your departure flight. Often the lines are long and slow at the ticket counter for check-in. Once you check your bag, you will proceed to immigration to hand in your green immigration card. You will also go through various metal detectors. If you are flying American, there are a few cafes for food and drinks once you are at the gate.

## **ACCOMMODATIONS**

Visitors are welcome to stay in our guesthouse called Hotel Villa Francesca. It is located about three blocks away from St. Damien and St. Luke Family Hospitals.

The Villa Francesca is \$30 U.S. per day/per person without air conditioning and \$45 with air conditioning. WiFi internet is also available. To gain access to the internet, please see the Villa Manager of the guesthouse. There are 10 individual houses each with two bedrooms, a bathroom and a living room – each room sleeps two people. If necessary, we can place additional beds in the living room, accommodating up to 40 people.



A roll, coffee and fruit are provided in the morning and a hot lunch is served daily at 1 p.m. If you are visiting with a group, alternative arrangements for meals can be made with the kitchen by the Visitor Coordinator at an additional cost. If you are not staying at Villa Francesca and are visiting for the day, arrangements for lunch can be made with the kitchen by the Visitor Coordinator at a cost of \$3 U.S. per person.

Transportation to the supermarket is provided to allow guests to purchase any supplemental food.







## **DAILY MASS**

We encourage you to celebrate daily mass with Fr. Rick
Frechette at 7:00 a.m. in the
St. Philomena chapel located inside the St. Damien Hospital complex. If you attend, please dress respectfully – do not wear shorts, tank tops, or low cut shirts and blouses.
Be aware that many daily masses may be funeral masses.
Stretchers of covered bodies are often inside the chapel prior to and during the service.

## **POWER & WATER LIMITATION**

We ask for your cooperation in conserving water and electricity. We have reserves for water which we pump daily. Please do not put paper in the toilets to prevent them from clogging. Use the waste basket next to the toilet bowl. The generator operates for eight hours during the day to charge the inverter which allows us to have power in the houses at night. Please turn off all unused lights and devices.

## HOSPITALITY AND TIPPING STAFF

We have 10 hospitality staff who help with guests. Please do not give tips to people within our organization for their help unless you have checked with the Visitor Coordinator. There is a great need in Haiti and we try to pay our employees competitive wages, but refrain from giving any money without consulting with us first.

## **VACCINATIONS/MEDICATIONS**

Before traveling to Haiti, please consult your physician and visit www.cdc.gov/travel regarding vaccinations.

### **SMOKING**

As a good influence to our children and staff, we do not permit smoking around any of our programs. Please ask the Visitor Coordinator where a designated smoking area is if you prefer to smoke. There is NO SMOKING inside any NPH building.

# RESPECTING SHARED LIVING SPACE AND COMMON AREAS

The common area of the guest house is for socializing. NPH will not tolerate sexual behaviors of unmarried people behind closed doors in the volunteer and visitor quarters. Married couples can stay in the same room. We reserve the right to ask you to leave in violation of this request. We share the living space and kitchen and we are each responsible for cleaning up after ourselves. Please do not bring plates and glasses from the kitchen into your room.

## **CURFEW**

We encourage all visitors to return to Villa Francesca before sundown (between 5:30 and 6:30 p.m.). Alternative arrangements can be made if visitors would like to go out in the evening by speaking with the Visitor Coordinator. Please remember that while you are staying with us, you are a representative of our organization. Do not give NPH a bad name with behavior unbecoming of a missionary or volunteer. We reserve the right to ask you to leave in light of such behavior.

## TRANSPORTATION

Visitors staying at Villa Francesca will have transportation arranged to visit our other locations nearby for free. Please see the Visitor Coordinator to arrange transportation to distant locations.

## **LAUNDRY**

Please coordinate any laundry requests through the Visitor Coordinator or the onsite Manager. Please do not ask staff directly to wash your clothes.

## **CLOTHING**

You may wonder what to wear while visiting us. In most cases, your common sense will be all you need, but some idea of how others commonly dress may be helpful. Haitians in general take pride in their clothing. Teachers, secretaries, and other professionals dress carefully in slacks or skirts, pressed shirts and shined shoes.

While staying in Haiti, neat mid-thigh shorts, capris, jeans, clean t-shirts, and sandals or casual shoes are almost always fine. If you are planning to spend time inside the school classrooms, hospital or clinics, long pants or skirts are a good idea. You will feel less conspicuous if you avoid overly casual clothing. NPH maintains a policy not allowing short shorts, short t-shirts, tank tops and lowwaist pants that show the belly and bellybutton.

## **MONEY**

Money can be changed at many of the grocery stores. The exchange rate averages 66 Haitian Gourdes per \$1.00 U.S.

## WHAT TO BRING

Necessary items are: bug spray, sunscreen, flip flops, sturdy shoes and/or sandals, hat, sunglasses, snacks such as Clif bars, nuts, or other proteins, water bottle, umbrella or light raincoat during rainy season. Please remember your personal toiletries or any medication. We have a small souvenir shop onsite and at Kay St. Germaine where you can use cash (U.S. dollars or Haitian Gourdes). A credit card can be used at businesses and the supermarket.

## PHOTO/VIDEO POLICY

We ask that you do not take photos of any children or adults outside of the NPH programs (St. Helene, FWAL and St. Anne). Please be respectful and do not take photos of children or adults of any hospital program or outreach program. They are seeking care in our facilities and can be quite ill. For clarification, please see the NPHI media policy on page 11. If you need specific photos of any of our programs, the NPH Haiti Communication Officer who is onsite can assist you. You can contact him at co.ht@nph.org.

## **CAUTION, VERY IMPORTANT**

It is natural to share what you have with others less fortunate. Please remember that the most precious and important thing you can share is your love and attention. We need to be fair to all children, so we ask that any gifts you consider giving can be used by an entire group (like a soccer ball or books). We also want to decrease the possibility that children start seeing visitors and guests for what they have, rather than for who they are. Finally, many of our children come from situations with very few resources. They can be curious and fascinated by your possessions. Please lock your room at all times, and do not invite kids into your room unattended or without permission of their caregivers. NPH maintains a policy that no adult can be alone with a single child in any of the guest rooms.







#### PROGRAMS:

St. Damien Pediatric Hospital treating children 0-14 years of age. Father Wasson Angels of Light Home and School including:

- -St. Anne Home for children under six.
- -Free primary school for St. Anne children plus children from the community.

Don Bosco: Home for children 14 years and older.

#### Special Needs Programs:

- -Kay St. Germaine Rehabilitation Center for both children and adults and special needs school.
- -Kay Gabriel Adult Rehabilitation Center.
- -Kay Elaine Rehabilitation center for both children and adults and preschool stimulation in Petionville.

St. Helene: Home for children 0-14 years in Kenscoff and free primary school for community students.

#### PROGRAMS:

Francisville Workshops: production of peanut butter, pasta, bread, cinder blocks and tools; sewing, oxygen plant, restaurant and auto mechanic.

St. Luke Family Hospital for all ages.

APJ School: Free secondary school in Tabarre.

St. Luke School System: 30+ primary schools that feed into our secondary and professional schools.

Notre Dame de Guadalupe: Professional school in Tabarre.

Fos LaKay: Housing programs in Cite Soleil

St. Mary's: Hospital in Cite Soleil





# VISITOR POLICY AND GUIDELINES



Thank you for joining us to visit our children of Nuestros Pequeños Hermanos™! We view your visit as an opportunity for you to learn about our work while building long lasting relationships with the children and youth in our care. During your stay we ask that you help us ensure your visit has a minimal impact on the daily lives and schedules of the children. As with any family, the children and staff have a daily schedule that needs to be respected as life goes on as usual. The Visitor Coordinator will help you to organize your agenda in order to be the least disruptive as possible to the children and staff in our homes. We have developed this policy and these guidelines to ensure that your presence at our NPH homes will be a positive, uplifting experience for everyone involved. We ask that you please read them carefully and respect them at all times during your visit.

Your visit to NPH will give you an opportunity to learn about our work and briefly experience life at an NPH home. Please remember that as a visitor you are only seeing a brief period of time and may not understand the entire program from a short visit. We encourage you to ask questions and grow in your understanding of our programs as well as the country you are visiting. We also advise you to read about the country you are visiting ahead of time in order to have a deeper understanding of the host country. We will include information on NPH, the NPH home and the country in your trip materials. The NPH local Visitor Coordinator will send you materials prior to your arrival and provide an orientation when you arrive, to review specific rules and individual guidelines of the NPH home you are visiting.

If you are a Godparent to a child who lives off-site with their family, please also see page 8-10, for further information.

This NPHI International Policy applies to ALL VISITORS, (INDIVIDUALS, MEDIA, ALL GROUPS-MEDICAL BRIGADES and CONSTRUCTION, etc.) while visiting and/or working in any of our nine NPH homes. All visitors staying overnight must sign the policy. In addition, each individual NPH home may have additional homespecific rules/guidelines that they ask visitors to comply with.



NPHI Visitor Policy and Guidelines January 2019



#### **ACTIVITIES**

When planning activities, please respect the obligations and routines of our home. Please do not expect to take children out of school for activities. We can arrange special permission for afternoon/evening and weekend time with the group, with godparents and/or with the visitors. We ask that all visitors respect our religious spaces, our chapels and churches. Activities that are not spiritual do not belong in these spaces.

Activities with your godchildren, with a specific hogar/section/group/ of children or a family of children must be arranged in advance with the Visitor Coordinator of the home you are visiting.

**GUIDELINES:** in alphabetical order

#### **ABUSE PREVENTION**

We strive to provide a safe home for all of our children, employees and volunteers. All visitors, donors, sponsors, trip leaders, members of medical brigades and construction groups are asked to respect the following international rules to ensure the children's safety. Children (pequeños) are not allowed to be in any employee, volunteer or visitor rooms under any circumstances. To spend time with a visitor/visitors outside the home, approval must be given by the National Director or House Director. In addition, these visits must be accompanied by a volunteer, caregiver or other staff member. Under no circumstances are pequeños allowed to stay overnight outside of the NPH home with visitors, sponsors, donors, trip leaders, etc.

If you are visiting your Godchild or another child, your trip leader will arrange for you to spend time with them during your trip. Excursions for you and your Godchild outside of the NPH home may also be arranged as a part of your trip. If you are visiting NPH on your own, please contact your local fundraising office and the Visitor Coordinator of the home you wish to visit to arrange your trip. Please ask the Visitor Coordinator for the rules of the home and the Visitor Policy BEFORE your visit and ALSO upon arrival.

#### ALCOHOL, DRUGS AND TOBACCO

Please respect the specific rules and designated areas in each home in regards to smoking or drinking of alcohol. Please refrain from drinking and smoking in front of the pequeños regardless of your location. In addition, please do not visit with our children or youth after you have been drinking or smoking. Do not offer alcohol, drugs and tobacco to a pequeño regardless of their age. The use of drugs is prohibited at all of our NPH homes.

#### **COMMUNICATION**

Please communicate with the NPH community through established channels. Your trip leader and/or fundraising office should be your first point of contact before, during and after your trip. The fundraising office or trip leader should be in direct contact with the Visitor Coordinator in the home. This process helps to prevent cross cultural misunderstandings and confusion. In addition, all communication sent to your sponsored child or any other children you meet should be sent through the established correspondence process. This process ensures that your correspondence will reach the children while not causing additional work for the NPH in-country staff.



#### DRESS CODE

Please dress modestly as cultural standards in Latin America and the Caribbean are different than the US and Europe. We ask that you please pay particular attention to the following: no short shorts/skirts, do not wear clothing that is revealing including showing your stomach or chest. We ask that all skirts and shorts should come to mid-thigh and all straps should be at least three fingers wide. Please remove all piercings except for in ears. Again, please check with the visitor coordinator of the home you are visiting for any additional specific quidelines.



Please do not exchange e-mail addresses or become Facebook friends with the children. Because it is difficult to monitor the children's Facebook use, Facebook is blocked at some of our NPH homes. Please respect the NPH guidelines of Facebook use and do not "friend" or accept a friend request from the children. We recognize it may be uncomfortable to say no if a child asks you for your e-mail address but the children are aware of these rules so please support the NPH staff in abiding by them. You or your trip leader can ask the Visitor Coordinator for the specific guidelines in each home regarding electronic communication. Our high school and university students who live in the cities where they study have access to and have permission to use social media and to communicate electronically. (See Social Media section below)

#### FINANCIAL DONATIONS

Visiting the NPH homes will naturally bring up questions of project costs, budgets and funding needs. During your visit you will be confronted with many needs and may feel compelled to respond immediately to these circumstances. However, a visitor distributing cash and making promises (i.e. future financial support or return trips) may cause misunderstandings. During your trip, your trip leader will provide you with information on funding needs that are considered top priorities by the NPH leadership in each home. If you want to make a donation, please consider giving toward these high priority projects. Please address any current and future questions regarding funding or how you think you can help with the local Visitor Coordinator, your trip leader and/or your fundraising office. Please make all financial donations through your fundraising office. To assure tax deductibility of your philanthropic contributions, please make all donations to NPH through your fundraising office.

#### FOOTPRINT DONATION

Each home encourages visitors and visitor groups to donate a small "footprint" to cover basic costs such as transportation, food, electricity and small necessities. These costs may range from \$25 – \$45 a night, depending on the home and the group. Please confirm the encouraged amount when you are first in contact with the local Visitor Coordinator and/or your trip leader.

#### GIFTS AND DONATIONS

Many visitors collect items to bring as donations to NPH. A list of specific needs will be available from your trip leader, your fundraising office and/or the local Visitor Coordinator of the home in which you are visiting. In general, new clothes (underwear, socks, t-shirts, pants, shoes) in all sizes are always needed. Please coordinate your donations with your trip leader or the Visitor Coordinator of the home you are visiting. If you are traveling on your own to an NPH home please inform the Visitor Coordinator of your donations upon arrival. These items will be given to the Visitor Coordinator or the NPH staff person in charge of donations to be used and distributed where most needed.

We understand that both visitors as well as sponsors will want to give their godchild or children they meet a gift. We encourage all sponsors and visitors to consider simple and modest gifts that will be meaningful to the child (e.g. a book in Spanish, a cross necklace, a picture frame with a photograph of you with the child, photo album of your time together). The best gifts are those that can be shared by everyone in the child's or your Godchild's home/hogar/ section (e.g. board games, a deck of cards, soccer ball etc.). We ask that you avoid electronics or any expensive gift. We also ask that you refrain from giving money/cash as gifts. Please understand that some of the children do not receive gifts. Giving one child an expensive, personal gift may unintentionally create feelings of jealousy and cause problems for that child. Please talk to your trip leader and/or the Visitor Coordinator of the home you are visiting if you have additional questions about gift-giving to your godchild or any other children or youth.

Please remember that your presence is the most important gift you can give the children. Please avoid giving out random small gifts to the children (ie. candy, stickers, etc.). This type of gift giving can teach the children that all foreigners bring gifts and encourage the children to ask for and expect them.



If you have other questions regarding gifts or donations please ask the Visitor Coordinator directly, they can talk to specific on-site staff regarding your request. It is easily arranged to have you or your group organize an activity that includes small gifts, etc. for a group of children, but this must be organized with the local Visitor Coordinator and local on-site staff.



# MEDIA POLICIES PHOTOGRAPHY AND VIDEO:

Please use your camera only after building a relationship with the people you want to photograph. Just as you would in your own country, it is generally a good idea to ask for permission before taking a picture/video of someone.

- Please be respectful and only photograph children that are in the custody of NPH, unless prior authorization is approved by the NPH Communication Officer or your trip leader.
- These NPH homes have additional restrictions for photography and video. Minors (under 18 years) can only be photographed or recorded, and photos / videos can only be published or shared online if their faces are not identifiable in the following countries: Bolivia; Peru; Matamoros, Mexico; Guatemala; El Salvador.
- Please do not take photographs of any children or adults in any community outreach program.
- Please do not take pictures of children unless they are fully clothed.
- Please do not take photos of patients in medical facilities who are under NPH care, without the consent of both the facility and the patient.

The children will want to use your camera and other electronic devices. We advise you not to give your electronics to them to borrow. If you do give your camera to a child please be aware that they will play with it and many visitors have had all of their photos erased.

#### **SOCIAL MEDIA:**

We hope you will be excited to share your trip experience with your network of friends and family on social media. We encourage you to spread the word about our work as this is a powerful way to get more people involved in helping the children. We have developed these guidelines to help you determine what is appropriate to share. First and foremost, we ask that you respect each child's personal story. Some children will be very open about their stories and other children will not. If you are going to publish the photo of a child on social media, you must have his or her personal consent before doing so. Please recognize that this is a personal choice and it is up to each child to decide if they choose to share their story with others. Be sensitive about the privacy of a child's family; do not give details on the death or disease of family members. The use of a minor's (under 18 years old) real name is not permitted in any type of posting on social media. If the young adult is over the age of 18, you must have the personal permission to publish his/ her real name.



Please recognize that photographing and sharing the stories of children and youth has its special challenges. In some instances the act of sharing a picture or story can put the child or other children at risk of retribution or stigmatization. Please be cautious in sharing any photographs or videos on any social media platform (Facebook, websites, blogs, etc.).

Please be aware that we reserve the right to request that any media used of an NPH home, child, or program be removed from any social media platform. Please do not post any photos of the children if they are not fully dressed, or showing hand symbols. Again, the use of a child minor's real name is not permitted in any type of posting on social media, and you must have permission for those 18 or older. Also, please do not take photos of people in the NPH outreach programs.

As a guideline, think about why "personal" and "private" are not the same. While communication through social media networks is primarily a personal matter, this is not the same as it being private. Written conversations inside these networks can be found through search engines such as Google. Even in cases where only your contacts can see what you write, there is a possibility that one of them will forward what you say and make it visible to a wider audience. As a result, personal conversation within social media networks should be considered public rather than private.

Think of CNN, your mother, and your boss — be conscientious of what you are posting. Don't say anything online that you wouldn't be comfortable seeing quoted on any news channel, being asked about by your mother or having to justify to your boss.

#### **MEDICAL SUPPORT**

If you would like to support the medical staff in the home, your group will need to contact a staff member in the clinic or the NPHI Medical Services team to request permission. You will be asked to fill out a simple application and also write a brief report after your work. If you are planning to bring medicine or equipment, you will need to submit a detailed summary of the name, quantity and expiration date of the medicine and equipment to a member of the home's clinical staff and/or NPHI Medical Services team. You may need a letter of donation or a letter of invitation in order to pass through Customs. The process for each country is different, so you will need to contact the NPH team before your trip in order to learn the necessary procedure and requirements.

If you are planning to do community service or outreach and stay in the home, you must submit an application and report to the NPH staff member coordinating your stay. Please keep in mind that although you will be visiting, you are representing NPH to the local and many times international community. Medical students are allowed and encouraged to be part of medical brigades, provided the tutor to student ratio is followed, and must not administer any services that they would not be permitted to give within their own country.

#### RELATIONSHIPS

Please model healthy and respectful relationships. Many of the children living at NPH come from homes without healthy boundaries and we strive to provide positive examples for the children. Unmarried couples will not be permitted to stay in the same room together on NPH property. Romantic relationships are prohibited between all children/youth of NPH and any employee, volunteer, visitor, donor, or sponsor regardless of the age of either person.



## VISITOR AND SHORT-TERM VOLUNTEER DIFFERENCES

Visitors are invited to spend time in our homes for up to two weeks, depending on availability. All visitors under 21 years of age must be accompanied by another adult. All visitors must adhere to the policy and guidelines mentioned above; if there are exceptions they must be approved by the Visitor Coordinator and the National Director.

All short-term volunteers must have the approval of the the home's National Director and/or the International Service Teams, if under the umbrella of Family Services or Medical Services. All short-term volunteers must be under the supervision of someone specific in the home. All short-term volunteers must follow the guidelines and policies set forward by the Volunteer Program as well as the International Visitor Policy and rules of the local home. There are NO exceptions to this rule.



# VISITOR POLICY AND GUIDELINES

# I HAVE READ AND FULLY UNDERSTAND THE NPH INTERNATIONAL VISITOR POLICY. I CLEARLY UNDERSTAND THIS POLICY AND THESE GUIDELINES RELATING TO THE FOLLOWING TOPICS:

Abuse Prevention	"Footprint" Donation
Activities	Gifts and Donations
Alcohol, Drugs and Smoking	Media Policy
Communication	☐ Medical Support
☐ Dress Code	Relationships
Financial Donations	☐ Visitor and Short-term Voluntee
Print Name:	
Signature:	
Date:	
Group/Office Affiliation:	

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