



NPH USA
Raising Children. Supporting Families.
Transforming Lives.



INTERNATIONAL VOLUNTEER PROGRAM GUIDE

Give a year, gain a lifetime of love.



NPH USA.

Raising Children. Supporting Families.
Transforming Lives.



International Volunteer Program

Dear Volunteer,

Congratulations and welcome to the NPH USA and Nuestros Pequeños Hermanos/ Nos Petit Frères et Soeurs (NPH, Spanish and French for "Our Little Brothers and Sisters") family! We are so pleased that you have decided to give of yourself by dedicating a year or longer to the service of our children.

Volunteers have long been an important part of the NPH family. As a volunteer, you have a tremendous opportunity and responsibility to help guide the growth and development of our cherished brothers and sisters. This is far from a simple task. During your time at NPH you will probably feel everything from exhilaration to intense frustration. This guidebook is a small step towards preparing you for the journey. You will have a complete orientation at NPH when you arrive. Please take time to read it and direct any questions to me at jafoster@nphusa.org or call during normal business hours: (405) 816-2987.

Thank you, and again, welcome to the family!

Saludos,

Jennifer Foster, PhD
International Engagement Director
Former International Volunteer NPH USA

“Great opportunities to help others seldom come, but small ones surround us every day.”

Sally Koch





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Introduction

The International Volunteer Program

The NPH USA International Volunteer Program sends qualified individuals, married couples and families to support the staff and children living in the homes of Nuestros Pequeños Hermanos/Nos Petit Frères et Soeurs (NPH, Spanish and French for “Our Little Brothers and Sisters”). Volunteers often fill positions that are difficult to fill with local staff.

NPH’s Mission

Inspired by Christian values, NPH strengthens families to nurture vulnerable children in loving, stable and secure environments. In cases where a child has no family structure, NPH ensures the love, care and support of a family unit. This builds a strong sense of self, community and culture.

NPH programs provide each of our children the resources they need to remain in their home country, where they play a critical role in improving their communities.

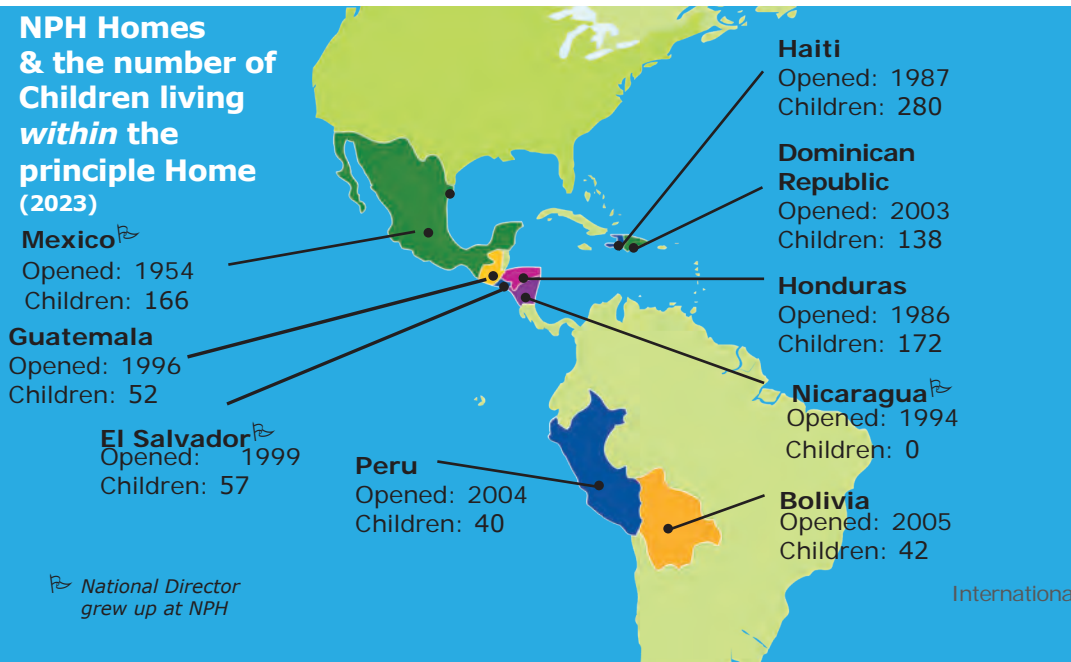
Our homes and programs are fully supporting more than 3,100 children of families impacted by poverty, drugs and violence. Along this journey, we provide them with a quality education, medical care, counseling, spiritual guidance and mentoring. Our mission is to free these children from a cycle of poverty by giving them the skills and support to build a better life.

NPH USA and NPH

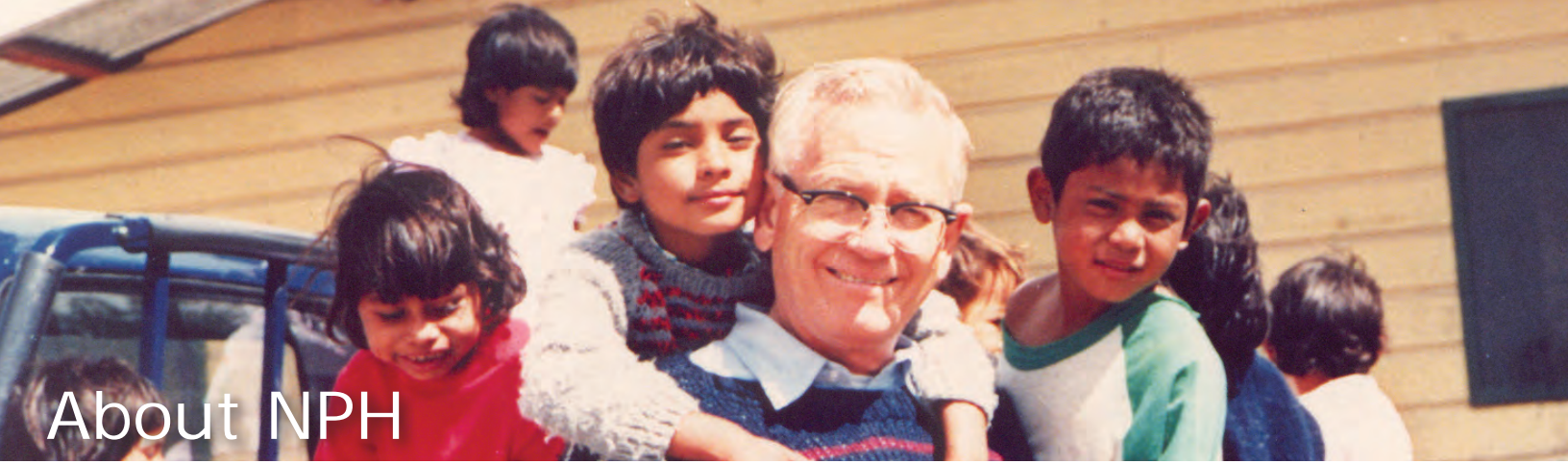
NPH USA transforms the lives of vulnerable children in Latin America and the Caribbean by supporting the homes, health services and educational programs of Nuestros Pequeños Hermanos (NPH, Spanish for “Our Little Brothers and Sisters”). Together, we help children overcome poverty and become leaders in their own communities.

NPH USA has regional offices in Arizona, Illinois, Minnesota, Massachusetts and Washington state. We encourage you to be in touch with your regional office before, during, and after your time at NPH. We can offer an important link between the U.S. and NPH.

NPH USA is part of a larger network of fundraising offices around the world. There are similar offices in Italy, France, Spain, Germany, Austria, the Netherlands, the UK, Ireland, New Zealand, and Canada. Although we have different names, NPH USA, the other fundraising offices, and NPH work together to provide the best care possible for the children living at the NPH homes.



National Director grew up at NPH



About NPH

History

On a hot summer day in 1954, a young boy entered a church in Cuernavaca, Mexico. His name was Carlos, and his hunger drove him to steal money from the collection box. Carlos was arrested and due to receive a harsh sentence for his crime. The newly ordained priest of the church, Father William B. Wasson, asked the court to show mercy. He asked the judge for custody of Carlos so that he could feed him, clothe him, and provide a home for him. The judge accepted. The next week, the police returned with eight more boys for Father Wasson to care for.

So began the life work of Father Wasson, and it flourished. By 1977, the Arizona native was the adoptive father of over 1,000 Mexican boys and girls. Over the years, the NPH family has grown to include over 3,200 children in nine countries.

Principles

The mission and vision of NPH is based on the philosophy of Father Wasson and centers on the following principles:

1. **Unconditional love:** The children, upon entering the family, cannot be asked to leave nor can they be adopted. This is an attempt to ensure that their time with NPH will be one of stability. As a family, we attempt to create an environment that fosters the growth of our children. Unconditional love also implies that the children are accepted for who they are. As members of a family and as Christians, we believe that every person is an individual of worth who deserves to be respected and loved for who he or she is. Unconditional love is also reflected in the way in which a person acts toward other members of our family and toward those whose beliefs or material circumstances are different from his or her own.
2. NPH's objective is to help the children to feel loved in a manner that restores their dignity, hope and sense of security so that they can **develop trust** in their new environment, in other people, and in themselves.
3. Through **responsibility and work**, the children learn to value themselves for contributing to the community. Furthermore, these two aspects of their lives aid them in forming habits that are necessary for their growth toward productive and independent adulthood.
4. **Academic, physical and spiritual education is essential** for the children to become well-rounded adults.
5. Because NPH is concerned with the poor and because it operates with limited funds, those who are part of NPH **live simply and modestly**.

We refer to the children in our care as "Pequeños/Pequeñas," which is Spanish for "little" or "children."





Advice for a Positive Volunteer Experience

As a volunteer, you have taken on a great challenge with immense possibilities for reward and growth. Although there is no clear path to success, there are a few things to keep in mind while you serve:

Be Flexible

There is a great deal of unpredictability and instability that is unavoidable in our operations. We must live within the ambiguity of partial freedom, partial power, and partial knowledge. Things will not always go well or the way you think they should. Try to see things from as many perspectives as possible and always remember the BIG PICTURE. We are a family, not perfect, but striving to do our best to care for these precious children.

Be Patient

Working with people in general - and children in particular - for a period of one year, is like tending seeds but never seeing the fruit. You will never really know how much your words, actions and example have contributed to the growth of the children. Try to accept that things WILL NOT move as quickly as you might like.

Be Positive

Everything has its good and bad points. Sometimes we all forget how much good is being done in the face of all the problems, both real and perceived. Do your best to see the good parts and you will find how much happier and productive you and everyone around you can be. This also means treating yourself and others well.

Be Creative

Find unconventional solutions to problems, and help create an environment in which the children's talents are fostered.

Be Cooperative

Be willing to help out with whatever needs to be done, whether it is your responsibility or not.

Be Loving

Show the children, volunteers and staff love through all your actions. Be conscious of the choices you make, how they affect others and the impact they might have.

Be a Good Example

It is our expectation that volunteers follow the guidelines set forth by NPH. It is our expectation that volunteers NEVER drink or smoke with or around the *pequeños*. This is an NPH policy as well. Additionally, we expect volunteers to dress appropriately, cover any tattoos and remove any piercings (other than women's ears).

Be There

You may not always feel you are "doing" something important. Try to remember that sometimes "being there" is just as important as "doing."





NPH International Health Policy

1. All volunteers must have health insurance from their country. (For U.S. volunteers, international insurance is provided by IMG, and NPH USA covers up to \$500/year.) The name of the insurance must be stated clearly on the health statement form. Once the volunteer has accepted the position and the starting date is scheduled, the NPH Volunteer Coordinator of the country where the volunteer will work should send a copy to the clinic. No volunteer will be accepted without proof of adequate health insurance.
2. In the event where a volunteer needs first aid attention, consultation for common diseases such as cold, flu, mild respiratory, digestive, skin, ENT or eye problems, the volunteer can receive assistance from the NPH doctor and treatment. Medicines are included as part of the basic care that NPH offers.
3. In case of an emergency, the NPH clinic will stabilize the patient and assist him/her in getting to the most appropriate hospital in the city or country.
4. When a volunteer needs further tests or other procedures that NPH does through an outside provider, the volunteer will need to pay such services directly to the outside provider.
5. For treatment beyond the basic services described previously, the volunteer will have to use his/her insurance.
6. The National Director may demand that any volunteer who is in need of medical care but who is not cooperating in treatment must return to their home country.

See page 9 for information on the health insurance provided by NPH USA.





General Health Information

You **MUST** visit your doctor or a travel doctor before leaving for your time as a volunteer. We recommend doing so six months prior to departure if possible. This medical professional will be able to provide the most up-to-date information about your country of service & recommended vaccinations.

Use the Center for Disease Control's Web site (www.cdc.gov/travel/) to access information specific to your country, as well as recommendations from your healthcare provider.

Please note: All Volunteers are required to be **vaccinated against COVID** with the most up-to-date vaccine booster.

All of the volunteers' jobs (like those of the staff) are difficult. Yet, unlike the local staff, foreign volunteers must also adapt to a new culture, climate and food. These demands can be draining, both mentally and physically, making you more susceptible to illness. In addition, volunteers are exposed to more diseases than at home. Here are some suggestions to help you maintain your health and protect against illness:

Nutrition

Make an effort to eat balanced meals, and/or supplement your NPH diet with some fresh fruits and vegetables. We recommend packing a multi-vitamin. While you are at NPH, try to drink as much water as possible.

Rest

Try to sleep as much as possible. Between culture shock and the effort of learning a new language, you will be exhausted. You will be better able to ward off illness if you are well rested.

Mental Health

All volunteers experience some degree of homesickness and sadness while they are at NPH. Volunteers who have a history of anxiety or depression can be more susceptible to an increase in symptoms. If you have anxiety or depression, **we must know about it before you travel** to NPH, so we can know how to best support you, should you have an issue. Keep in mind that **NPH is unable to provide volunteers with ongoing mental health care** and so they should make a contingency plan with their therapist or counselor before departure. Volunteers with anxiety or depression have successfully volunteered at NPH with proper planning and open communication.

Diarrhea

Most foreigners have upset stomachs and diarrhea soon after their arrival in Latin America or the Caribbean. Health care professionals do not completely understand the reasons for this phenomenon. They suggest that it may be a symptom of the change in the type and quantity of the bacteria that normally inhabits Europeans' or North Americans' gastrointestinal systems.

Zika, Chikungunya, and Dengue Fever

Many NPH homes are located in areas prone to Zika, Chikungunya and Dengue Fever. The range of all three diseases has increased dramatically over recent years, which means many volunteers are exposed to them - both on and off the NPH property.

Zika, Chikungunya and Dengue Fever Prevention Measures for Travelers

No vaccine is available to prevent Zika, Chikungunya or Dengue Fever and there is no specific treatment other than therapeutic support. Travelers can reduce their risk by protecting themselves from mosquito bites:

- Use insect repellent containing DEET or Picaridin on exposed skin. DEET concentrations of 30% to 50% are effective for several hours. Picaridin (which avoids many side-effects of DEET), available in 7% and 15% concentrations, must be applied more frequently.
- Wear loose, long pants and long-sleeved shirts when outdoors.
- Indoors, spray insecticide where the Aedes mosquito likes to linger: closets, behind curtains, and under beds.
- If practical, empty or cover containers containing water.
- Air conditioned, screened rooms furnished with mosquito nets provide further protection.

For more information about Zika, Chikungunya and Dengue Fever, visit the CDC's and Pan American Health Organization's web sites.

Health Insurance through NPH USA

As a volunteer, you must purchase the IMG Patriot Plan, managed by Seven Hills Cleveland Benefit Partners (sevenhillscleveland.com). Janet Walker is the agent with whom we work: (952) 885-2705, jwalker@sevenhillscleveland.com. You will be reimbursed for up to **\$500/year** by NPH USA.

To enroll with IMG:

- Go to: <https://www.imglobal.com/application/patriot?imgac=187142&userar=plan-results>
- Under the Patriot Travel Medical Insurance heading, click on *quote/buy individual insurance*. **1**
This will open the online application. **2**
- Complete information in the first screen, then click on continue.
 - o The most that a policy may be purchased for at one time is 12 months. If you need to purchase more than 12 months you may make an additional purchase just prior to the termination of the plan when you receive a renewal option via email. NPH USA will pay for insurance (up to \$500/year for the entire time that you are volunteering).
- **On the next screen click on a \$250 deductible, and a \$100,000 premium.** For most volunteers in their 20s the amount of the coverage is around \$400. **2**
- If you want to purchase additional coverage, you may, but NPH USA will not pay for it.
- Finally, complete the remaining screen requests and payment information.
- When you are finished, you will receive an **email confirmation that shows the policy as well as proof of purchase.** For immediate reimbursement, forward that email confirmation to Jennifer Foster, who will then request your reimbursement check. You will also need to upload a copy in the attachments section of DocuSign.

1

Cleveland Company
952-982-9405
www.sevenhillscleveland.com
jwalker@sevenhillscleveland.com

27% Complete

1 2 3 4 5

1 Travel Information

Travel Dates

Travel Start Date

Travel End Date

Coverage Area

Do you need coverage in the USA? Yes No

[What if I need coverage in multiple countries or on a cruise?](#)

Traveler Information

Please enter the following information for each person you would like to include.

Primary Insured

First Name

Last Name

Date of Birth

2

Cleveland Company
952-562-9405
www.sevenhillscleveland.com
jwalker@sevenhillscleveland.com

58% Complete

2 3

2 Price Options

Select your deductible amount

Tip: A lower deductible means lower out-of-pocket expenses.

Select your policy maximum limit

Policy Max	Price
<input type="radio"/> \$50,000	\$281.05
<input checked="" type="radio"/> \$100,000	\$346.75
<input type="radio"/> \$500,000	\$401.50
<input type="radio"/> \$1,000,000	\$445.30

Tip: A higher policy maximum limit means lower out of pocket expenses. It's a good idea to pick a higher policy maximum limit.

Please keep in mind:

- **You must track and manage your own insurance.** It is up to you to be aware of your IMG policy number, your IMG login ID, what to do in case of an emergency, how and when to extend or end your coverage, etc.
- The IMG plan may not cover every medical expense you may have. You must obtain authorization for services in advance when possible. You will most likely have some out-of-pocket expenses for medical care. IMG will cover you for hospitalization, evacuation, and urgent medical situations.
- You must purchase your IMG plan at least one month prior to beginning volunteer service at NPH. For most volunteers, that means we need your enrollment information by December 1 for and NPH January start, by June 1 for an NPH July start. If you are starting at a different time we can adjust the enrollment date.
- If you choose to extend your volunteer service with NPH and renew the policy, you must advise Jennifer as well as Janet Walker at least one month in advance of the extension. Once you have purchased additional coverage, again send the confirmation email to Jennifer (jafoster@nphusa.org) and we will request the reimbursement check.
- **To renew, the policyholder must go to the IMG web site:** <http://www.imglobal.com> and select “Login to My IMG” at the top of the home page. From there, you can view, manage, and renew coverage, search for a doctor or hospital from anywhere in the world. You can also call IMG Customer Care to renew at this number: **1-800-628-4664.**
- The IMG plans are not major medical plans and do not qualify as minimum essential coverage as defined by the ACA. NPH volunteers should continue to be enrolled in an ACA compliant health insurance plan to maintain coverage in the US.
- Incidental Trip Coverage provides up to 14 days of emergency coverage for volunteers when returning home before the plan ends. This does not include travel for treatment of an illness or injury incurred while traveling outside of the country, unless the doctor had determined that the illness or injury had been resolved while still out of the country. If treatment is still ongoing, the illness would be considered a pre-existing condition and would therefore not be covered.
- Unlike Incidental Trip coverage, Home Country Coverage covers an illness or injury that is new or incurred while out of the country regardless of the need for ongoing treatment. NPH USA will not pay for Home Country Coverage, but you may choose to add it at your expense.
- NPH USA provides insurance only while you are volunteering. If you transition into an NPH employee you must pay for your own health insurance.
- If you fail to renew your insurance when extending your volunteer commitment at NPH, neither NPH, NPH USA, nor the Seven Hills Cleveland Benefit Partners is responsible for covering any costs that may occur while you are uninsured.





Please share your blog with us! They are incredibly helpful for incoming volunteers to read.

Sharing Your Experience

Volunteers are strong advocates for NPH USA and NPH. We depend upon our volunteers to spread the word about the work we are doing. Volunteers continue to amaze us with their creativity. Some of the many ways volunteers have shared their experience include:

- Contact local newspapers, TV stations, and radio stations to share your volunteer experience.
- Write monthly e-mails to family and friends (if you are willing, please include us on your e-mail list: volunteers@nphusa.org).
- Send pictures and stories to your church newsletter during your volunteer service.
- Show a video at a family gathering or reunion.
- Give a presentation at your church, school, or any clubs with which you are involved.
- Please let us know if you have other ideas for sharing the story of NPH USA and NPH. We can help you prepare with materials or ideas.

Social Media/Online Policies

These guidelines are adapted from the following documents: ASHA Social Media Guidelines, American Red Cross Online Communications Guidelines, and Intel Social Media Guidelines.

Blogging and other social media is an important piece of many volunteers' year of service. It's a place to share your reflections and lessons, insights, observations and questions. Your year of service is bound to be a year of tremendous growth and change and we urge you to document that growth and change either online, in private emails or in an old-fashioned written journal. While NPH USA encourages all of its staff, volunteers and supporters to join a global conversation, it is important for volunteers who choose to do so to understand what is recommended, expected and required when they discuss NPH USA/NPH-related topics.

It is a good rule of thumb to think of ALL social media as the same as writing a signed letter to the editor of a newspaper. Don't speak for NPH USA or NPH, unless you are specifically authorized to do so. Clearly state who you are and your relationship to the topic, make it clear you are representing your own ideas, and, finally, don't write anything that you would be embarrassed about seeing printed on the front page of a print publication.

The following guidelines will help you talk about your involvement with NPH USA and NPH in an open and transparent way. We expect all who participate in social media on behalf of NPH USA and/or NPH to understand and to follow these guidelines. Failure to do so could put your volunteer service at risk. The NPH homes have different requirements and requests about volunteers' blogging and social media use. Just like any other rule at NPH, you are expected to follow the social media protocols specific to your home.

Use disclaimers. Make it clear that the views you are expressing are yours alone and not necessarily those of NPH USA or NPH.

Be accurate and factual. Make sure that what you are saying is factually correct, and do not make inflammatory statements or attempt to engage in an aggressive or defensive way.

Be transparent. We believe in transparency and honesty. If you are blogging or posting about your volunteer work for NPH USA or NPH, use your real name, and identify that you are serving at NPH. Be smart about protecting yourself and your privacy. What you publish will be around for a long time and may be quoted or re-used elsewhere, so consider the content carefully and exercise caution when disclosing personal details.

Sharing Your Experience *(continued)*

Consider your audience. MANY people will read your blog/social media posts far beyond your family and friends. Potential volunteers search for blogs, as do donors, visitors, and supporters of NPH. It is a very public forum, and some posts may be better suited as emails. A blog is not an online journal; it is a public reflection of you and your service at NPH. Keep in mind that staff at NPH USA and NPH will read your blog, even if you do not give out the address.

While you may certainly use social media to point out discrepancies, do so respectfully, factually and with the disclaimer that the views you are expressing are your own and you are not speaking on behalf of NPH USA and/or NPH. An overly negative post about NPH can have ramifications that you do not intend. Donors can withdraw funding or complain, potential volunteers may shy away from service, etc. If you are tempted to post in a moment of frustration, anger, criticism, sadness or hurt, take some deep breaths, save it as a draft, and come back to the post in awhile. EVERYONE goes through ups and downs while volunteering. Do not make a temporary low point for you permanent on the internet.

Consider your online presence and online footprint. Most future employers and graduate schools routinely do online searches as part of the hiring and acceptance process. Make sure that you represent yourself well while serving at NPH. Make sure that your content is appropriate and polished. Do not post any inappropriate pictures, posts, updates or tweets that may compromise you or NPH. Do not spread gossip or unflattering information about the children, your fellow volunteers, the NPH leadership, or your coworkers.

Never use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in NPH USA, or NPH's workplace.

Respect those who you blog about. The children, NPH leadership, staff and fellow volunteers may not want their stories shared in such a public way. Do not post first and last names without explicit permission, and do not write anything that would offend the people you are writing about. Think about others' online reputation as you write: will he/she want this information to be online 10 years from now?

Social Media is a conversation. Talk to your readers like you would talk to real people in professional situations. In other words, avoid overly pedantic or "composed" language. Be sure to proofread before posting – check for typos, grammatical errors, etc. Don't be afraid to bring in your own personality and say what's on your mind. Consider content that's open-ended and invites response. Encourage comments. You can also broaden the conversation by citing others who are blogging about the same topic and allowing your content to be shared or syndicated.

Examples of high quality volunteer blogs are listed in our "reading list" on page 22. Please take the time to read through some of them.

Consider who your Facebook "friends" are. Many *pequeños*, NPH, and NPH USA staff use Facebook and Instagram. If you choose to be Facebook friends with *pequeños*, remember that as a volunteer, you are a role model within the NPH network at all times. Carefully choose what to post, including pictures that you post, or others post of you. You may want to set up another account or create filters to control who receives information from/about you.

Using Photos and Names of Children

You may only use photographs of children who are in custody of NPH, unless prior authorization is approved. Please be respectful and do not take photos of children or adults of any community outreach program. If specific photos are needed of any of our programs, the Communication Officer or Director of Communications can provide a gallery of approved photos.

You are required to be cautious in sharing photos of our children in any social media platform. **Do not use the real name of NPH children when sharing or posting to social media.** For example, you can write, "A boy playing soccer." NPH has the right to request that any media used of a NPH home, child or program be removed from any social media platform (Web site, Facebook, blogs, etc.) NPH will not approve media that is for the personal gain only of the interested party. All projects should in some way benefit the children of NPH. All NPH materials are protected by copyright, including text, photographs, logo, images and videos. Permission to reproduce any NPH material must be requested from the NPHI Director of Communications, and will only be granted on condition that these principles and guidelines are followed.



Personal Fundraising as an NPH Volunteer

NPH USA raises money for NPH. Donations to NPH USA, Federal Tax ID# 65-1229309, are tax deductible as provided by law and will support the budgetary needs of NPH, which include but are not limited to: money for food, clothing, education, housing and healthcare.

Money for your travel, treats for the kids, books for a classroom, etc. that friends or family members give **directly to you will be considered personal gifts** to you. These are NOT tax deductible because they are not charitable donations (per IRS publication 526).

We recognize that volunteering at NPH has some costs, and that volunteers may need to do some additional fundraising. **If you fundraise for your own costs (personal travel, food, materials and additional personal costs) or a specific project/event please keep in mind:**

- Please share any personal fundraising ideas and links with your home NPH USA office or the NPHI Volunteer Coordinator before you set up your crowdsourcing page. If we locate a page that has not been approved, we will ask you remove it.
- Include the NPH USA name and a link to the NPH USA website.
- Be upfront about what you are seeking and how the money will be spent.
- Request approval from the National Director and local Volunteer Coordinator for any specific project.
- We are supportive of projects that have a lasting impact for a group of children. Examples include an empowerment class for young women, books for the library, toys and activities to use by sick children in the clinic.

*Please do not hesitate to contact us to discuss your ideas.
We may have contacts that can offer additional resources!*

- We strongly recommend that you not raise funds for one-time events like an excursion to a water park or an elaborate going away party. These type of one-time events can be fun, but create expectations for future volunteers, perpetuate the image that foreigners are rich, and can detract from the bigger fundraising picture at NPH.
- Be a good steward of the money you raise. Spend it on what you have promised and provide updates for your donors. Find a hosting site that charges minimal overhead.



Preparations

Language - Spanish or Creole

Most volunteers struggle with their Spanish or Creole once they are at NPH. You can help ease your struggles by being as prepared as possible before you go. Here are some ideas/advice from former volunteers regarding language and what to expect:

- "I recommend keeping a Spanish-only bedroom even if your roommate speaks English. I spent the first six months living with a native speaker and she was the catalyst for my language success."
- "I would not recommend volunteers going to the home without at least the ability to understand a lot of Spanish. I had taken five years of Spanish classes and brushed up on my skills for a week in Spanish school and still had some problems upon arrival. It was not until I had been here for about a month that I started to feel more comfortable speaking, and was able to understand people better... As much as a volunteer may think it will be easy to pick it up starting out with not much, when a language barrier is added to all the other difficulties of moving to a new country and community like NPH, it can be very difficult."
- "You speak more Spanish in a day at NPH than you speak in English in whatever country you are from. Keep that in mind."
- "You do not need to be fluent upon arrival, but I would suggest taking advantage of any opportunity to improve your speaking ability. The better your Spanish, the deeper/closer your relationships can become with some children/youth."

- "Definitely try to brush up on your Spanish as much as possible before arriving; the time in country is very short, and you will not want to waste a second with communication barriers. It is useful to remember, too, that communication can be non-verbal. In addition to using your Spanish, you can also make gestures, etc. to communicate your meaning. The kids will understand you better, and they will love the fact that you are acting a bit silly."
- "I had a decent level of Spanish and I still struggled quite a bit for the first three months. It was very frustrating, especially working in the clinic and trying to follow instructions from the nurses and talking to the patients."

So please, as much as you can, work to **improve your Spanish before you arrive at NPH**. If we discussed your attending language school during your phone interview, you should be making language school arrangements in the home country where you will serve. **Your Volunteer Coordinator (at the NPH home) can help you if you need a referral to a suitable school.**



Preparations *(continued)*

Travel Arrangements

Each country has different rules and regulations regarding visas. Please contact the Volunteer Coordinator at the home where you will serve for details about visas. Most of the NPH homes make arrangements for volunteers' visas, and in most countries you will obtain a visa on the plane as you fly into the country where you will serve. Travel agents can also be a good source for current information on this topic, as well as some former volunteers.

- Be sure your passport will not expire while you are completing your volunteer service.
- Please be advised that in some cases, a country **will not allow you to travel with a one-way ticket**. Please check with the consulate or embassy about the travel arrangements in the country where you will serve.
- As soon as you arrange your travel, **you must** contact NPH USA and the NPH Volunteer Coordinator with the details of your flight, language school and any other travel plan.

Preparing for Your Job and Being Surrounded by Kids

- Read about the country where you will be working.
- Read about child development, teaching practices, positive discipline, etc.
- Most of the homes use *Love and Logic* as a guiding philosophy for discipline.
- Visit the NPH Web site and read the stories from the country where you will be volunteering.
- E-mail or call the former volunteer contact provided by NPH USA with questions and concerns, or let the Volunteer Coordinator know if you need more contacts or information.

Finances

You will receive a monthly stipend of a minimum of roughly \$50 per month. The stipend amount varies. Please check with the Volunteer Coordinator at the home where you will volunteer about the amount.

NPH does not charge anything to volunteer, but there are some costs. Check with volunteers in the country where you will serve about recommendations for how much extra money you may need. Some common extra costs are:

- You will have every other weekend off. You will want some money to travel, enjoy some treats, go out for a meal, etc.
- NPH provides food to volunteers, but it's often not enough, and is monotonous and may lack fresh fruits and vegetables. You will most likely spend some money on extra food.
- The IMG health insurance will cover you for hospitalization and emergencies, but may not cover you for urgent clinic visits or services. You may need to pay for labs and clinic visits if you are ill.

Credit and debit cards:

- Make sure that you have a couple of ways to access cash/credit. We recommend taking a debit and credit card that do not charge international fees.
- Make sure that someone in the U.S. can access the accounts, in case they are hacked. It can be difficult to sort out things from Latin America.
- Do not carry your credit and debit card in the same place in case you are pick-pocketed or robbed.
- Make sure to alert the credit card company and bank that you will be out of the country.

Cash:

- Take some U.S. dollars when you travel, the amount is up to you. You can convert your dollars to local currency after the NPH staff picks you up at the airport.
- You may want to take more U.S. dollars to keep in case of emergency. Do not exchange it all at once, since exchange rates may go up while you are at NPH.



Preparations *(continued)*

Culture Shock

You may receive more information about culture shock at your NPH orientation once you arrive, but nonetheless we think it deserves some attention prior to your departure. According to Wikipedia, "Severe culture shock (moving to a foreign country) often consists of distinct phases. Not everyone moves through the phases and not everyone is in the new culture long enough to pass through all four:

1. The "Honeymoon Phase"

During this period the differences between the old and new culture are seen in a romantic light, wonderful and new. For example, in moving to a new country, an individual might love the new foods, the pace of the life, the people's habits, the buildings and so on.

2. The Negotiation Phase

After a few days, a few weeks, or a few months, minor differences between the old and new culture are resolved. One may long for food the way it is prepared "back home," may find the pace of life too fast or slow, may find the people's habits annoying, etc.

3. The "Everything is OK" Phase

Again, after a few days, weeks or months, one grows accustomed to the new culture's differences and develops routines. At this point, an individual no longer reacts to the new culture positively or negatively, because it no longer feels like a new culture. An individual becomes concerned with basic living again, as they were in their original culture.

4. Reverse Culture Shock

Returning to one's home culture after growing accustomed to a new one can produce the same effects as described above."

It is important to be open to the culture and the home where you will serve, to try to discard stereotypes, and to learn as much as you can before your departure. If you educate yourself on the many aspects of the country in which you will be living, you will understand and appreciate your new surroundings much more quickly. Before you leave, learn about the country's history, natural resources, social customs, religions, art, and political structures. Investigate the expected behaviors and unspoken rules. Read up on the country's present day problems and current national issues.

Even with this preparation, it is inevitable that you will experience some symptoms of culture shock. You may be unaware that the frustrations and emotions you are experiencing are related to culture shock; but in retrospect, this will become apparent. One current volunteer wrote: "Everyone told me that the first three months are the toughest, and that culture shock is very difficult to deal with, but to be honest I didn't really believe it for myself until it hit me. And, boy, did it hit me, so I can attest to the fact that it really does affect everyone."

In Case of Emergency

If there is an emergency, such as a natural disaster, political crisis or flu outbreak, while you are gone, please make sure that your parents know how to be in touch with you. Make sure to give your parents/next of kin the **Family Resources for NPH Volunteers** sheet that we mailed in your welcome packet. Encourage them to visit the www.nph.org web site, or contact the NPH USA International Volunteer Coordinator at jafoster@nphusa.org or (405) 816-2987 if they have questions.

We strongly encourage you to enroll in the Smart Traveler Enrollment Program (STEP) with the U.S. government at <http://step.state.gov>. This will help the Department of State assist you in an emergency and notify you of any travel warnings or alerts.



Preparations *(continued)*

General Tips

Here are some general tips for traveling and interacting during your volunteer year, which may help ease cultural adjustment.

- Join NPH in a spirit of humility and with a genuine desire to develop a relationship with the kids and staff.
- Try to be patient, flexible and withhold judgment; yet reach out for support when you need it.
- Expect to hit a low point at 3-4 months and again at Christmas time. Your job may be hard, your living arrangements frustrating; you may feel critical of the leadership or your fellow workers; you may be tired of the food, the lack of privacy, etc. and you may want to come home. Please remember that it is important to stay the entire year. Things *will* get better, so take care of yourself, reach out to others, and find joy in the children.
- Do not expect to find things as you have them at home. Please be aware that you will most likely not have hot showers. You will most likely have a roommate. There will be cockroaches and other bugs. The Internet connection will fail at times. Schedules will run late at times. You may disagree with the administration's decisions. Transportation will be difficult. Communication will be poor, etc.
- Occasionally indulge in some U.S. culture when you need to. There are sure to be movie theaters, North American restaurants and treats in the large cities. One volunteer suggests bringing some familiar snacks/comfort food to get you through those first few weeks.
- Remember that you are there to serve the children, but also to build relationships with the staff. One former volunteer wrote: "Make friends with locals! *Tíos*, teachers, other staff... Getting to know older *pequeños* is important, too, but I would distinguish the older *pequeños* from the staff."
- Do not judge the people of NPH by the one person with whom you have had trouble. This is unfair to NPH as a whole.
- Please remember that you are a guest at NPH, as well as a volunteer. Please treat your hosts with respect. Try to be aware of what might be offensive behavior.
- Cultivate the habit of listening and observing, rather than merely seeing or hearing.
- Realize that other people may have thought patterns and concepts of time that are very different than yours - not inferior, just different.
- Spend time reflecting on your daily experiences in order to deepen your understanding of your experiences. When you can, share those thoughts with others as they are very helpful for new volunteers to read.



Clothing

- Check with former volunteers about the climate and temperature of your host country.
- You should mostly pack work clothes - dressy casual items in good repair.
- You will may need to wash your own clothes by hand, and the water will make them dingy after a year.
- Pack at least one dressy outfit for things such as *quinceañeros* parties, graduation, special Masses, etc.
- Warm clothes are essential in Honduras, Guatemala, in Kenscoff Haiti, Peru and Bolivia. Most volunteers use light but warm layers, scarves, hats, as well as warm pajamas and wool socks for night time.
- Medical volunteers should pack scrubs.



NPH Grievance Policy

It is likely that you will experience things at NPH that you think are troublesome or wrong. When it happens, please be thoughtful in your reaction, taking into account that you are living in a foreign culture and as part of a large international organization. Please talk to your NPH Volunteer Coordinator and other volunteers about your experience, and what your reaction might be. See if you can resolve your issue at the NPH home by talking with your supervisor and the leadership at NPH.

If you are not satisfied or if it is an issue that requires more attention, please follow the Grievance Procedure below. You may send your grievance to any of the committee members.

NPH International endeavors to promote a corporate culture of dignity, respect and courtesy, in line with NPHI's core family values.

- a) The NPHI Grievance Committee is a standing sub-committee of the NPHI Executive Operational Team.
- b) The purpose of the Grievance Committee shall be to address grievances from children, staff and volunteers against any NPHI or NPH country staff person, when:
 - i) Proper channels have been followed and an attempt to settle the matter directly with the person in question has been made, without success; or,
 - ii) Dealing directly with the person in question is not possible.
After receiving a written grievance, the NPHI Grievance committee member, who received it, will respond immediately (within 72 working hours) to the enquirer that the grievance was received and informs the other NPHI Grievance committee members.
- c) Matters brought to the NPHI Grievance Committee are not necessarily protected by the seal of confidentiality. While the Grievance Committee will certainly act at all times with discretion, it will do what it feels necessary to thoroughly and fairly investigate complaints.
- d) The NPHI Grievance Committee will have the option of trying to reach a resolution among the parties involved by itself, or by referring the matter to: the Executive Director of NPHI, or one of the NPHI Executive Operational Team or members of the offices, in cases of visitors/donors/sponsors as the Grievance Committee sees fit.

Together the members of the NPHI Grievance Committee identify the issue(s), gather information, review the facts and give the task to investigate, monitor, resolve, etc, to the respective member(s) of the NPHI Executive Team (CEO,CFO MS, FS, CO) according to the area of responsibility the matter falls into.

All grievances will be investigated promptly, impartially and with discretion by the NPHI Grievance Committee in conjunction with an individual or team appointed by the Executive Operational Team of NPHI.

- e) The Grievance Committee will not investigate anonymous complaints. The NPHI Grievance Committee will ensure that the incident is investigated promptly and, depending on the results of the investigation, that the appropriate actions/corrective measures, are taken.
- f) Ignoring this process and bringing internal matters to the attention of others, within or outside of NPH, shall be considered a most serious offense and the NPHI Executive Operational Team reserves the right to impose sanctions.
- g) The NPHI Grievance Committee will provide a written response to the enquirer. The response must address the issues, the actions taken and resolution and should notify the enquirer of his/her procedural options.
- h) Retaliation against any children, staff, and volunteer for sending a grievance covered under this policy or assisting in the investigation of a grievance covered under this policy is prohibited. If you believe that you have been retaliated against for reporting a grievance or assisting in the investigation process, you should report the incident immediately to the NPHI Grievance Committee.
- i) This policy will be translated and distributed to the National Directors into the appropriate language. National Directors will assure that all children, staff and volunteers are trained annually and that it is posted where children, staff and volunteers can see it.
- j) Local grievance contacts listed on the grievance poster must be trained annually.

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 and shared your plans with the NPH USA Volunteer Coordinator.
- 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, and the Dominican Republic) 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 Jennifer (jafoster@nphusa.org) the confirmation email they send you.** She will then request a check to cover those costs. See pages 9-10 for details.
- Complete your background check with Sterling Volunteers.** You should receive an invitation from Jennifer when you accept our offer to volunteer at NPH.
- Submit your DocuSign packet online with all requested attachments.**
- Jennifer Foster (jafoster@nphusa.org) will request the following information to include on our Web site.** You can see other current and past volunteers here: <https://nphusa.org/volunteers-current/>
 - Your hometown
 - Your school
 - Your volunteer job at NPH
 - The home in which you will serve
 - A recent photo
- Enroll in the Smart Traveler Enrollment Program (STEP) with the U.S. government.** All U.S. citizens who travel abroad are encouraged to enroll. This will help the Department of State assist you in an emergency and notify you of any travel warnings or alerts. <http://step.state.gov>
- Change/update your address and e-mail with a permanent address while you are abroad.**
- Figure out your student loan payments.** Once you have turned in all your paperwork, we will write a letter that confirms you will be volunteering at NPH. You may be able to use that letter to defer your student loans. Contact Jennifer Foster if you need help filling out other forms.
- Complete the Serve Smart Impact Abroad Tool Kit,** once you receive the link from Jennifer.

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

Suggested Packing List

This is a list of suggestions from former volunteers. There are many things you will bring that aren't on this list and items on this list you will not feel you need. You may also contact the Volunteer Coordinator at the home where you will serve for country-specific recommendations. A few items on this list are expensive in Latin America, or they may seem to be expensive when living on a volunteer stipend. You may want to stock up on tampons, sunscreen, and bug spray, but first check with your Volunteer Coordinator at NPH to see if they are easy to buy and affordable where you will serve.

CLOTHING

- Sturdy clothing that is dressy casual and in good repair.
(See page 16.)
- At least one dressy outfit
- Light raingear
- Several pairs of comfortable shoes, including shower shoes.
- Scrubs (for medical volunteers)

ELECTRONICS

- Laptop and speakers. Most volunteers prefer a laptop over a tablet
- USB/s
- Cell phone and charger. It most likely will not work where you are going, but you can use it in wifi zones during your time off.
- Power strip to protect against power surges.
- Battery-powered alarm clock
- Flashlight/headlamp
- Extra batteries
- Camera

PERSONAL ITEMS

- Light weight towel, and possibly a travel towel
- Some good books/ guidebooks/travel books that you may donate when you finish your service.
- Journal, some good pens
- Sunglasses
- Waterproof watch
- Knife, such as a Swiss Army Knife or Leatherman*
- Money belt
- Comfort items (e.g., family photos, spiritual or religious materials)
- Earplugs
- Snacks for the first week as you get adjusted to the new schedule. Peanut butter, trail mix, protein bars, etc.
- Daypack

TOILETRIES

You will be able to purchase most toiletries and medications in Latin America. You will not always find the same brands.

You do not need to pack a year's supply of most items!

- Personal medications. If you need prescription medicine, you MUST make arrangements to cover your needs for the entire year. Please contact the Volunteer Coordinator for assistance.
- Multi-vitamins
- Alcohol-based hand sanitizer (small bottle)
- Small amount of toilet paper or travel pack of tissues
- Sun block (SPF 30 or higher)
- Insect repellent containing DEET
- Feminine hygiene supplies. Tampons can be hard to find and expensive in Latin America.
- Extra pair of prescription glasses and/or contact lenses
- Copy of vision prescription
- Eyeglasses repair kit
- Contact lens solution (can be expensive and hard to get)
- Toothbrush/toothpaste
- Skin moisturizer
- Soap
- Small bottles of shampoo and conditioner
- Metal lice comb
- Lice shampoo or Cetaphil. If you do not want to use a pesticide, look on line for instructions on how to use Cetaphil to treat lice.
- Anti-itch cream for bug bites
- Lip balm
- Razor, extra blades*
- Scissors*
- Nail clippers*
- Tweezers
- Sewing kit*

*Do not put these items in your carry-on as the airlines may confiscate them.

(continued)

Suggested Packing List *(continued)*

FOR INTERNATIONAL TRAVEL

- Extra passport-style photos
- Photocopies of all your important documents (bring copies and leave copies with family/next of kin.
 - Contact information for next of kin, as well as:
 - First page of passport
 - Driver's license
 - Immunization record
 - Birth certificate
 - Credit cards
 - Diplomas/medical licenses
 - Emergency telephone numbers
 - Blood type
 - Social Security number
 - Travel tickets
- Special food supplements
- Water bottle
- NPH contact information. NPH staff will meet you at the airport, but to be safe, make sure to have the correct in-country contact information, etc.

AND MOST IMPORTANTLY . . .

- Patience
- Flexibility
- Lots of LOVE!

ADD YOUR OWN LIST

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WHAT TO PACK IN? HOW MUCH TO PACK?

Some volunteers pack everything they think they may need, and others go light/go without. No one will care if you wear the same clothes repeatedly! Check the airlines guidelines about luggage and plan your strategy.

Whatever combination of luggage you choose, we recommend taking some sort of backpack that you can use for weekends off, and bringing groceries back to NPH from stores outside. Make sure that it is rugged, and not too flashy.

Recommended Resources

The following is a selection of optional resources for incoming volunteers. For more suggestions, visit nphusa.org/ivp-resources

Blogs

- <https://peopleplacesandspeech.wordpress.com/>
NPH DR volunteer Kendra Burmeister
- <http://kristenimages.blogspot.com/>
NPH DR volunteer Kristen Mages
- <http://jessheintz.blogspot.com/>
NPH Guatemala volunteer Jessica Heintz
- <http://www.bridgetshope.blogspot.com/>
NPFS/NPH Haiti volunteer Bridget Holtz
- www.mollyinhaiti.blogspot.com/
Former NPFS Haiti volunteer Molly Hightower, who was killed in the 2010 Haiti earthquake.
- <http://manosdemusica.blogspot.com/>
NPH Honduras volunteer Doug Orofino
- <http://ayearofadventureandwonder.wordpress.com/>
NPH Mexico volunteer Amanda Schmitz

Testimony/Biography

- *I, Rigoberta Menchú: An Indian Woman in Guatemala*, Rigoberta Menchú (Guatemala)
- *Don't Be Afraid, Gringo: A Honduran Woman Speaks from Her Heart*, Elvia Alvarado with Madea Benjamin (Honduras)
- *Let Me Speak: Testimony of Domitila, a Woman of the Bolivian Mines*, Domitila Barrios de Chüngara (Bolivia)
- *They Won't Take Me Alive: Salvadoran Women in Struggle for National Liberation*, Claribel Alegría (El Salvador)
- *Undocumented: A Dominican Boy's Odyssey*, Daniel Padilla Peralta (D.R.)
- *Sandino's Daughters: Testimonies of Nicaraguan Women in Struggle* (Nicaragua)

Nonfiction

- *Walking with the Poor*, Bryant Meyers
- *Uncommon Grounds: The History of Coffee and How it Transformed the World*, Mark Pendergrast (Central America)
- *Whispering in the Giant's Ear: A Frontline*, William Powers (Bolivia)

- *This Bridge Called My Back: Writings by Radical Women of Color*, Cherrie Moraga and Gloria Anzaldúa (Mexican-American Border)
- *Guatemala: The Making of a Revolution*, George Black (Guatemala)
- *Paradise Lost: Haiti's Tumultuous Journey from Pearl of the Caribbean to Third World Hotspot*, Philippe Girard (Haiti)

Documentary/Video

- NPH USA's YouTube Channel: www.youtube.com/nphusa
- The NPH Volunteer Experience: www.youtube.com/nphinternational
- *Who is Dayani Cristal?* (Central America, Honduras, USA)
- *Harvest of Empire* (Central America)
- *Cuando tiemblan las montañas* (Guatemala)
- *Cocalero* (Bolivia)
- *The Devil's Miner* (Bolivia)
- *Call Me Francis* (Argentina, Pope Francis, Netflix Series)
- *Pelotero* (Baseball in the D.R.)
- *Zapatista* (Mexico)
- *When Two Worlds Collide* (Peru)

Film (Dramas/Historical Dramas)

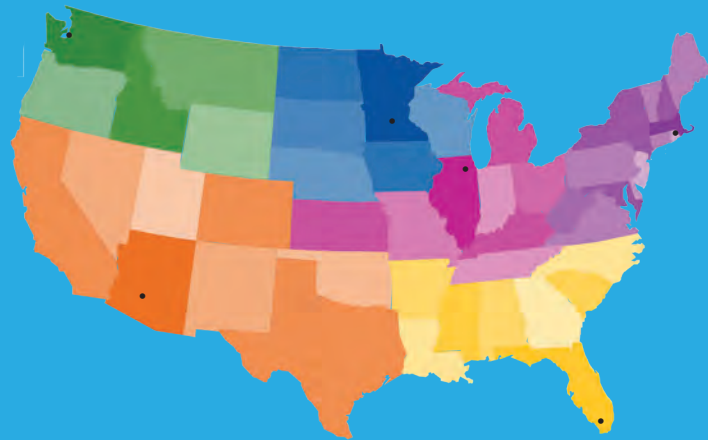
- *Sin nombre* (Honduras/Mexico—Immigration)
- *The Golden Dream (La jaula de oro)* (Honduras/Guatemala—Immigration)
- *Ixcanel* (Volcano) (Guatemala—Mayan)
- *Romero* (El Salvador—Civil War)
- *Innocent Voices (Voces inocentes)* (El Salvador—Civil War)
- *Even the Rain (También la lluvia)* (Bolivia)
- *Milk of Sorrow (La teta asustada)* (Peru)
- *The Motorcycle Diaries* (South America, origins of Che Guevara)

Contact Information: NPH Homes

BOLIVIA - Fundación Institución de Beneficencia Privada Nuestros Pequeños Hermanos - Bolivia			
Mail: Casilla Postal M-31 Montero Santa Cruz Bolivia	Location: Carretera a Santa Rosa del Sara Kilómetro 13 San Ignacio del Sara Santa Cruz Bolivia	Phone: +591-7214-263 e-mail: info.bo@nph.org	
DOMINICAN REPUBLIC - Escuela Hogar Nuestros Pequeños Hermanos - Dominican Republic			
Mail: Apdo. Postal 830 San Pedro de Macoris, República Dominicana	Location: Carretera Ramón Santana Frente al Batey Nuevo San Pedro de Macoris República Dominicana	Phone: +1-829-962-9931 e-mail: info.do@nph.org	
EL SALVADOR - Fundación Escuela Hogar Nuestros Pequeños Hermanos - El Salvador			
Mail: Apdo. Postal 81 Santa Ana, Depto. Santa Ana El Salvador Central America	Location: Km. 77 carretera a Metapan Caserío San José El Sompopo Canton Cujucuyo Municipio de Texistepeque Santa Ana El Salvador, Central America	Phone: +503-2487-1500 Fax: +503-2487-1532 e-mail: info.sv@nph.org	
GUATEMALA - Fundación Escuela Hogar Nuestros Pequeños Hermanos - Guatemala			
Mail: Apdo. Postal 4 Chimaltenango Guatemala Central America	Location: Camino Viejo a Parramos Aldea Cahualten los Corrales San Andres Itzapa, Depto. de Chimaltenango Guatemala, Central America	Phone/Fax: +502-7849-9308 e-mail: info.gt@nph.org	
HAITI - Nos Petits Freres et Sœurs A.I.P. - Haiti			
Mail: NPH USA NPFs Correspondence 8360 NW 68th Street Miami, FL 33166 USA	Location: Rue A. Pierre Paul #3 Block Valerios Canez and US Embassy Tabarre, Haiti	Phone/Fax: +509-2257-0426 Phone/Fax: +509-2257-6594 e-mail: info.ht@nph.org	
HONDURAS - Asociación Nuestros Pequeños Hermanos I.A.P. - Honduras			
Mail: Apdo. Postal 3223 Tegucigalpa D.C. Honduras Central America	Location: Carr. nueva a Olancho, km 36 Dpto. Francisco Morazán Honduras, Central America	Phone: +504-2224-0573 Fax: +504-2224-3684 e-mail: info.hn@nph.org	
MEXICO - I.B.P. Escuela Hogar Nuestros Pequeños Hermanos, A.C. - Mexico			
Mail: Apdo. Postal 333 62000 Cuernavaca, Morelos México	Location: Ex-Hda. San Salvador Carretera Federal Alpuyeca--Grutas Km 15 62600 Miacatlán, Morelos Mexico	Phone: +52-737-373-0005 Fax: +52-777-317-4477 e-mail: info.mx@nph.org	
NICARAGUA - Fundación Nuestros Pequeños Hermanos - Nicaragua			
Mail: Apartado de correos #19 Jinotepe, Carazo Nicaragua, Central America	Location: Casa Padre Wasson Km 59 1/2 Carretera Panamericana sur, Contiguo a los Silos de ENABAS Santa Teresa, Carazo Nicaragua, Central America	Phone: +505-8132-9507 e-mail: info.ni@nph.org	
PERU - Asociación Nuestros Pequeños Hermanos - Peru			
Mail: Apdo. Postal 18 San Vicente de Cañete Lima Peru	Location: Santa Rosa de Lima Ex Fundo San Tustio S/N San Vicente - Cañete (Ref: Ingreso por Calle Miraflores) Lima, Cañete Peru	Phone/Fax: +51-339-9250 e-mail: info.pe@nph.org	



NPH USA
Raising Children. Supporting Families.
Transforming Lives.



Contact Information

National NPH USA Office

20 North Wacker Drive
Suite 4000
Chicago, IL 60606-3193
Toll-free: 888.201.8880
Fax: 312.658.0040
info@nphusa.org

International Volunteer Program

20 North Wacker Drive
Suite 4000
Chicago, IL 60606-3193
Phone 312.896.2294 Ext. 231
jafoster@nphusa.org

Northwest

(Alaska, Hawaii, Idaho, Montana, Oregon, Washington, Wyoming)
2719 East Madison Street
Suite 304
Seattle, WA 98112-4752
Phone: 425.646.3935
infonw@nphusa.org

Midwest

(Illinois, Indiana, Kansas, Kentucky, Michigan, Missouri, Ohio, Tennessee)
20 North Wacker Drive
Suite 4000
Chicago, IL 60606-3193
Phone: 312.386.7499
infomw@nphusa.org

South and West

(Arizona, California, Colorado, Nevada, New Mexico, Oklahoma, Texas, Utah, Florida, Alabama, Arkansas, Georgia, Louisiana, Mississippi, North Carolina, South Carolina)
5110 North 40th Street
Suite 248
Phoenix, AZ 85018-2151
Phone: 480.967.9449
infosw@nphusa.org

East Area

(Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, Washington, D.C., West Virginia)
265 Willard Street
3rd Floor
Quincy, MA 02169-1565
Phone: 617.206.4940
infoma-ne@nphusa.org

Upper Midwest

(Iowa, Minnesota, Nebraska, North Dakota, South Dakota, Wisconsin)
1400 Van Buren Street NE
Suite 200-210
Minneapolis, MN 55413-4605
Phone: 651.482.1703
infoupm@nphusa.org