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# Volunteer Handbook

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## CHAPTER 1: Introduction to the Mission

**Please read the complete handbook.** It has a wealth of information and will answer many of your questions or concerns.

### Section A. Letter to the volunteer:

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*Dear Volunteer:*

*We can give you loads of information, useful information, but until you experience Haiti for yourself it won't become clear. And you will have an "ah ha" moment where everything we shared with you (either through phone calls, emails, or our Handbook) will make sense and click in. (But by then, you may be home 😊)*

*Haiti is slow paced and relaxed. Schedules and situations are ever changing, the clock is thrown out the window, you will not have the comforts of home or hotel and you will most likely be hotter than you have ever been in your life! Type A personalities have the hardest time adjusting.*

*And while a mission trip is a huge undertaking and traveling to Haiti may be different from anything you have ever experienced, enjoy the relaxed setting, slow your pace, take in all you see, bring it back home with you and become a champion for Haiti!*

*Because our work in Haiti depends so much on short-term volunteers, trips must be scheduled with the Lumière Ministries office well in advance of your departure.*

*Coordinating a large group of people in a foreign country can be complicated. Lumière has been planning mission trips for our volunteers for many years and we have coordinated trips for thousands of volunteers. There are plenty of details to attend to and even the best plans won't prevent surprises; but, it can help avoid many problems. **The key is to learn as much as you can before you go . . . and be patient once you get there.** So, get out your highlighter, there is informative reading ahead and you will want to pay close attention. If you have any questions or concerns, jot them down and let us know. If at any point you feel overwhelmed, remember we are only a phone call or email away.*

*The Lumière office will keep the staff in Haiti informed as to the time of your arrival, the length of your visit, the number of people who will accompany you, your skills, and how you will fit to the needs on the field, etc.*

*It is helpful for doctors who are planning to visit Haiti for the first time to speak directly with another doctor who is familiar with our work. Lumière can provide you with an email address or phone number – just call the office to discuss the particulars.*

*Your service is very much needed and greatly appreciated and we look forward to working with you to send you on a rewarding adventure.*

## Section B. Why We Serve

### Our Vision

*To demonstrate the love of Jesus Christ through quality healthcare, rehabilitative, and educational services.*

### Our Mission

*To glorify God by serving the health care and educational needs of underserved people of Haiti in the name of Jesus Christ.*

### Our Ministry

*We support selected Christian medical facilities, rehabilitative, educational services, and other partnerships by:*

- *Giving spiritual encouragement and prayer support*
- *Sending short-term volunteer medical teams and work groups*
- *Providing medical supplies and equipment*
- *Providing financial aid to fund care for the poor and other special needs*

### Our Values

- *Integrity - Doing the right things for the right reasons, even when no one is watching*
- *Commitment - Excellence in all we do, going the extra mile to ensure positive results*
- *Selflessness - Placing the needs of others before our own; willing to sacrifice*
- *Courage - Facing adversity with resolve, standing firm in Christian character*
- *Stewardship - Effectively manage financial and material resources to eliminate waste and abuse, ensuring maximum effectiveness to our donors*

## Section C. Lumière Medical Ministries Statement of Agreement and Practice

*Lumière Medical Ministries is a non-denominational, Christian organization that does not discriminate based upon race, creed, or color.*

1. While I am volunteering at a Lumière institution, I agree to accept guidance and counsel from those in leadership in the mission.
2. I am willing to set aside personal preferences, habits and schedule in the interest of others to fulfill the mission of the institution to which I am assigned.
3. In serving with Lumière Ministries, I will abide by the standards of the LMM medical mission and by the standards of the institution to which I am assigned in all areas including dress, entertainment, activities, etc.
4. This includes a willing agreement to abstain from the use of alcohol, drugs, and tobacco and being sensitive to cultural, regional, and church expectations and standards.
5. As a short-term missionary I will adhere to the tenets of LMM's statement of faith below:

### Lumière Medical Ministries Statement of Faith

- We believe that the Holy Scriptures were given by God Himself, that they are divinely inspired, infallible, without error in the original text, and that they constitute the supreme authority in all that concerns the believer's faith and conduct.
- We believe in one God, Holy and Almighty, Eternal as revealed in the Bible; Father, Son and the Holy Spirit.
- We believe that Jesus Christ, God's only Son, is the eternal Word manifested in the flesh, that He was conceived of the Holy Spirit, born of the Virgin Mary, that He is without sin. We believe in His miracles, accomplished by the power of God, in His atoning death, in His glorious bodily resurrection and in His personal, visible return.
- We believe that man, created by God in His image, is fallen because of disobedience, that he is guilty and absolutely incapable of saving himself. We believe that the sinner, having died in his faults and sins, is saved by grace only, by means of faith in Jesus Christ whose shed blood alone can forgive sins.

## LUMIÈRE MEDICAL MINISTRIES

- We believe in the person of the Holy Spirit, whose ministry is to glorify the Lord Jesus Christ, convict the world of sin, regenerate the believer, abide in him, sanctify him by truth and permit him to lead a holy life, to witness and work for the Lord Jesus Christ.
- We believe in the bodily resurrection of all the dead, believers to eternal happiness with the Lord and unbelievers to judgment, condemnation and eternal punishment.
- We believe in the existence of Satan, enemy of God and destroyer of men.
- We believe that the church is composed of those who are saved by faith in Jesus Christ.
- I also agree to refrain from promoting or discussing in public any doctrine, teaching or philosophy that is contrary to the beliefs, standards and practices of Lumière Ministries or our partner agencies in Haiti.
- I will seek to provide excellence in all I do.
- I will seek to encourage and build up the missionary and resident staff.
- I pledge to work for unity and harmony with my co-workers.

## Chapter 2: The Application Process and Fees

### Section A: Check List:

**The following should be received in the Lumière office no later than 60 days prior to departure:**

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- Volunteer Application (The volunteer application form is only available on line at [www.lumiereministries.com](http://www.lumiereministries.com).)
- Medical Volunteers must provide 60 days in advance of your departure date copies of:  
*Current medical license*  
*Diploma*  
*Board Certification (if applicable) or certificate of Residency.*

**These documents should be scanned individually and saved to a file that can be uploaded when requested during the online application process.**

- Statement of Agreement and Practice (or confirmation of agreement stated in on-line application)
- Color Copy of Passport
- Payment for fees due. Please note that if for any reason your trip is cancelled, monies will be refunded except for the \$100 per person administrative fee.
- Medical Consent and Liability Release (or confirmation of agreement stated in on-line application) (Children under age 18 must have release signed by parent or legal guardian for each child)

**Medical Consent:** *In the event of a medical emergency, I hereby consent to the necessary and proper treatment, surgery and/or anesthetic by a licensed physician or health care professional for myself.*

**Release of Liability:** *I am aware of the potential risks to my property and myself as I participate in the Lumière Medical Ministries short-term missions program. With such knowledge, I voluntarily release Lumière Medical Ministries, their representatives and employees from any and all liability related to the activities of this program.*

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**PLEASE NOTE:**

**ALL Team Members must have submitted to the office, 60 days prior to departure, the following: Application, color copy of passport, all fees due for trip. Additionally, medical volunteers must have uploaded their online applications, copies of a current medical license, diploma and board certification (if applicable) or certificate of residency. Failure to do so may result in a cancelled trip. If your trip is cancelled, then your monies will be refunded except for the \$100 administrative fee.**

**Trips are not confirmed until all forms, credentials, and fees have been received by the Lumière office.**

**Airline tickets must not be purchased until all documentation and fees have been received in the LMM office.**

**WARNING  
Read & Heed!**

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**U.S. Embassy Port-au-Prince, Haiti  
Six-Month Passport Validity Before International Travel**

U.S. citizens are reminded that some foreign governments, including Haiti, require at least six months' validity remaining on U.S. passports for international travel. This includes first-time, inbound trips to Haiti. Airlines and vessels may not permit travelers to board their scheduled mode of transport for international travel if their passport expires less than six months after the final day of travel. This does not affect U.S. citizens returning to the United States. U.S. citizens may travel to the United States on their valid U.S. passports up to the passports' expiration dates.

Please remember to check the passport expiration date for all family members regularly, and renew if needed. You can find information about required forms, photos, documents, and fees to renew your passport at: <https://ht.usembassy.gov/u-s-citizen-services/passports/>. To make an appointment, please visit <https://evisaforms.state.gov/Instructions/ACSSchedulingSystem.asp>.

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**Section B. Arrangements for your trip:**

Lumière Ministries (LMM) will make arrangements for your stay in Haiti. All in-country costs must be paid to Lumière Ministries **NO LATER THAN 30** days prior to your departure. If funds have not been received 30 days prior to your departure your trip may be cancelled.

## Fees for Trip:

Fees vary and are determined by a number of factors: travel insurance, how many nights in Haiti, in-country transportation, guesthouse and food, and the necessity for translators. Non-medical work teams are charged a fee for supplies that must be purchased in Haiti to complete their projects. Upon approval of your application and dates of travel the LMM office will inform you of the cost of your trip. Any changes in the number of volunteers or days of travel could affect the total cost of the trip and adjustments will be made.

Charges are based on information given by the volunteer and are subject to change based on actual expenses incurred on the field.

You will receive a Billing Statement from the LMM office as soon as your trip has been approved and all documentation has been received in our office.

Volunteers will be billed for any expenses incurred on the field which were not reflected in the original billing estimate.

- **NOTE:** For any approved out-of-pocket expenditures while in Haiti, Lumière Ministries will gladly issue tax-deductible receipts after receiving copies of any bills you incur while volunteering at one of our supported locations.
- **Entry Fee:** There is a \$10.00 fee for each team member arriving in Haiti with a foreign passport. It is paid in customs before entering the airport. Please be prepared either as a team leader or individually.

## Tips:

The average annual income for a Haitian is less than \$450 U.S. Therefore, they can be very eager and enthusiastic in vying for your tip. The average tip to those who carry your bags at the airport is \$2.00 per bag per person. Let your heart decide. Carry several \$1.00 bills in a separate pocket so that you do not need to open purses and billfolds in a group of people. If you do not have tip money in your pocket, wait until you are safely inside the vehicle before handing tips out.

## Chapter 3: The Team Leader

### Team Leader

The Team Leader plays a very important role. You will be responsible to make sure applications, copies of passports, credentials, licenses and fees are in the LMM office no later than 60 days prior to the requested dates. And, you are responsible for the safety, oversight, control, and prayer coverage for your team.

If you are traveling with a group, the Lumière office in Gastonia will make contact and arrangements with ONE responsible person – the Team Leader. The Team Leader is the liaison between LMM and the team members. LMM is the liaison between the Team Leader and those we partner with in Haiti.

### The Team Leader should:

1. Have a desire to help each member develop and use their skills and talents on the field in order to assist our partners in their work in Haiti.
2. Demonstrate concern for each team member.
3. Able to facilitate the group processes.

4. Able to help the team maintain their focus.
5. Able to communicate and represent the team's interests in a way that supports LMM and our work in Haiti.
6. Recruit team members and prepare them spiritually and culturally, and keep them focused on fulfilling our mission.
7. Keep team members up-to-date on all deadlines, schedules, pertinent ministry information and materials.
8. Make sure each team member correctly fills out the necessary forms by the assigned deadlines.
9. Keep track of team members' finances and send the correct amount of funds to LMM by the assigned deadlines.
10. Check each team member's travel documents (passport and airline tickets) for accuracy before sending to the LMM office.
11. Lead the team on the trip, being responsible for maintaining team discipline and ministry vision, for implementing team ministry duties and responsibilities, and for working with LMM.
12. Prepare and lead debriefing sessions at the end of each day and at the end of the trip.
13. After the team returns to the states, fill out the Team Leader's Trip Evaluation form and send it, along with team photos and/or video of the trip.

**The Team Leader is responsible to:**

1. Follow-up and ensure individuals have completed and mailed proper forms to the LMM office no later than 60 days prior to departure.
2. Collect all fees and send them to the LMM office in one envelope, clearly marked as to how the funds are to be applied. (If traveling with a church, the church should collect the funds and write one check to LMM for the whole team's expenses.)

If you have any questions, please contact the LMM office.

## Chapter 4: Credentials and Work Responsibilities

### Section A. Credentials (Medical License to Practice or Certifications):

The Haitian Ministry of Health requires that all medical volunteers have a current medical license to practice and any specialty certifications (if applicable) or certificate of residency. A copy of diplomas should already have been made available prior to the trip. Medical students must travel with and work under the supervision of a licensed North American physician.

**Lumière must have a copy of the following on file in our office 60 days prior to your departure and you must carry a copy with you when you travel to Haiti:**

- **current medical license and board certification (if applicable)**
  - **copy of diploma**
  - **copy of passport photo page**
- 
- Failure to take the appropriate documentation with you will prevent you from performing medical services.
  - No one will be allowed to practice outside of the limits of their certification.

### Section B. Work Responsibilities:

- **Example of Daily Tasks for Nursing Volunteers at Kings**

- Gather vital signs for incoming patients (A.M.)
- Triage
- Work side-by-side with Haitian nurses – be mentors
- Recovery nursing as necessary, dependent upon surgical schedule
- Sort supplies/medication; organize and clean inventory
- Spend time at Kings Garden
- Specific questions concerning work assignments and expectations will be entertained during team orientation. This is typically following dinner on Sunday evening. Should you have questions that need answers before you leave the US, you can email them to us prior to your trip to: [service@lumiereministries.com](mailto:service@lumiereministries.com). We will respond in as timely a manner as possible.

## Chapter 5: Trip Tips and Travel Preparations

### Section A. Volunteer Responsibility:

Each Volunteer should be aware of his/her individual responsibility for the following:

- Keeping passports and money with you always.
- Souvenirs and other personal purchases
- Meals will be served at the guesthouse where you will be staying. Other food, snacks or meals will be at your expense. Provisions for your trip are made weeks in advance. This includes staff, food and transportation, which equates to financial obligations. Any changes made to these plans incur costs that are assessed to each volunteer.
- Volunteers may want to provide children, host doctors, and missionaries with a meal or pastry party (cookies or cake). If your group would like to do so, all costs incurred will be the responsibility of the volunteers and arrangements should be made with the host in advance. The host will also advise you as to the appropriateness of your request. Please respect his/her advice.

#### Currency:

American currency is widely accepted in Haiti. It is advisable to bring small bills as making change can be difficult.

### Section B. International Travel:

**PLEASE CHECK THE AIRLINE FOR CHECK-IN TIMES, BAGGAGE ALLOWANCE AND FEES**

#### Airline Regulations:

It should be noted that rules and regulations governing air travel change frequently. *It is the individuals' responsibility to make themselves aware of changing airline rules and regulations as well as any government policies relating to air travel in the U.S. as well as abroad.* These could impact the kinds of baggage (checked and carry-on) that passengers will be allowed. Additionally, check-in times and procedures are subject to change.

Volunteers should be aware that changes in airline schedules might result in unscheduled overnight stays. IT IS ADVISABLE to carry a change of clothes and essential toilet articles with you as checked luggage can sometimes be delayed for a few days.

In the unlikely event that your stay could be extended, there will be additional guesthouse charges.

**Travel Insurance:**

Lumière Ministries requires each volunteer to have travel insurance; coverage is provided by Arthur J. Gallagher and Company and basic coverage is included in the amount charged for your trip. If you would like more information about this coverage, or would like to see what additional coverage is available, the website is [gallaghercharitable@ajg.com](mailto:gallaghercharitable@ajg.com); additional insurance is the volunteer’s individual responsibility.

**TRAVEL ADVISORY!**

Please be aware that due to hazardous situations in certain parts of the world, coverage MAY NOT be automatically provided without PRIOR WRITTEN approval from AJG. We are sorry to place this restriction on short-term travel; and do appreciate your understanding in this matter.

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**Section C. Immunizations & Health Information:** (The following information is a summary of health information gleaned from the various articles on the Centers for Disease Control and Prevention web site, [www.cdc.gov](http://www.cdc.gov).)

**Spiritual Protection:** Ephesians 6:10-20—put on the full armor of God.

**Travel Advice and Health Information:**

- What is the most common serious illness in volunteers? MALARIA
- What is the most common non-serious illness in volunteers? DIARRHEA
- What is the most common vaccine preventable disease? HEPATITIS A

**The CDC recommends the following vaccines (as appropriate for age):**

All travelers should visit either their personal physician or a [travel health clinic](#) a minimum of six weeks before departure. While malaria medication is recommended, you must check with your personal physician before taking any medication.

**Malaria:** Prophylaxis with chloroquine is recommended.

**Vaccinations:**

<b>Hepatitis A</b>	Recommended for all travelers
<b>Typhoid</b>	Recommended for all travelers
<b>Polio</b>	Recommended for all travelers
<b>Hepatitis B</b>	For travelers who may have intimate contact with local residents, especially if visiting for more than 6 months
<b>Measles, mumps, rubella (MMR)</b>	Two doses recommended for all travelers born after 1956, if not previously given
<b>Tetanus-diphtheria</b>	Revaccination recommended every 10 years

**Protect yourself from mosquito bites. There are four mosquito borne diseases endemic in the country of Haiti that travelers to Haiti need to be aware of as well as take precautions to protect themselves: *Malaria, Zika, Chikungunya & Dengue.***

**MALARIA:** Malaria is always a serious disease and may be deadly. If you become ill with a fever or flu-like illness (which may include *chills, headache, myalgias {muscle pain}, and malaise*) either while traveling in a malaria-risk area or after you return home (for up to one year), you should seek **immediate** medical attention and should tell your health care provider your travel history. Pay special attention to mosquito protection between dusk and dawn. This is when the type of mosquito (female *Anopheles*) whose bite transmits malaria is active. **See your doctor at least three weeks before your trip to get your Malaria chemoprophylaxis.**

**ZIKA:** The *Aedes* species mosquito transmits the Zika virus. These mosquitoes mainly bite during daylight hours, but can also bite at night. *The most common symptoms are fever, rash, headache, joint pain, red eyes, or muscle pain.* There are no antiviral medicines to treat Zika; only medicines to help reduce the fever & pain. Take only acetaminophen, not aspirin nor non-steroidal anti-inflammatory drugs (NSAIDS). There are no vaccines nor medication to prevent Zika infection.

**CHIKUNGUNYA:** The *Aedes* species mosquito transmits the chikungunya virus. These mosquitoes mainly bite during daylight hours; but may bite at night. *The most common symptoms are fever & severe joint pain in the hands & feet; other symptoms include headache, muscle pain, joint swelling, or rash.* There are no antiviral medicines to treat chikungunya; only medicines to help reduce the fever & pain. There are no vaccines nor medication to prevent chikungunya infection.

**DENGUE FEVER:** The *Aedes* species mosquito transmits the dengue fever virus. These mosquitoes mainly bite during daylight hours, but may bite at night. *The most common symptoms are fever plus one or more of the following: headache, eye pain (behind the eyes), muscle, joint, or bone pain; rash; nausea & vomiting; or unusual bleeding from the nose or gums, small red spots under the skin.* There are no antiviral medicines to treat dengue fever; only medicines to help reduce the fever & pain. There are no vaccines nor medication to prevent dengue fever infection.

#### **Prevention Guidelines:**

- Wear long-sleeved shirts, long pants, and hats; or permethrin-treated clothing
- Sleep in areas with door & window screens; or use mosquito bed netting.
- Empty standing water from containers sitting outdoors.
- Use insect repellents that contain DEET (diethylmethyltoluamide), picaridin (KBR 3023, Bayrepel, or icardin), IR3535 (Avon Skin So Soft Bug Guard Plus), or Oil of lemon eucalyptus (OLE) or PMD. Read and follow the directions and precautions on the product label.
- To prevent fungal and parasitic infections, keep feet clean and dry, and do not go barefoot.

**For more information:** Ask your doctor or check the CDC web sites for information about how to protect yourself against diseases that occur in the Caribbean.

## **Section D. Travel Guidelines and Precautions:**

### **What to pack for international travel:**

#### **What to carry with you in your luggage:**

1. Anti-diarrhea tablets (Pepto-Bismol)
2. Personal prescriptions medications, if needed
3. Medications for headache, fever, colds & environmental allergies
4. Antacids
5. Hydrocortisone Cream
6. Neosporin
7. Benadryl

8. Snacks (Energy bars, Granola bars, Crackers)
9. Portable water purifier or water purification tablets
10. Insect repellent (with DEET); **Mosquito netting**
11. Sunglasses/ Sun block
12. Hat/cap, small umbrella, poncho (small) or light rain jacket
13. Flip-flops/ Shower shoes
14. Walking shoes
15. Flashlight with batteries
16. Camera with extra batteries
17. Shower soap
18. Flushable Hygiene Wipes (toilet paper not always available)
19. Personal fan (\$1.99 at most drugstores) and extra batteries
20. Copy of passport with at least one passport picture

## Section E. What to Expect in Haiti & the Arrival Process - Important, please read!

Travel to a foreign country, particularly a third world country, can be intimidating and confusing (especially if you do not speak the language. Following the step by step instructions outlined below will greatly assist you and your team as you enter the country of Haiti.) **(The following guidelines were gleaned from My Father's Guesthouse guest handbook and used with permission from the guesthouse manager, Phyll Van Es.)**

### STEP ONE: On-route and prior to landing at the International Airport in Port-au-Prince:

- A. You will be given a **blue/green customs form** from the flight attendant on the plane.

One of the questions is to declare any medicine. The medication you take is donated and not for resale so you do not have to declare it. SHOULD customs agent open your luggage and confiscate it tell them it is a donation and not for resale. If they insist, you may have to give it up. Lumière can provide a letter to the Customs Agency to allow you to bring the medication in if you will let us know you intend to carry medication.

**The final decision as to whether the medication clears customs is entirely up to the customs agent.**

Another question on the customs form is the address where you will be while in Haiti. The address of each location is listed below:

- If you are working at **Kings Hospital or Kings Garden**, please use the Morquette's home address: Rue Lafleur No. 5, Delmas 75, Port-au-Prince, Haiti.
- If you are working at **Peace Hospital** with Dr. Wavel Jean Pierre's, please use this address: Delmas 75, SILO, #34 Rue Cassagnol, Port-au-Prince, Haiti.
- If you are working at **Jacmel** either at the church, school, or mobile clinic, you will list Pastor Duplessy's home address: B.P.109, Rte. ST. Cyr, Imp. Leroy #10, Jacmel, Haiti.
- If you are working at **Cayes-Jacmel at CME**, the address to use is: Centre Medical Emmanuel, Route de Gaillard, Cayes-Jacmel, Haïti.

- B. **Prior to landing at the International Airport in Port-au-Prince:**

- Place your completed customs & visa forms along with your passport in your purse, shoulder bag, backpack or document holder.
- Have small bills available for tips for luggage handling.
- Have available a list of the contents of each of your bags in case the agent requests a copy.

### STEP TWO: After de-boarding the airplane you will stop at the Tourism Tax desk:

- **Hand your passport and customs and visa forms to the agent.**
- **Have \$10.00 US available to pay the entry fee.**

### STEP THREE: Proceed to the Immigration Desk:

- Hand your passport and customs and visa forms to the agent.
- **\*NOTE:** When you clear immigrations, you will receive the bottom portion of the blue/green customs form (from the airplane) along with your stamped passport. You **MUST** keep the bottom portion of the blue/green form with your passport and turn it in to the Customs Agent upon departure. You will not be allowed to leave the country if you do not turn in the tear-off portion.

**STEP FOUR: Baggage Claim:**

- You will proceed downstairs to the luggage claim area.
- \*You may want to take this opportunity to take a bathroom break (after you clear immigration but before you get your luggage); it may be your last chance for several hours. (*This is one place you may need your personal hygiene wipes and anti-bacterial lotion.*)
- You will then proceed to the luggage carousel to pick up your luggage and exit through customs with your luggage where your host or taxi driver will be waiting for you.
- The area surrounding the luggage carousel area is crowded and is often a place of confusion.
- Designate two or three of your group to stand-off with the carry-ons while the others look for your luggage.
- You will need to obtain a luggage cart or two.
- There will be porters with photo ID wanting to help you. You may politely refuse their help if you have very little baggage. Tell them “no mesi” (No thank you).
- But, if you are a large team, the porter can be very helpful. They at times can be your advocate as you go through customs. Choose one porter. An appropriate tip is usually \$2 per bag.
- The porter will ask for your baggage claim slips. He will help the team find the luggage.
- Once all your bags have been loaded on the carts you will proceed to the customs desk.



**STEP FIVE: Customs Desk:**

- You will go directly to the customs desk.
- Have your passport, customs forms and your baggage claims tags available.
- The agents may ask you some questions, specifically regarding the importation of medicines.
- *If questioned about any items such as medicine, medical equipment or supplies simply state that these items are donations. If they try to take them from you explain again they are a donation for the people of their country at the location you are going to. If they insist, give them up.*

**STEP SIX: Exiting the airport:**

- Your porter will then accompany you outside to the van. Pay the porter once you reach the van.
- Stay with your group.
- Be aware of your surroundings. Keep an eye on your luggage.
- Smile! Greet those walking with you in Creole (If you know a few phrases.)
- Your host or hostess or driver will be there with a sign that reads Lumiere Medical Ministries or your name.
  - Please be patient if your host is not at the airport when you arrive as traffic is very congested. If, however, you are not picked up within an hour, please call the appropriate contact person listed on page 20.



## LUMIÈRE MEDICAL MINISTRIES

- If you are unable to contact your host, Nadar Elioner, a local taxi driver, may be available to carry you to your destination. ***Please make sure you tell him you are traveling with Lumière Ministries.*** His cell number is 3724-4404. Many people will offer you a taxi ride and you should politely but firmly refuse.



Kings Hospital Driver – Mr. Belizaire



Nadar Elioner

### F. GUEST HOUSE ACCOMODATIONS:

#### Accommodations/Meals

1. If you are staying in Port-au-Prince and working at Peace Hospital: You may be staying at “My Father’s Guesthouse” located at the following address: #16 Rue Dahlia, Delmas 75, Port-au-Prince, Haiti. The guesthouse cell phone is 3710-1775. The guesthouse manager is Phyll Van Es. Her Email is [phyllis.van.es@gmail.com](mailto:phyllis.van.es@gmail.com). Her phone number is (954) 376-8606. This guesthouse is approved by Lumière. Prior to your trip you will receive the guesthouse’s policies. Meals will be a mixture of American, French, and Haitian cuisine. If you will not be eating a meal at the guesthouse, you should let the guesthouse manager know in advance of the meal. **The guesthouse is not equipped to accommodate special diets.**
2. If you are staying in Port-au-Prince and working at King’s Organization & Hospital: You may be staying with Drs. Hubert & Junie Hyacinthe Morquette. Their home address is: Rue Lafleur No. 5, Delmas 75, Port-au-Prince, Haiti.
3. If you are staying in Jacmel: You will be staying at the Lutheran Guesthouse which is located near the Beraka Church. Pastor Ewal Duplessy will make the arrangements as well as provide transportation to this guesthouse through LMM.
4. If you are staying in Cayes-Jacmel & working at the Centre Medical Emanuel: You will be staying at their guest facilities. Dr. Louis Philippe will make the arrangements for you and your team through LMM.

#### Electricity

Is generally available twenty-four hours a day although there are frequent blackouts. It is the same voltage and frequency as that in the United States, i.e., 120V/60 cycle.

**Water** ***The tap water is clean but is not suitable for drinking.*** Drinking water is boiled, filtered or bottled; please check with the guesthouse manager about the water for consumption and bathing. It is recommended that you carry bottled water with you at all times and please stay hydrated.

**Other** Sheets, towels, pillows, and toilet paper are provided. (You may want to carry other personal hygiene items you think are essential.)

## Chapter 5: Culture, Clothing and Communication (Language)

*Help us make your stay pleasant and a positive witness for Christ*

### Section A: Culture: Respect Haitian Culture:

Without establishing a list of Do's and Don'ts, we ask that you respect the differences in our culture and that of our Haitian friends.

- Please seek to be understanding of others. Let us not engage in activities or conduct that will offend.
- Be courteous. Say hello to those you meet and **then** ask for directions or instructions. Remember, you are a guest in a different culture. Not everything will be the same as it is at home.
- Please respect those with whom you work and associate. You have much to teach them and they offer much to be learned.
- We are a community of Christians in close contact and fellowship. It is expected that we will conduct ourselves as such.

If you have questions regarding conduct or activities, simply ask one of our expatriate missionary staff or one of the Haitian physicians or administrators. They will gladly assist in clarifying any concerns that you might have.

### Where can I go safely?

You will be given orientation on your first day. If you have ANY questions, please ask. Do not leave the guesthouse or hospital area unless you double check with your host/hostess. Do not go outside the gate or compound after dark. Do not go on walks without letting your guesthouse host/hostess know. Around Easter chances of encountering voodoo *rah rah* bands are increased. These bands are often drunk and disorderly, and should be avoided. This is an example of why we stress the importance of staying with your group and following the instructions of your host.

### Conduct:

- Smoking is **not** permitted at any time or location. Cigarettes and cigars can shock most of the Protestants in Haiti and can be considered a bad testimony.
- Consumption of alcohol is an individual choice, but **only** when offered by the host and then in moderation.
- Do not go for a walk alone. Always travel in pairs or groups.
- Do not invite people to the guesthouse unless it is permitted by the host. Never answer the door or permit others to enter.

### Gift Giving:

Gift Giving can be very rewarding for both the giver and the receiver. **However, giving can create problems.** When in Haiti, please consult with the missionaries or host on how to distribute items you bring.

Good gift items to take for children:

- Small Toys – balls, jack sets, coloring books and crayons, pencils, hair bows, toothbrush, toothpaste, soap, comb, bubbles, school supplies . . .
- **It is not advisable** to take play dough, stuffed animals (or any type of animals), action figures or transformers, or any type of toy that gives human attributes to animals or toys that change form.

**\*PLEASE NOTE:** If you would like to take things to give away, ask the missionaries or host when and how is the appropriate way and time.

## **Section B. Clothing:**

### **Dress Code:**

Clothing is perhaps more important in the Haitian culture than in the U.S. **and conservative dress is the safest.** Although you may see Haitians and missionaries wearing something different, it is generally a good idea for visitors to observe the following: (If you have any questions, please ask.)

- If you are going for more than a week there is sometimes the opportunity to go to the beach with the missionaries. Ladies, swimwear must be one piece and modest and please take a cover up for when you are out of the water.
- T-shirts are acceptable but inappropriate slogans or advertisements are not permitted.
- There are 90 inches of rainfall each year so rain gear is important.
- Boots (for work teams) or walking shoes are a good idea.

### **Clothing for Work-Teams while on the job:**

**Men:** T-shirts and long shorts, blue jeans, or work pants; tennis shoes or work boots.

**Women:** Short **sleeved** shirts or t-shirts; knee length or below skirts, jumpers, or dresses; loose fitting slacks and long shorts (please be modest.) PLEASE, NO “T-STRAP” OR TANK TOPS.

### **Church:**

**Men** – Haitians wear suits or dress shirts and ties; but you do not have to wear either. Slacks and nice shirts (dress shirts/golf shirts/no-tuck shirts) are acceptable. No shorts.

**Women** - NO tank tops, tee tops, or string strap shirts. Skirts/dresses should at least hit the knees. Nice dress slacks are permissible at church, no shorts. Remember, modesty is the key.

### **Medical Volunteers:**

Nurses in Haiti still wear the traditional white dress, nursing cap, and white stockings and doctors wear white lab coats with dress slacks.

When working in the hospital or clinic, men should wear shirts with collars and lightweight casual slacks with a lab coat or scrubs. T-shirts are not recommended at the hospital while seeing patients. Women may wear shirts, blouses, dresses, skirts or culottes (knee length or longer) with a lab coat. Slacks may also be worn.

Scrubs may be worn while seeing clinic patients or rounding on patients. Shorts should not be worn in the hospital or clinics when seeing patients.

**Operating Room: You should not wear the same scrubs from guesthouse to operating room. Wear street clothes to the hospital and change before entering the surgical suites. Please make sure you use the same rules and guidelines that you would use in the U.S.**

**Laboratory Personnel:** Same as above - lab coats are required.

**Medical Equipment, Supplies and Personal Protective Equipment (PPE):** (You may want to carry some of these items with you.)

- Latex Free Exam Gloves (your size)
- Sterile surgical or procedural gloves (your size)
- Procedural masks
- N-95 respirator (optional)
- Stethoscope (adult and/or pediatric)
- BP Cuff (adult and/or pediatric)
- Penlight
- Head Lamp (May be purchased in camping supplies)
- Ophthalmoscope/Otoscope
- Medical Ultrasound Portable Doppler (optional)

**Leisure:** While at the guesthouses you may dress in slacks or conservative shorts. Walking shorts (knee length) may be worn when taking a hike. Sleeveless blouses are fine during off hours; *however tank tops, tee tops, or string strap shirts are not permitted.* (No midriffs, jogging shorts, or spandex please – men or women.) You may wear flip flops at the guesthouse. If you are unsure, ask.

**Evangelism or Outreach:** Same as church.

**Piercings and Tattoos:**

Piercings and tattoos are not generally accepted in Haitian culture, please make sure you remove excessive piercings and cover tattoos. If you have any questions about excessive piercings, please call the office and we will be specific.

**Section C. Communication in Haitian Creole:** You will have an available interpreter; yet it is always good to make an effort to be able to offer greetings in Haitian Creole.

**Common Haitian Phrases**

Bonjou	Good morning
Bonswa	Good afternoon
Msye	Sir
Madam	Madame
Madmwazel	Miss
Mezanmi	Friend
Komen nou ye?	How are you? (plural)
Komen ou ye?	How are you? (singular)
M'pa pi mal.	I'm not too bad.
M'ap debat	I'm struggling
M'tre byen	I'm very well
Orevwa, tout moun	Bye-bye, everybody
Baybay, tout moun	Bye-bye, folks
Bondye beni-ou	God bless you

Note: Beginning at noon and for the rest of the day, Bonswa is used as a greeting instead of Bonjou.

After 8:00 p.m., say Bon nui (good evening).

Many ask about books to learn Creole. There are numerous books on the internet through Google Search. We know that anything written by Dr. Edner A. Jeanty is excellent. Lumière recommends the following:

**Haitian Creole (Kreyol) – English Pocket Medical Translator**

Published by: International Medical Volunteers Association

To order the book contact:

International Medical Volunteers Association in Woodville, MA

**Let's Learn Creole**

Written by: Dr. Edner A. Jeanty and Dr. O. Carl Brown

**Kou Man Nou Ye**

Published by: U.S. Department of Health and Human Services

Written by: Martin P. Kantrowitz, Antonio Mondragon, and William Lord Coleman, Translated by Guy Isidore and Ephraim Fred Diaz

**Creole with a Smile**

Written by Pasteur Etienne Jacklin

**Haitian – English, English – Haitian Medical Dictionary**

Written by: Bryant C. Freeman, Ph. D, University of Kansas

Institute of Haitian Studies, University of Kansas

**Creole Made Easy**

Written by Wally R. Turnbull

## Chapter 7: Ministry and Project Leaders



Dr. Hubert Morquette of Kings Hospital/Kings Garden, La Saline Clinic, Port-au-Prince



Dr. Junie Hyacinthe-Morquette of Kings Hospital/Kings Garden, Port-au-Prince



Pastor Ewal Duplessy of Beraka Church and School in Jacmel



Dr. Wawel Jean-Pierre of Peace Hospital, Port-au-Prince



Dr. Louis Philippe of CME in Cayes-Jacmel

**Chapter 8: Contact and Emergency Information:** SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR TRIP, please contact the LMM office: 704-823-0271 or [marie@lumiereministries.com](mailto:marie@lumiereministries.com)

**A. Contact with friends and family in the States**

- Most guesthouses have internet for those of you who wish to bring a laptop.
- Some American cell phones with international roaming work in some parts of Haiti. AT&T and Verizon are two companies that we know have worked. (Please check the cost before leaving the states as it can be very expensive to make or receive a call.)
- If your family has an emergency, please have them contact the appropriate person in Haiti on the **Emergency Phone Numbers** list.

**B. Emergency Phone Numbers: Please take this page with you when you travel to Haiti**

- **Lumière Office** – (001 if calling from Haiti) 704-823-0271 – Office hours Monday – Thursday, 9 a.m. – 4:30 p.m.
- **After hour’s emergency** – LMM staff missionary Steve Nelson speaks fluent Creole. Steve can be accessed for emergency calls at 704-898-5180. NOTE: 001 prefix must be used when calling this number from outside the continental U.S.
- Nader Elioner – Taxi Service in Port au Prince – 3724-4404
- KINGS: Dr. Hubert Morquette’s Cell 3401-3844; Dr. Junie Hyacinthe-Morquette’s Cell 3401-3292
- JACMEL: Pastor Ewal Duplessy: 3693-6199 Mme. Mona Duplessy: 3739-5599
- PEACE HOSPITAL: Dr. Jean-Pierre Wawel’s cell: 3778-6673
- CME: Dr. Louis Philippe: 3718-8211

**NOTE:** In case there is an “at home” emergency while you are visiting Haiti, you should leave the appropriate Haiti contact information with your emergency contact. **From the US, dial 011-509 then the number.**

**NOTE:** For emergency purposes (e.g., loss of passport or evacuation) contact the: American Embassy, Harry Truman Blvd., Port au Prince, HAITI - (011-509) 222-8000 or 8122 after hours.