

Family Preparation Guide

2021 Summer Programs

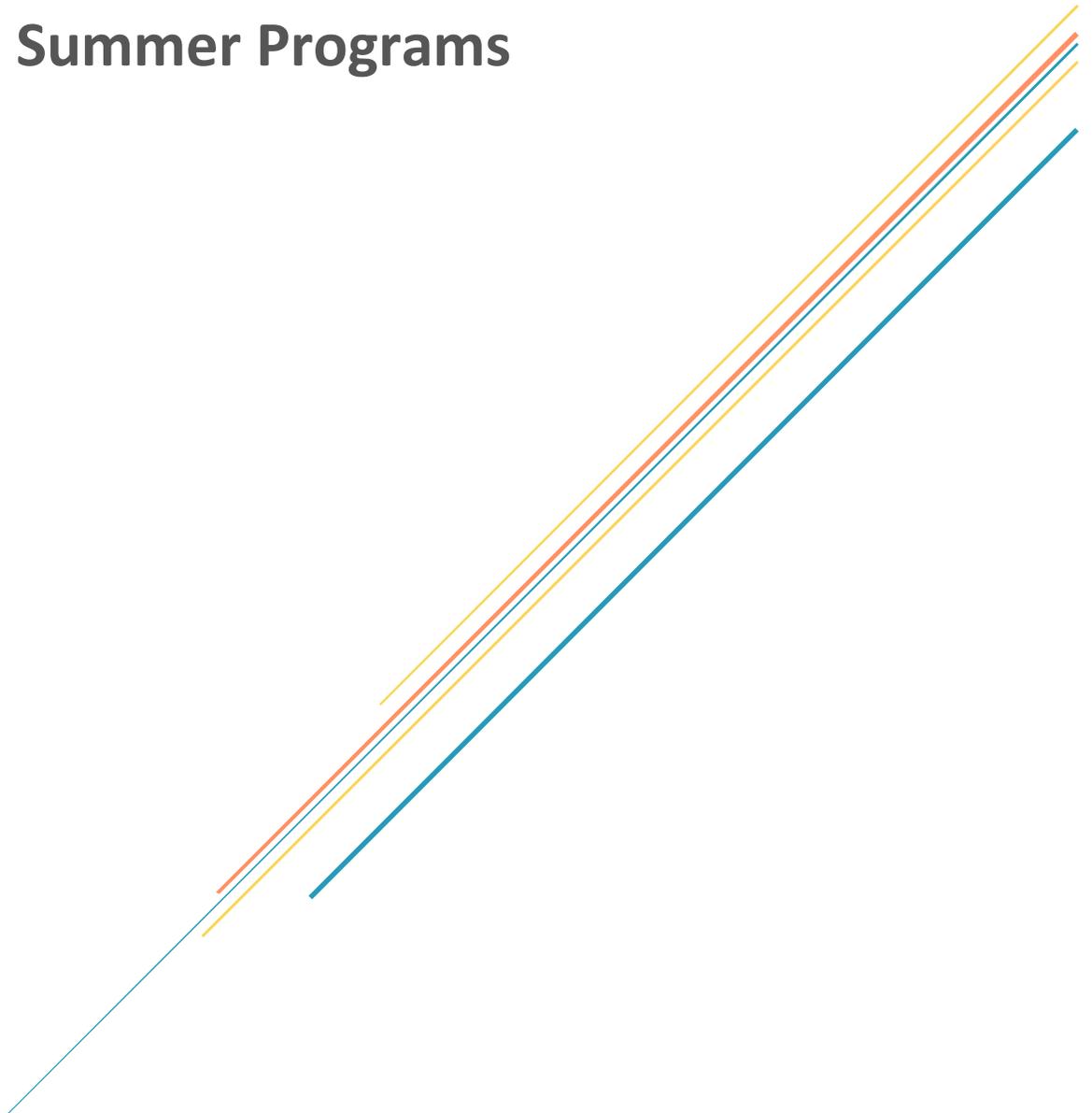


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**In the event of an emergency and you need to reach AMIGOS On-Call,
please call 713-782-5290 x150.**

For non-urgent matters, please email oncall@amigosinternational.org

Letter from Sara Nathan, President & CEO

Dear Parent/Guardian,

We hope this letter finds you and your loved ones well in these unprecedented times.

For over 55 years, AMIGOS has been an industry leader in international cross-cultural exchange, leadership development, and community service for young people. We believe that youth have the power to be extraordinary leaders and a positive force for change.

We are excited to return to Latin America this summer through a program model that protects our volunteers, staff, and the communities we live and work in. This new pod or co-living program model teaches invaluable skills for young people and allows youth to reconnect with themselves and to the world at large.

This summer, volunteers will be given time to explore their passions and unplug from the day-to-day all while they live, work, and learn together. They will be assigned rotating roles and responsibilities where they will facilitate activities, lead daily self-guided reflections, build new relationships, and more as they develop crucial life skills. This will be an opportunity for students to experience the importance of interdependence and human connection. As the parent/guardian of an AMIGOS volunteer, you will play an important role in preparing your volunteer for this program. This guide is intended to inform and prepare you for this role, answering many of the questions you may have about AMIGOS programs, policies, and procedures.

AMIGOS is excited to have volunteers back in Latin America in this new adventure! We know that the lessons they'll learn will last a lifetime.

During this experience, AMIGOS is here for you and your family, so please feel free to reach out at any time with any questions or concerns.

Congratulations on joining AMIGOS and welcome to the family!

All the best,



Sara Nathan
President and CEO
Amigos de Las Américas

Meet the Team

Katherine Conway, Managing Director of Programs (she/her/ella)



Katherine re-joined AMIGOS from her position as a Program Manager at the National Democratic Institute (NDI) where she managed a portfolio of democracy, governance, human rights, and youth leadership programs across Latin America. Katherine is a long time Amiga, participating as a volunteer in Paraguay in 2002, Supervisor in Honduras in 2004, and Project Director in Honduras in 2009/2010 and Peru in 2011. Katherine also worked at the AMIGOS headquarters in Houston helping to envision the initial Youth Ambassadors Program, and most recently served as a Training Director for the Washington, DC Chapter from 2016–2018. Additionally, Katherine holds a BA in International Relations from Tufts University and a Masters in Law and Diplomacy from the Fletcher School at the same university. Katherine is a lover of all things rock climbing, cats, and coffee.

Vanessa Fiedler, Latin American Programs Director (she/her/ella)



Vanessa started her adventure with AMIGOS in 2013 as the Program Coordinator for Gap Year in Nicaragua. She continues loving her job in that role and has also twice served as Project Director for AMIGOS summer programs. Vanessa attended the University of Oregon Clark Honors College, double majoring in International Studies and Political Science. She is passionate about international development, environmental education, and youth leadership. Before joining the AMIGOS team, Vanessa worked for Global Glimpse, designing and leading group experiential learning trips to Nicaragua for young leaders. Top of her bucket list: Hike through Patagonia and experience the astonishing beauty of the untarnished terrain.

Emily Padgett, U.S. Programs Director (she/her/ella)

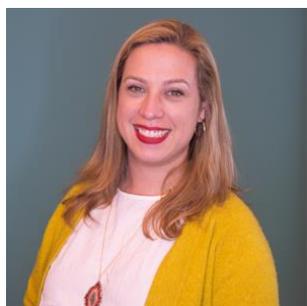


Emily is a three-time Amiga, first serving as a summer volunteer in the Dominican Republic, and later as a staff member in Panama for two summers. She was raised in Colorado and loves everything that the mountains in Centennial State have to offer – from backpacking to skiing to climbing. Her passion for international immersion experiences is shaped by her study abroad in Spain during high school and in Argentina during college, in addition to her time with AMIGOS and leading programs for Smithsonian Student Adventures. After graduating from the University of Denver with degrees in International Studies and Spanish and a minor in Leadership Studies, she joined El Pomar

Foundation’s Fellowship program in Colorado Springs, Colorado. The Fellowship is a two-year program that provides a 360-degree view of the philanthropic and nonprofit sector at one of the oldest and largest private foundations in the state. There, she led the management of the communication department, delegations of young leaders from China and Argentina, and four community stewardship programs. In her free time, Emily enjoys a good cup of coffee and a bad telenovela.

Top of Emily’s bucket list: Summiting all 53 of the 14,000 foot peaks in Colorado

Elizabeth Martinez, Health & Safety Manager (she/her/ella)



Elizabeth began her AMIGOS experience serving as a volunteer in Intibucá, Honduras in 1999 and then in Dajabon, Dominican Republic in 2000. During the summers of 2001 and 2002 she worked as a full-time staff member of the On-Call System and from 2004–2005 served as the correspondent volunteer administrator. She also worked part-time in the summers of 2003–2019 with the On-Call System.

Elizabeth received her Bachelors of Arts at the University of Mary Washington and for the last 14 years has taught a natural fertility awareness method to more than 900 women and couples and has trained physicians and educators in over 7 countries in a holistic approach to woman’s health. She is certified as a Mental Health First Aid Responder by the National Council of Behavioral Health and Contact Tracer for COVID-19 through John Hopkins Bloomberg School of Public Health.

Logan Falley, Training Manager (he/him/el)



Logan experienced international travel at a young age when he went to Spain to study for a summer. After that experience, he was fascinated by all that the world has to offer, resulting in an M.A. in Spanish Literature and various experiences abroad. After personal journeys and asking important questions, he sought a more hands-on ways to contribute to the world. His search led him to Peru, where he lived for 3 years. While in Peru, he was blessed with many opportunities from teaching high school students about youth activism to developing experiential education curriculum. His far-reaching involvement in the community was stimulated by his growing passion to help youth discover their true potential and contribute by empowering.

Logan has been a member of the AMIGOS team for the past three years, starting as a coordinator on the AMIGOS Youth Ambassador Program and transition in 2019 to Training Manager. Logan is thrilled to be following his dream of helping youth thrive and promoting global citizenship.

Overview of AMIGOS

MISSION, VISION, AND HISTORY

Vision:

A world where all people are lifelong leaders sharing responsibility for our global community.

Mission:

Amigos de las Américas inspires leaders through authentic service and immersion experiences.

History:

AMIGOS was founded on the principle that young people can change the world.

In 1965, a 29-year old from Houston, Texas named Guy Bevil led a team of teens into rural Honduras to fight a growing polio epidemic. Serving communities in remote areas of the country, this group of 181 high school students and 36 adults helped protect thousands of people from the disease and established friendships that crossed borders.

This service had a bold impact on the lives of these young people and, as a result, they returned more mature, culturally aware, and inspired to continue serving communities at home and abroad.

Since then, AMIGOS programs have evolved to be more responsive to the needs of the current climate and our host communities. Today, our projects focus on sustainable service and building skills in youth from both the United States and Latin America. More than 30,000 alumni have carried on the passion and commitment that started more than 55 years ago, showing that young people have the power to rise to any challenge and make meaningful change.

2020 was an historic year for AMIGOS as we had to close all in-person programs due to COVID-19. AMIGOS has continued to innovate and adapt our programs to the needs of our community and many families it serves during this time. While we are unable to return completely to traditional AMIGOS programs with host family stays, our new in-person co-living, pod programs continue to touch upon our core values and mission of youth development, leadership, and cross-cultural exchange.

PROGRAM PILLARS

Leadership

Students in the 2021 Summer Programs will meet like-minded students from around the U.S. and Latin America who want to be young leaders for themselves, their communities, and the world. Built on the AMIGOS values of intercultural awareness and inclusivity, these diverse cohorts will allow space for creative solutions, critical thinking, and language practice.

Mentorship and feedback are two important pieces of the leadership experience. Students will have weekly 1:1 check-in meeting with staff. This is an excellent opportunity to receive support, feedback, and ask questions. Additionally, students will be doing peer mentorship by providing constant feedback and support to fellow pod members on service project ideas and planning.

Additionally, students will learn intercultural communication and conflict resolution in the development of students' leadership skills. The success of the pod greatly depends on the ability of each member to effectively communicate, resolve conflict, and build relationships and rapport with one another. The Summer Program consists of self-guided and group activities, one-on-one discussions with their program coordinators, small group projects, and live group discussions.

Lastly, students will be living and working alongside each other for the duration of the program! This mini family-like ecosystem this summer provides ample opportunities for students to take a leadership role and the program's success depends on them. All students will be assigned to rotating committees where they will have to either cook, clean, or plan activities. This is an excellent opportunity for students to take an active role, be contributing members of the pod, and learn how to communicate and co-live effectively and peacefully. In the evenings, students will have free time to play games, listen to music, watch a movie, and have fun!

Cultural Humility

“Cultural humility is a humble and respectful attitude toward individuals of other cultures that pushes one to challenge their own cultural biases. One person can never truly know everything, but rather should approach learning about other cultures as a lifelong goal and process.”¹

¹https://ovsjg.dc.gov/sites/default/files/dc/sites/ovsjg/page_content/attachments/Cultural%20humility%20presentation.pdf

We value the inclusion and integration of youth from our host countries in our programming. In the pod, there will be at least two Latin American students from the program country in the bilingual pod programs. This is an excellent opportunity for students to spend time with youth from cultures, learn more about the country, and practice Spanish. Language acquisition is another key part of learning about a new culture. As such, all students will be taking Spanish classes on the program. Our bilingual staff members are ready to practice Spanish with your volunteer and share their culture.

Many of our activities will be led in Spanish and English. All excursions planned during the program will be off the beaten path, where students will be able to see beautiful natural areas and important cultural sites.

Service

At AMIGOS, we believe youth can make an impact on the world. Service at AMIGOS means deep listening, curiosity, collaboration, respect, and partnership with others seeking to make change in their community.

During their time on the program, volunteers will learn about design thinking and project management. They will start to identify a need in their local community back home and will return with a project action plan. This is a process by which students will be able to take ideas and concepts that they learn in the program and apply them to their home communities.

AMIGOS TERMINOLOGY

AMIGOS uses many acronyms and terms that assume unique meaning within the organization. Here is a list of common terms and acronyms:

Project Director: Will oversee all aspects of the program from planning to implementation to evaluation. They will serve as a mentor and supervisor for students and staff.

Project Coordinator: Serve as a mentor and supervisor for students. They will also support with facilitation of programming and logistics management.

Health and Wellness Coordinator: Designated staff member focused on health and wellness. They will be responsible for daily COVID-19 self-monitoring checks and will be the person accompanying volunteers to the doctor and/or clinic, if needed. They will also be a mentor for students and support with program logistics.

Latin American Youth: Volunteers participating from various Spanish-speaking countries in Latin America. In this program, the Latin American youth will be from their home country and be full immersed in the pod.

United States Youth (U.S. youth): Volunteers participating from across the United States.

Volunteer/Student: Individuals enrolled in AMIGOS programs.

Headquarters: The AMIGOS headquarters is located in Houston, Texas and is the home of our professional staff and On-Call.

Program Calendar

The program is divided into several phases to meet the objectives of the program and to ensure the health and safety of the group.

Phase I

The first six days will serve as an orientation where volunteers will learn about the specific history, culture, and demographics of the project area while the group gets to know each other. During this time, volunteers will practice Spanish and participate in fun outdoor activities. Volunteers will live with 1–2 other volunteers in rooms in their own mini-pods where they get the opportunity to form new connections in a safe manner. Interactions with the larger group will follow social distancing protocols, including wearing masks with within six feet of others.

A Day in the Life

Breakfast in small groups

Mornings - Rotating schedule of activities

Lunch outside

Afternoon - Rotating schedule of activities and free time to explore briefing site

Dinner in small groups

After Dinner - Free time, fun and social distanced activities, group meeting

After successful completion of this time with negative COVID-19 tests, the group will then move into Phase II.

Phase II

In phase II, volunteers and project staff will interact freely as a pod and will take excursions to learn about and support the efforts of activists, leaders, and communities in safely distant way. COVID-19 testing will be carried out as needed with local labs, and there will be daily screening and monitoring of COVID-19 by the on-site Health and Wellness Coordinator. Contact with persons outside the pod will be supervised, and social distancing and masks will be required.

Breakfast

Morning - service project and agency tour, intercultural and leadership activities

Lunch

Afternoon - Excursion, speakers, free time, student-led activities

Dinner

After Dinner - fun group bonding, group meeting, free time, relax

Standards of Conduct

The AMIGOS Standards of Conduct are an integral part of building and growing leadership skills. They are in place to keep volunteers and program staff safe. The volunteer's adherence to the Standards of Conduct is the primary way we ensure their health and well-being. The Standards of Conduct come from many years of volunteer experiences and recommendations. In addition to the Standards of Conduct, the group will develop their own, internal set of guiding principles for community living and to ensure a healthy pod.

Upholding the Standards of Conduct is crucial for:

Development of Leadership

A primary focus of the AMIGOS mission statement is the development of youth leadership. As an AMIGOS student, they should lead with positive examples, be the first to uphold the Standards of Conduct, and be stronger than any pressure to act otherwise. We expect our volunteers to take initiative, be responsible, be amazing, and to do great things.

Accountability to all AMIGOS Stakeholders

As an AMIGOS volunteer, they are the face of AMIGOS – the leaders of our vast organization. This makes them accountable to all the AMIGOS stakeholders and their actions will impact all the stakeholders and individuals who make their participation in AMIGOS programs possible.

Preserving the Legacy of Both AMIGOS Outreach and Your Involvement

They are now a part of the AMIGOS legacy. It is up to them how their actions will be remembered and connected with our organizations. They are ambassadors of the organization here and abroad.

Personal Health & Safety

AMIGOS has been conducting programs in Latin America since 1965. The Standards of Conduct help ensure the health and safety of AMIGOS volunteers. AMIGOS takes a restorative approach when volunteers exhibit discouraging behaviors or when they have violated one of our standards. We recognize that adolescence is an important time for self-reflection and growth and believe in empowering youth to self-reflect on their behavior.

STANDARDS OF CONDUCT

The AMIGOS volunteer will:

1. Be thoughtful and self-reflective when interacting with others. Be self-accountable for their decisions, behaviors, and actions and communicate their needs in a healthy manner. Take ownership for their health and safety and will avoid activities and/or behaviors that may be detrimental to themselves, others, or to the program. This includes but is not limited to abiding by the laws of the country in which the volunteer is located, avoiding touching all animals, and adhering to COVID-19 protocols such as wearing face masks, complying with mandatory isolation, or quarantine, if applicable, or adhering to social distancing when outside the pod.
2. Follow the laws of the host country and/or country of residence of the volunteer and in line with these laws will not use or possess any drugs that are illegal in the host country, your country of residence, or the United States.
3. Be conscientious of their surroundings and assigned work area. They will only leave their assigned work area and/or group pod once they have been granted prior permission from AMIGOS project staff.
4. Only be a passenger in a motorized vehicle (excluding motorcycles, ATVs, electric scooters, electric bikes, and the like) and will not operate any motorized vehicle, including but not limited to cars, trucks, motorcycles, ATVs, electric scooters, and electric bikes.
5. Recognize the dangers of firearms, fireworks, or explosives and avoid any contact with such thing.
6. Be respectful, courteous, and kind. Avoid any acts of harassment, aggression, or bullying, as defined by AMIGOS.
7. Not consume alcohol during the duration of the program.
8. Avoid the use or possession of all tobacco or marijuana products including, vaping, e-cigarettes, cigarettes, edibles, or anything containing nicotine or marijuana.
9. Maintain platonic friendships and avoid any intimate or amorous relationships. This includes, but is not limited to, a relationship with any of the following: community member, project staff, or another student.

POSSIBLE CONSEQUENCES FOR VIOLATIONS OF THE STANDARDS OF CONDUCT

The following disciplinary actions are guidelines for standards violations. AMIGOS reserves the right to dismiss any volunteer for any violation of the Standards of Conduct at any point during the AMIGOS experience. The Standards of Conduct are in place to protect all our volunteers and constituents.

As an organization, these standards are taken very seriously, and all volunteers are required to sign an agreement as a part of their application process to uphold these standards prior to acceptance into our programs. AMIGOS Standards of Conduct apply during all phases of AMIGOS participation, including training and travel to and from the project.

- Standards Violation Warning – This will be administered for minor, first-time violations that do not represent a threat to the health and safety of the individual, their partner(s), or the reputation of the partner agency/AMIGOS organization. Standards violation warnings are typically given for inadvertent violations or minor incidents in which there was no premeditated intent or in which there were extenuating circumstances.
 - *Examples of offenses:* isolated incident of culturally insensitive behavior, or unknowingly being disruptive to group dynamics
- Standards Violation Incident – These are given for more serious and/or intentional violations that could be potentially damaging to the individual, their fellow pod members, community, partner agency, or the organization. If a volunteer is issued an incident and wishes to return as a volunteer to project staff in subsequent years, their application will be subject to additional review.
 - *Examples of offenses:* intentionally leaving the assigned area without prior permission, taking medications without prior approval, failure to comply with COVID-19 protocols such as refusal to wear a mask or social distance, or repeatedly rude and/or culturally insensitive behavior.
- Standards Violation Dismissal from the Program - Volunteers will most likely be dismissed from the program in situations of repeated or severe violations that are potentially dangerous or harmful to the individual, their partner(s), or the organization. Individuals who are sent home will also be charged for actual costs of flight changes in addition to a \$500 administrative fee to AMIGOS to cover the cost of additional in-country expenses for travel, food, and lodging to accommodate an early return. The total cost for an early return can sometimes be well over \$1,000.
 - *Examples of offenses:* violations involving illegal drugs, excessive or intentional consumption of alcohol, amorous or intimate sexual relationships, driving motorized vehicles, repeated leaving of project area without prior approval from the project staff, repeatedly failing to follow COVID-19 protocols such as refusal to social distance and/or wear a face mask, or handling firearms.
 - Individuals can also be dismissed for non-disclosure related to medical or mental health issues. See *Letter of Health Disclosure and General Health Criteria* for more information on health-related issues.

Technology Policy

AMIGOS believes in the extraordinary power of human connection to build communities. As humans, we are wired for connection and social interaction. Through our relationships and interactions, we discover more about ourselves. Part of the AMIGOS experience is learning and discovering your “why,” or your passions in life, along with forming new friendships. We believe that the excessive use of a screen, whether it be a cellphone or laptop or any other digital device, can be a barrier to a transformative AMIGOS experience. According to Common Sense Media, the average teenager in 2019 spent 7 hours and 22 minutes *on* their cell phone per day.² This number does not include time spent on a device for homework. Recent studies estimate the number of hours spent each day is closer to nine hours.³

In 2019, AMIGOS piloted a program—“Challenge by Choice”—whereby our volunteers had the opportunity to unplug completely during their summer experience. Volunteers who sealed up their phones and did a complete digital detox reported overall higher satisfaction rates and deeper connections with their communities and host families. The results of our pilot last year, coupled with emerging research on technology, has led AMIGOS to develop a new technology policy for the Summer Program. During the program, your volunteer will live in a pod or camp-like structure with new people in a new place. We believe that young people have more opportunity for self-growth and experiential learning without cell phones and other technology. To achieve this goal, we have developed the following technology policy.

Technology Policy

- Volunteers are not permitted to bring Wi-Fi enabled devices to the program, except for a cell phone. This includes laptops, iPods, iPads, tablets, Kindles, and any other electronic device. If it can connect to the internet, please leave it at home.
- We will allow volunteers to bring their personal cell phones to be used only at designated times, but all other devices are NOT permitted.*
- Volunteers who chose to bring their personal cell phones will be required to keep their devices in a Yondr pouch. The pouch will lock the device and volunteers will maintain possession of their devices in the locked pouch. The Yondr pouch can only be opened by an unlocking device which will be kept with our project staff.

² <https://www.common Sense Media.org/sites/default/files/uploads/research/2019-census-8-to-18-key-findings-updated.pdf>

³ <https://www.washingtonpost.com/news/the-switch/wp/2015/11/03/teens-spend-nearly-nine-hours-every-day-consuming-media/>

- Volunteers will be granted access to their cell phones two hours per week throughout the program.
- The program will provide a laptop and camera to be used at designated times to take videos and make weekly blog posts so you can closely follow the adventure back at home.

Volunteers will not be permitted to use their phones to listen to music. A music player and speaker will be provided for volunteers to share their favorite tunes with others. Volunteers will not be permitted to use their smart phones as cameras, and as such are encouraged to bring their own camera, if desired.

We ask that your volunteer to please bring two of their favorite books, a board game, a deck of cards, and list of their top 10 favorite songs to share with the group. During the program, there will be a lively book swap, lots of opportunities to learn new games, read new books, and listen to a diverse collection of music. We understand this technology policy may be a challenge, but we believe that you and your volunteer have chosen AMIGOS because of their drive, desire to connect, and ability to dive deep and succeed! AMIGOS is confident that by disconnecting, they will connect with others, and reconnect with themselves in new and meaningful ways!

*NOTE: Volunteers assume sole responsibility for any device they choose to bring with them in-country and AMIGOS is not responsible for replacement or reimbursement of any lost, stolen, or damaged items.

Health and Safety at AMIGOS

A NOTE FROM THE AMIGOS MEDICAL DIRECTOR

Dear AMIGOS Parent/Guardian:

On behalf of the AMIGOS Board of Directors, we would like to congratulate you on your volunteer's decision to participate in AMIGOS. The purpose of this letter is to provide you with an overview of the organization's commitment to health and safety and to briefly outline the various mechanisms, processes, and personnel in place pursuant to that goal.

As the AMIGOS Medical Director, I work closely with the Health and Safety Manager and key AMIGOS constituents to ensure that AMIGOS is upholding the highest level of health and safety, to the extent possible, in the following areas:

- Disease prevention and health maintenance
- COVID-19 policies and procedures
- Safety protocols in program area
- Approval of volunteer medical treatments during the Summer Program, when necessary

Volunteers will receive extensive training on issues of health and safety during their initial days on the program. In addition, prior to the volunteer's departure, you will be invited to attend a health and safety parent training which accompanies this AMIGOS Family Preparation Guide. The training and guide cover information about general health practices, protocols for communication during the program, and specific information on disease prevention. It is important to understand that without exception, the overwhelming majority of AMIGOS volunteers have no major health issues during their time with AMIGOS. However, because of our commitment to health and safety from a preventive perspective, we provide substantive information on these issues in order to better prepare and train the volunteer to approach their personal health matters proactively.

When traveling, especially in an environment where conditions are different than what one is used to, it is common to experience some environmental challenges. It is important that your volunteer understand how to be proactive in taking personal responsibility for their own health. This can be done by reviewing and making good use of the information and practices outlined in AMIGOS health-related materials. Encouraging your volunteer to take all the health and safety information to heart will make the overall AMIGOS experience much more enriching, enjoyable, and rewarding.

As mentioned previously, AMIGOS places the highest possible priority on issues of health and safety. We believe our 56-year track record speaks for itself. We wish you and your volunteer the best of luck as you prepare for what will be an enriching and rewarding experience.

Sincerely,
David Baron, MD
AMIGOS Medical Director

FIRST AID KIT

We require volunteers bring the following items in their first aid. Please keep in mind that we do not want volunteers self-diagnosing illnesses when they should be seeking professional medical care. Try looking at your local sporting goods store for some of these items or purchase a pre-packed first aid kit.

- Band-aids
- Acetaminophen (Tylenol)
- Ibuprofen (Advil, Motrin)
- Antibiotic cream
- 1% Hydrocortisone cream
- Decongestant (ex. Sudafed)
- Antihistamine (ex. Benadryl)
- Digital Thermometer
- Sunscreen (SPF 35 or greater)
- Immodium (loperamide)
- Oral Rehydration salt
- Antacid (ex. Mylanta, Maalox, etc.)
- Cream-based insect repellent with 30-50% DEET (Recommended: Ultrathon cream 33% DEET – made by 3M and designed for the U.S. Military)
- Several small bottles of alcohol-based hand sanitizer
- Face masks (3-4 reusable and 20-25 disposable ones)

For the full packing list, please see the project-specific information distributed to volunteers.

***When selecting a reusable face mask, please ensure that there are at least 2 layers of cloth for added protection.*

Please note that this first aid kit will likely cost about \$100 when buying full size packages of these medications and supplies. We encourage you to plan for purchasing these important items.

Prescription Medications

Volunteers may not take prescription medications with them unless the medication is for a pre-existing condition that has been declared in the health forms during the application process or it is the one-course antibiotic regimen and volunteers follow the protocol exactly. This is to ensure AMIGOS volunteers will avoid harmful drug interactions with in-country prescriptions. Volunteers should alert the Health and Wellness Coordinator when they are ill even if they feel they have the medication necessary to deal with the situation.

Once your volunteer has obtained pre-project approval of a prescription medication, there are important steps to take *if you are traveling to and from Latin America*:

- Carry a copy of all prescriptions that includes the medications' generic names.
 - Make sure to write down a translation in Spanish of the prescription's name, its indication, and dosage.
 - It is the volunteer's responsibility to know how to explain their condition and medication regimen in Spanish.
 - If you have allergies to food or medications, be sure to write down the explanation of

food/medication allergies in Spanish as well.

- Carry a physician's note on official letterhead for all controlled substances and injectable medications.
- Confirm the use of medication with AMIGOS Health and Wellness Coordinator upon arrival to the project area.

One-Course Antibiotic Protocol

Volunteers who are traveling for programs in Latin America can bring a prescription medication from their doctor to take in the event of travelers' diarrhea.

- Travelers' diarrhea defined: four or more unformed stools in 24 hours plus a symptom such as abdominal cramps, nausea, vomiting, fever, or chills.
- Volunteers must notify the Health and Wellness Coordinator or a member of the project staff within 24 hours of deciding to start the course of antibiotics. Additionally, volunteers must indicate that they have taken the medication in their Health Log.
- Treatment should consist of one course of one of the following antibiotics: ciprofloxacin, levofloxacin, or azithromycin. Please note: a single course of these medications may consist of taking several pills over several days or it may be a single pill in for one dose. Follow the instructions exactly as provided to you by your physician.
 - Volunteers may also take loperamide (Imodium) in conjunction with the aforementioned antibiotics to relieve diarrhea symptoms. However, volunteers may only take one tablet of Imodium without consulting project staff.
- If the symptoms worsen or do not improve, the volunteer will be taken to a local physician for consultation.

Mosquito Netting (Volunteers traveling to Latin America)

Volunteers must take adequate steps for protection against insects, especially to prevent against malaria and dengue. Three required prevention measures include: use of recommended repellent, wearing appropriate clothing, and mosquito nets. For more information, visit:

[http://wwwnc.cdc.gov/travel/yellowbook/2014/chapter-2-the-pre-travel-consultation/protection-against-mosquitoes-ticks-and-other-insects-and-arthropods.](http://wwwnc.cdc.gov/travel/yellowbook/2014/chapter-2-the-pre-travel-consultation/protection-against-mosquitoes-ticks-and-other-insects-and-arthropods)

Mosquito nets:

Recommended nets for all projects include:

(1) Circular Full Net - (*one point hanging net*) <http://www.scs-mall.com/Gadabout-Treated-Mosquito-Net-Circular/productinfo/MN825T/>

(2) Mombasa Outdoor Travel Net - (*six point hanging net*) <http://www.rei.com/product/729006>

(3) Gadabout Treated Rectangular Net- <http://www.scs-mall.com/Gadabout-Treated-Mosquito-Net-Rectangular-Single/productinfo/MN800T/>

(4) Sea to Summit Pyramid Shelter- <https://www.rei.com/product/849594/sea-to-summit-nano-mosquito-pyramid-insect-shield-net-shelter>

Mosquito nets should have between 120-200 holes per square inch. Nets with 200+ holes per square inch are safe, but may be warmer to sleep under. Per CDC recommendation, pre-treat your mosquito net with permethrin, if it was not pre-treated by the manufacturer, according to the manufacturer's instructions. [due to possible adverse reactions, do not use other pyrethroid chemicals] This includes pre-washing your net, if recommended. Bring sufficient supplies to hang your mosquito net in a variety of locations. This includes duct tape, lots of string/dental floss and anything else your particular model of mosquito net will need to work effectively.

GENERAL HEALTH CRITERIA

AMIGOS places the highest priority on keeping our volunteers safe and healthy while involved in our programs. Program policy and guidelines on health and safety are rigorously enforced.

An applicant with a significant history of some chronic illnesses, acute psychiatric conditions, or some kinds of physical disability may be subject to heightened vulnerability due to the living and working conditions on AMIGOS projects. Given certain health conditions, AMIGOS therefore may not be able to effectively guarantee safety or provide sufficient support.

While volunteers with a variety of health issues have had very successful project experiences, it is important to be realistic about the project demands and potential impact on existing health conditions.

Overall expectations include, but are not limited to the following:

- Volunteers will be expected to have the physical and mental capacity to independently perform all duties associated with their role.
- Volunteers will be exposed to dietary changes that may affect and/or exacerbate any existing health conditions.
- Program location is in a rural area with limited, immediate access to specialty medical procedures.
- Volunteers will be responsible for independently carrying out physically taxing activities. This will require the ability to physically engage in the project unaided, such as, but not limited to, carrying one's own 40-50 lb. duffel bag, and other personal items and project-related materials.
- The project involves a fair amount of daily walking and/or hiking. Volunteers will spend 3-4 hours each day outside.
- AMIGOS reserves the sole right to determine eligibility for our programs through an extensive health screening process.

Additionally, to be eligible for acceptance into the AMIGOS program, applicants must meet both the physical and mental health criteria described below at the time of application. Volunteers may have a change in their physical or mental health status before leaving for their project. In this case, you must notify the Health and Safety manager at oncall@amigosinternational.org immediately of the change and a reassessment of eligibility will occur. Volunteers may re-apply to the program if they believe their health status has changed significantly.

Physical Health Criteria

In order to participate safely in the AMIGOS program, a volunteer must be able to perform the following "major life activities" as defined in the Americans with Disabilities Act of 1990:

- Caring for one's self
- Performing manual tasks
- Walking
- Seeing
- Hearing
- Breathing
- Speaking
- Learning
- Working

All volunteers must have received all AMIGOS required immunizations and prophylaxes for their respective project prior to departure. Given that our volunteers are working and living in rural areas where they may face increased exposure to

certain diseases and illnesses, we cannot take any risks with volunteer health and safety. We do not make exceptions to this rule.

In addition, the following variables will be given serious consideration when determining the eligibility of an applicant to the AMIGOS program.

- Successful completion of the pre-departure COVID-19 training.
- The ability to be independently mobile, such as but not limited to, walking on uneven terrain for distances of multiple miles and maneuvering elevations unaided. The extent and availability of necessary medical treatment, monitoring, or physician follow-up in-country for the disclosed conditions or illnesses.

Mental Health Criteria

- No acute psychiatric diagnosis or episode or psychiatric hospitalization within the past year prior to the current application to AMIGOS.
- No new psychotropic medication(s)* within six months of departure for country assignment.
- No major changes of existing psychotropic medication(s), including sudden stoppage, within three months of departure.
- Relative stability (verified by the treating clinician) over the last year if a history of chronic depression, anxiety, or other psychological or behavioral diagnoses exists. Some diagnostic categories will be ruled out depending on AMIGOS assessment as to whether these volunteers constitute more risk for health and safety than the project staff can manage.
- Willingness by the volunteer to sign a Self-Care Agreement which holds them accountable for administering their own prescribed medication(s) (antidepressant, stimulant, anti-anxiety agent, etc.) and monitoring their mental health, reporting immediately any new or unfamiliar symptoms.

*Psychotropic medication: Any medication capable of affecting the mind, emotions, and behavior such as antidepressant/anti-anxiety agents, antipsychotic drugs, mood stabilizers, anticonvulsant medication, stimulants for the treatment of ADHD, etc.

Self-Care Agreements (SCAs)

If an applicant meets the outlined criteria and is cleared for participation, there may be the need for a Self-Care Agreement (SCA) to be completed and signed by the volunteer and their parents/guardians (if under 18).

- SCAs are typically required for volunteers who have ongoing medical or mental health issues that require self-monitoring while on an AMIGOS project (e.g. severe food allergies, diabetes, depression, eating disorders, etc.)
- If required, a member of the health screening team will contact a parent/guardian and/or the volunteer directly to complete the steps necessary to have a working SCA.
- The completed and signed SCA is placed in the volunteer's file and is reviewed by the Project Director and the Health and Wellness Coordinator assigned to their project.
- It is the responsibility of the Health and Wellness Coordinator and the volunteer to jointly monitor compliance with the SCA during the weekly supervisory meetings or as needed.
- The Health and Wellness Coordinator must bring any infractions of the agreement to the volunteer's attention to work out a solution in the form of an action plan.
- In the event an action plan is not adhered to, or is otherwise not successful, more serious measures will need to be taken to ensure the health and safety of the volunteer. The action plan may include the need for an early return if enough progress is not made.

- An AMIGOS Mental Health Consultant is available to provide guidance and support to the Health and Wellness Coordinator to ensure the success of the SCA process for mental health issues.
- The AMIGOS Medical Director can also provide support to the project staff for medical issues.

DISCLOSURE AND NON-DISCLOSURE OF HEALTH INFORMATION

The physical/mental health and safety of our volunteers are the top priorities for AMIGOS. As such, it is essential that volunteers be candid in disclosing health history and any current conditions for which they may have been treated within the last two years in their health forms.

- Disclosure of chronic medical or psychological diagnoses does not automatically disqualify applicants but will necessitate careful screening to assess whether the applicant can be adequately supported in AMIGOS programs.
- The intentional non-disclosure or minimization of important health history (physical or psychological) is grounds for immediate dismissal from the program, even if the volunteer is already on the project. Volunteers and/or their families will be responsible for fees associated with a re-issued plane ticket home plus an additional \$250 administrative fee.
- If an AMIGOS volunteer under age 18 needs to return home from the program due to a mental health issue, AMIGOS reserves the right to determine that the volunteer is not safe traveling alone and may request that a parent/legal guardian accompany the volunteer on their travel home. Further screening will be performed when a new issue or change in physical or mental health status arises.

Any questions about how the confidential health screening process works can be addressed directly to the AMIGOS Health and Safety Manager at oncall@amigosinternational.org

Updating Health Information

It is imperative that AMIGOS has the most up-to-date health information for all. If your volunteer's health information has changed (e.g. new medication and/or diagnosis) since submission of the Health Update, Headquarters should be notified immediately. Please send an email to oncall@amigosinternational.org. The subject line of the email should read: Initial of volunteer's last name, first initial and "Change in health information". In the body of the email, include date of birth and description of change in health information (include name of medication, its indication, dosage, and frequency if applicable).

If you prefer to call this information into the Health and Safety Manager, you may do so by calling 713-782-5290 x115.

AMIGOS APPROACH TO COVID-19

We recognize the concerns and potential risks with operating an in-person program during a global pandemic. The health and safety team has done their due diligence to plan, prepare and mitigate risk to all extents possible, but cannot guarantee that exposure to COVID-19 will not occur. Despite the risks, AMIGOS believes that more than ever, there is a need to provide in-person, international programs for students. AMIGOS has made key adaptations to our traditional program to keep volunteers, program staff and host communities safe.

A key adaptation made for the 2021 program year is the co-living or pod structure in a remote location with the freedom to explore on site. The pod structure and the robust COVID-19 policies will limit exposure to COVID-19.

Volunteers will be expected to maintain social distancing and wear masks anytime they are outside of the AMIGOS pod and during the initial quarantine. All excursions and outings have been planned for locations where there are low COVID-19 cases and in places with limited tourists. The Health and Wellness Coordinator will monitor volunteers and program staff daily for signs and symptoms and report any concerns to the Health and Safety Manager. In the event COVID-19 is suspected, AMIGOS has access to local testing. Staff will follow the direction and guidance of local physicians and of our medical director, who has invaluable experience treating COVID-19 patients. AMIGOS has developed the following chart of COVID-19 policies and procedures and all volunteers and program staff will be expected to follow them closely.

AMIGOS Health and Safety COVID-19 Prevention and Response

Pre-Departure

- Additional interview & application questions to assess coping mechanisms and pod-living ability
- Physical and mental health screening
- **COVID-19 Training with required passing rate of >85%**
- Before program starts, all volunteers and staff must complete a 14-day self-quarantine
- **Required COVID-19 Nasal PCR test within 72 hours of flight departure or program start**
- Proof of negative COVID-19 test emailed to Health and Safety Manager within 48 hours of program start date

Arrival - Phase 1

- Volunteers and program staff follow all social distancing guidelines and wear face masks
- **Program staff and volunteers undergo initial quarantine at lodging site**
 - Maximum of 3 volunteers in a room
 - Access to daily outdoor activities
- **On day 6, all volunteers and program staff retested for COVID-19 and continue quarantine**
 - Volunteers and program staff with negative results will begin Phase II
 - **Volunteers and/or program staff with a positive test will begin isolation protocol for minimum 10 days at current location**
 - They may not join group and begin Phase II until there is Medical Director Clearance

Program - Phase 2

- Volunteers and program staff living in the pod are not required to social distance or wear face masks when around fellow pod members
- **Volunteers and program staff follow all social distancing and face mask guidelines anytime outside of the pod or when interacting with anyone not a pod member**
- All surfaces to be disinfected multiple days a day, whether used or not
- **Private transportation secured for the duration of the program**
- Health and Safety On-Site Coordinator will monitor and report daily for COVID-19 signs and symptoms to Health and Safety Manager
 - **In the event of a suspected COVID-19 case or positive test, the person will begin an immediate isolation process**
 - Those in close contact will be retested and follow additional measures.

Amigos

PRE-DEPARTURE COVID-19 TRAINING

Prior to departure, all volunteers and program staff will be required to take and successfully pass a COVID-19 Pre-Departure Training module. Volunteers will receive an email instructing them to use the Learning Management System, Canvas, to access the pre-departure training. This module will address the following topics:

- 1) What is COVID-19?
- 2) What are the signs and symptoms?
- 3) Testing and treatment
- 4) How to prevent the spread
- 5) Managing one's mental health during a global pandemic

COVID-19 PREVENTION AND RESPONSE

The COVID-19 recommendations and policies for AMIGOS are developed by our Medical Director and with a review of policies by the CDC, WHO, and various health departments. The Health and Safety team at AMIGOS continues to diligently monitor the situation in each program site while adapting programs and policies as necessary.

The program will operate in a pod or camp-like structure where all volunteers and program staff will live together in the same facility. Pre-planned excursions and events are in more remote areas away from large cities and crowds. Private transportation will be hired for the duration of the program and volunteers and program staff will be required to wear face masks and maintain proper social distance anytime they are outside of the pod or when interacting with others who are not part of the pod.

Volunteers and program staff will be monitored daily for signs and symptoms of COVID-19 by an onsite health and Wellness Coordinator. While these measures will reduce the overall risk of exposure, AMIGOS cannot guarantee a risk of zero. AMIGOS has developed a thorough response plan in the event of a positive case and will work tirelessly to minimize the spread and ensure access to health care, if needed.

IMMUNIZATIONS & PROPHALYXIS

Immunizations & Medications Required for Summer Programs 2021

The following immunizations and medications are **required or strongly recommended** for AMIGOS volunteers. AMIGOS consults our Medical Director, in-country Peace Corps offices, and Center for Disease Control and Prevention (CDC) guidelines, in establishing volunteer vaccine and medication requirements. AMIGOS will email you any updates specific to your project area and country. The cost of immunizations and medications is not covered by AMIGOS. Due to the nature of our work and work areas we will not waive any vaccination requirements for religious or philosophical reasons.

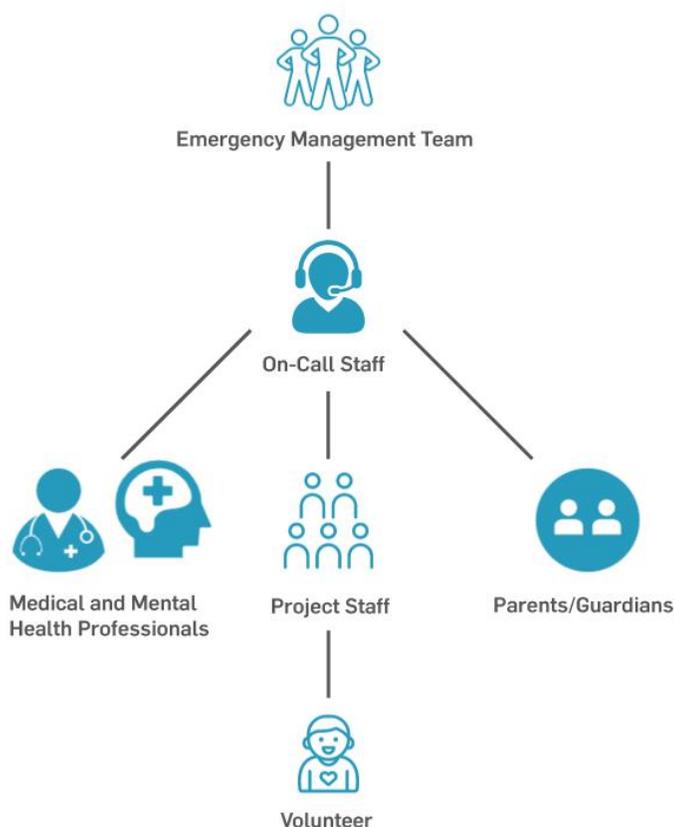
Note: The CDC highly recommends all international travelers make an appointment to get recommended vaccines at least 4-6 weeks in advance.

Chicken Pox	<u>Required</u> for all Volunteers	All volunteers are required to have proof of immunization against chicken pox or documentation of immunity to chicken pox (Varicella IgG positive status).
Tetanus, Diphtheria and Pertussis	<u>Required</u> for all Volunteers	All volunteers must have had the DTaP series. All volunteers must also have a booster Tdap (Adacel) within 10 years before travel. Please see the following link for more information: http://www.cdc.gov/vaccines/vpd-vac/tetanus/
Hepatitis A	<u>Required</u> for all Volunteers	The Hep A vaccine should be given at least two weeks before departure to the field. A booster shot of Hep A should be given 6–12 months following the initial injection (this may be administered after the Summer Program).
Measles/Mumps/Rubella (MMR)	<u>Required</u> for all Volunteers	Volunteers are required to have had 2 doses of the measles vaccine. This may be either the initial MMR and 1 measles vaccination or 2 MMR vaccinations.
Influenza (Flu shot)	<u>Required</u> for all volunteers	Vaccination must be valid for current 2020–2021 flu season. Please see the following link for more information: http://www.cdc.gov/flu/about/qa/flushot.htm
Polio	<u>Required</u> for all Volunteers	Volunteers are required to have completed a full series of polio vaccination. Normally, a full series is completed by entry into kindergarten/1st grade. If records of vaccination cannot be found, a booster shot of IPV is sufficient.
Tuberculosis (TB) skin test	<u>Required</u> for all Volunteers traveling to Latin America	Volunteers should inform their physician(s) that they will be living in a rural area in Latin America and should have a TB skin test BEFORE and at least 10 weeks AFTER participating in the field program. Please report a positive TB skin test (along with chest x-ray results) to AMIGOS Headquarters. Negative results do not need to be reported to AMIGOS.
Typhoid Fever	<u>Required</u> for all Volunteers	Volunteers can receive either an oral vaccine (4 capsules taken over 8 days) or an injection (to be received at least three weeks before departure). It is each volunteer’s decision which method of administration to receive.
Hepatitis B	Recommended for Volunteers	The American Academy of Pediatrics and Academy of Family Practice recommend that all adolescents be vaccinated for Hepatitis B. Volunteers should discuss the Hepatitis B vaccine with their physician.
Meningitis (Menactra)	Recommended for all volunteers	Please see the following link for more information: http://www.fda.gov/BiologicsBloodVaccines/Vaccines/ApprovedProducts/ucm176044.htm
Rabies	Recommended for all volunteers	<i>Pre-Exposure:</i> There are three vaccinations available: Human Diploid Cell Vaccine (HDVC), Rabies Vaccine Adsorbed (RVA), and Purified Chick Embryo Cell Vaccine (PCEC). Please, consider the time necessary to complete vaccination and plan accordingly. <i>Three injections are administered over a series of days (0, 7, and 21 or 28)</i> as an intramuscular injection. HDVC may be administered an intradermal injection as well. <i>Post-Exposure:</i> If volunteers have been potentially exposed to rabies and did not receive the vaccinations pre-exposure, they will need to have human rabies immunoglobulin (HRIG) administered promptly in addition to the vaccinations administered over a series of days (Days 0, 3, 7, and 14). Post-exposure prevention of rabies for those who have received pre-exposure vaccines will not require use of HRIG but does require vaccinations over a shortened series of days (Days 0 and 3 only). <i>*Human Rabies Immune globulin (HRIG) and the vaccines may be difficult to obtain in the field and if the prophylaxis are not available the volunteer will be flown home or to Houston to receive them.</i> <i>*For these reasons, rabies pre-exposure immunization is recommended for all volunteers.</i> Volunteers should discuss this vaccine with their physician and check with their health insurance providers about coverage of the pre-exposure shots.

Yellow Fever	Recommended for all volunteers in Ecuador	Yellow Fever is especially endemic in these countries. One injection provides protection for 10 years. For further information see this link: https://wwwnc.cdc.gov/travel/yellowbook/2018/infectious-diseases-related-to-travel/yellow-fever Note: Yellow fever vaccine availability in the United States is currently limited.
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ON-CALL SYSTEM

The On-Call System is AMIGOS preparation and response system and infrastructure to respond to any health and or safety issue which may arise during an AMIGOS program. It is the chain of command and communication channels which connect volunteers and program staff to AMIGOS HQ, families, and medical and mental health professionals.



AMIGOS On-Call Safety System or “On-Call” is operated 24 hours a day, 7 days a week during the entire time we are running in-person programs. On-Call is managed by AMIGOS Headquarters in Houston, Texas.

- This system is designed to support our project staff in dealing with emergent and crisis situations that arise during our programs.
- On-Call also communicates with families/parents on a limited basis to keep them informed of emergencies in the field.
- NOTE: More routine cases are not individually reported to families as we focus our On-Call staffing structure on

supporting the in-country staff.

AMIGOS understands that communication regarding emergency issues may be particularly stressful and worrisome. The AMIGOS On-Call staff team is committed to contacting all appropriate parties during an emergency as outlined in this policy and to passing along information in as timely a manner as possible.

- We ask that you take the time to understand fully how AMIGOS operates On-Call prior to your volunteer's departure.
- Please maintain prompt and courteous communication with On-Call as necessary throughout the duration of your volunteer's AMIGOS experience.
- We also ask that everyone respect that On-Call's primary focus is providing support to staff in-country as they ensure immediate and necessary care for volunteers.
 - Communication with parents or families in these situations is important but secondary to the support for our teams and volunteers.
- Additionally, we remind everyone that On-Call is not designed to handle routine project updates, travel issues, or individual volunteer check-ins.

Topics Handled by On-Call

- Emergencies: medical and mental health, political, other
- Standards violations

Topics NOT Handled by On-Call

- Project updates
- Program management communications
- Individual travel delays or issues. For travel issues, please use the Travel Hotline: 1-800-AMIGOSL.

See *Addendums* for more details regarding management of routine communications from AMIGOS.

Topic Updates NOT Provided by AMIGOS

- Individual volunteer reports/updates/photos
- Check-in calls from volunteers to parents/families or vice-versa

ON-CALL SAFETY SYSTEM PROTOCOL

Most families will receive no communication from the AMIGOS Health and Safety System during your volunteer's participation. Most medical situations and ailments that arise each summer are easily treated, and few require extensive medical follow-up. Parents/guardians will be notified anytime there is exposure to COVID-19 and or their child has a positive result or is suspected to have COVID-19.

For families with volunteers under the age of 18, communication will occur within 24 hours in the following situations:

Emergency Situations

- A volunteer must spend the night in a medical facility.
- A volunteer is released from an inpatient setting.
- A volunteer requires extensive medical procedures or care.
 - Examples include surgery, post-exposure rabies prophylaxis, etc.
- A volunteer is being sent home due to a severe Standards of Conduct violation.
- A volunteer is choosing to go home due to homesickness, health concerns, or other reasons.
- A volunteer has been assaulted.
 - Any incident is handled with the utmost confidentiality. Parents/guardians of volunteers under 18 years of age will be notified directly. Volunteers over 18 will have control over who is notified but will be actively urged to seek the support and guidance of their parents/guardians.

On-Call phone lines may appear as “blocked” or “private caller” on caller-I.D. During your volunteer's time abroad, we encourage you to answer these phone calls, as it may be an AMIGOS representative trying to contact you.

For our students who are over the age of 18, information regarding their medical and/or mental health will be shared with parents or guardians in extreme situations or by a case-by-case basis as determined by the AMIGOS Health and Safety Team.

ON-CALL SAFETY TEAM

On-Call is staffed by the Health and Safety Manager and On-Call Specialist who manage calls during normal, weekday business hours (8:30am–5:00pm Central Time). During non-business hours, AMIGOS has a team of select headquarters staff trained to manage emergency call situations that take shifts throughout the time of program operation. On-Call is overseen by a team of senior managers at headquarters including the Managing Director of Programs and Health & Safety Manager.

On-Call Operations on AMIGOS Programs

Project staff manage On-Call communications and responsibilities while programs are ongoing and maintain regular communication with headquarters staff. All project staff members training covering AMIGOS protocols and procedures and learn how to troubleshoot during On-Call situations. It is important to note that the communication infrastructure in Latin America is subject to outages, which is why we have multiple means of contacting volunteers.

On-Call Health Professional Role

On-Call is supported by a team of health professionals led by the organization’s Medical Director. These professionals serve in an on-call support capacity to provide advice and oversight on complicated medical and mental health cases. They also are active throughout the year, overseeing the development of procedures and policies for health and safety management in all programs. This team oversees the:

- Immunization and prophylaxis requirements
- List of preferred medications to be used in treating all program volunteers
- Weekly review of On-Call reports of all cases in AMIGOS database
- Management of any major health related case
- Disease or illness specific support.

On-Call Volunteer Role:

AMIGOS believes in developing leadership skills and empowering young people to take an active role in their health and well-being. Volunteers are expected to be their best advocate and take ownership and responsibility for their health.

It is each volunteer’s role and responsibility to:

- Proactively maintain their own health,
- Know and follow the AMIGOS health protocol
- Communicate their needs to the Health and Wellness Coordinator or member of project staff AND whenever they need support.

NOTE: Volunteers should not contact you, their parent(s) or guardian, before notifying a staff member. If your volunteer calls you, please kindly ask them if they have first notified the Health and Wellness Coordinator of their concern. Volunteers are, of course, always welcome to contact their families after they follow protocol.

On-Call Reporting Procedures for Volunteers: It is each volunteer's responsibility to know and follow the protocol in their volunteer Health, Safety and Travel Guidelines. While on the program, Volunteers will be given a CALM plan, which will provide information on who to contact in the case of an urgent medical or safety situation. They must activate the CALM plan if:

- They experience any one of the symptoms of more severe health issues
- If they are unsure about a health or safety situation and would like additional support in determining the next best step.

Volunteers should NOT simply wait for someone on the project staff to notice their ailment or concern. It is their role and responsibility to request additional support. Volunteers should follow all instructions given by project staff members and/or treating medical or mental health professionals regarding next steps in managing their care.

On-Call Project Staff Role: The project staff, specifically the Health and Wellness Coordinator, manage on-call duties. The Health and Wellness Coordinator will submit project management reports on a weekly basis to the AMIGOS On-Call database system.

On-Site Health & Wellness Coordinator: Each project has a designated Health and Wellness Coordinator whose primary job is to be a liaison with the On-Call System, AMIGOS volunteers, and project staff. This person will be responsible for handling health and safety related incidents which may arise and play a key role in COVID-19 protocols and policies. Each day, your volunteer will be required to report to the Health and Wellness Coordinator any sign and/or symptom of COVID-19. In addition, the Health and Safety Manager will have weekly check in calls with the Health and Wellness Coordinator to review volunteer health logs, COVID-19 daily self-monitoring checks, and any other health and safety situation which may have arisen.

The project staff are always required to have at least one member of staff available to answer the phones. Any incoming calls or messages must be returned within one hour. In addition, the project staff is required to notify On-Call anytime there is a medical, mental health, travel, or safety situation. Project staff is guided and aided in their decisions and management of situations by the full time, professional AMIGOS On-Call staff. Examples of such situations include:

Travel

- Volunteer's departing flight time changes
- Departing flight for an early return volunteer

Medical

- Volunteer has been exposed to allergen and are at risk of severe allergic reaction or anaphylactic shock

Mental Health

- Volunteer exhibits highly unusual or suicidal behavior

Miscellaneous

- The project staff learns of any significant national/local event (natural disasters, political unrest, strikes, etc.)
- The project staff learns of any significant criminal activity in the project area.
- The project staff receives an unexpected phone call from the U.S.-based AMIGOS constituency
- Whenever a volunteer cannot be located
- There is an allegation of sexual, physical, or criminal assault
- Serious standards violations

On-Call Family/Parent Role: The vast majority of AMIGOS volunteers complete their experience with no major emergency situation arising and most parents will not hear from On-Call. You will be notified in the event there is exposure to COVID-19 or when COVID-19 is suspected. In the case of a major emergency or safety threat, all families will be notified immediately.

NOTE to all families: Please refrain from contacting the project staff teams. (This includes “friending” staff on Facebook, calling staff, and emailing staff.) Our project staff must be focused on running a quality program and ensuring the health and safety of the volunteers.

HEALTH AND SAFETY PROTOCOLS ON AMIGOS PROGRAMS

AMIGOS volunteers are trained on basic health and safety protocols before departure for their project. Upon arrival in the field, they are given specific health and safety information for their work area. Prevention and self-care are key components to a healthy, safe, and positive experience. Volunteers are provided with all the tools and information to stay healthy. However, it is the volunteer's responsibility to understand and utilize the information provided and report any incident and/or question.

Project-Specific Health and Safety Training

Upon arrival, volunteers receive project-specific training called briefing. During this briefing, they will receive health and safety training which includes topics on safeguarding mental health, conflict resolution skills, group dynamics and living, and more.

Project Staff Support and Supervision

Volunteers will meet once every two weeks for a 1:1 mentoring and coaching session with a member of the project staff, during which time they will review the Weekly Self-Assessment with each of their volunteers. This form provides volunteers with the opportunity to check in on important issues such as their mental and physical health and group dynamics. These forms are collected weekly and reviewed by the Health and Safety Team.

Each week, the group will meet all together in a dynamic setting where they will have a check in to see how things are going, decide on issues that may need to be addressed, assign new tasks and roles, and more. Self-guided reflections and journaling will be utilized to help safeguard volunteer mental health and to help strengthen the pod. Every night there will be student led group meetings which is also a time for the group to check-in in a more formal space.

Medical Consultation Procedure

If an AMIGOS volunteer requires medical attention and consultation, they will be accompanied by the Health and Wellness Coordinator or member of the project staff. Staff members and volunteers are trained on how to respond to a wide variety of health and safety issues. Once at a medical facility, the project staff member will work with local doctors and On-Call to ensure volunteers receive the best care possible.

Medical Examination

All volunteers and project staff members undergoing a physical medical examination should be accompanied by a same-sex companion (e.g. fellow pod member or staff member). A volunteer may refuse the assistance of a companion, except in cases where physical examination of the anal, genital, and/or breast area is involved. In these cases, every attempt will be made to honor patient confidentiality and privacy. Under no circumstances will emergency medical care for life-threatening situations be delayed if an appropriate companion is not readily available.

Major Medical Incidents/Overnights in Medical Facilities

In major medical cases, the response depends on the situation and seriousness of the problem. AMIGOS may transport volunteers from their program location immediately by private car, ambulance, or even helicopter to a major hospital. In cases of extreme emergency when adequate treatment may not be available in the volunteer's assigned country, the short-term medical insurance carrier will help AMIGOS facilitate medical evacuation to an appropriate medical facility

and/or air transport the volunteer to their home city as specified by the insurance company (please see the Short-Term Supplemental Health Insurance section on Preparing Your Volunteer for a Healthy Experience for more details).

Communication with Families

The AMIGOS technology policy limits your volunteer's access to technology to two hours per week as they unplug and detox from the digital world. We understand that limited communication can be difficult at first, but please note that you will hear from us if there is a concerning situation or emergency.

We encourage our families to follow the Instagram and Field Notes blog for weekly updates and to experience program through the eyes of your volunteer. Volunteers will have the opportunity to take photos and write blog posts.

Parents and Families

The priority of project staff is to provide a safe and healthy summer experience for your volunteer. To maximize their time and make sure that correct emergency channels are always utilized, project staff have been instructed not to reply to communication from parents or guardians directly. Remember that no news really is good news.

In the event of any missed plane or emergency, you would be notified directly. Please treat the blog updates as fun snapshots into the experience. We will keep you in the loop about anything more important.

What to Pack

Volunteers should always pack light to adhere to airline baggage weight specifications. A project-specific packing list will be distributed mid-May. Please read over the packing list carefully and prepare your volunteer to pack accordingly. It is imperative that your volunteer bring a fully equipped first aid kit and mosquito netting, following the item guidelines laid out previously.

Travel instructions

Passport Instructions (for volunteers travelling internationally)

AMIGOS requires that all volunteers upload a clear, unmarred copy of the first page of their passport with their application. This copy will be needed in the event of a lost or stolen passport. AMIGOS recommends that volunteers scan and email a copy of their passport to themselves and their parents as well.

- REMINDER: Volunteers' passports should be valid at least six months after their return date. For example, a volunteer whose project ends on August 1st, 2021, must have a passport valid through February 1st, 2022.

Traveling with a Non-U.S. Passport

Volunteers with non-U.S. passports may require a visa to travel to the assigned project area. These volunteers should indicate that they do not have a U.S. passport on their application. They are required to research their own visa requirements for entry into host countries and reentry to their home country.

- If a volunteer is planning to reenter the U.S. on a non-U.S. passport, they must have a valid re-entry permit, such as a green card. Volunteers should remember to pack their green cards with them to re-enter the U.S.

Lost or Forgotten Passports

All volunteers are responsible for traveling with their passport. If they lose or forget their passport,, the volunteer will be held responsible for any expenses related to either helping them get to Latin America or to return home.

Airline Ticket Instructions

AMIGOS headquarters arranges all domestic and international airfare for volunteers. Volunteers should list the closest major airport to them that they would like to fly out of and back into on their passport information form.

Airline tickets will not be issued until all paperwork has been submitted and cleared and the COVID-19 pre-departure training has been successfully passed with 85%. This is especially important for health information paperwork. The delay in paperwork submission can result in the price of airline tickets being higher at the time of purchase than the provided estimates. If we cannot purchase a volunteer's airfare due to late paperwork submission, you will be charged a \$500 administrative fee.

Parent Permission to Travel and Medical Power of Attorney Forms

The *Parent Permission to Travel Form* must be completed for any volunteer who is under the age of 18, and the original document must accompany the volunteer while traveling.* This document must be signed and notarized. A copy must be submitted to headquarters by the deadline.

The *Medical Power of Attorney Form* is used if there is a medical emergency that requires immediate treatment and 1) there is insufficient time to get written or verbal authorization from a parent/guardian or 2) AMIGOS staff cannot reach a parent/guardian for authorization. This form will allow AMIGOS staff, working in conjunction with our consulting physicians, to authorize medical treatment. This Medical Power of Attorney does not change the fact that AMIGOS staff will make all reasonable efforts to notify parents or guardians about the medical emergency as soon as possible.

NOTE: These forms must be notarized and signed by either the **custodial parents or legal guardians if the volunteer is under 18 years of age. If one parent is unable to sign the document, it must be accompanied by a Single Parent Affidavit, along with a copy of a death certificate, divorce decree, or other legal document that verifies that the signing parent is the sole custodial parent. Guardianship papers should be attached when applicable. If both custodial parents are unable to sign the same form, each parent can submit a separate signed and notarized form.*

PROJECT DEPARTURE TRAVEL PROCEDURES

Most AMIGOS volunteers flying to Latin America pass through Miami or Houston, referred to as a gateway city. Upon arrival at the gateway city airport, volunteers should continue to their next departure flight's gate. **

Travel through airports can pose a risk of exposure to COVID-19. It is imperative that your volunteer maintain six feet of social distancing at all times whenever possible and must always wear their mask unless when consuming food or beverages.

For any travel issues, please have your volunteer contact the travel team at 1-888-AMIGOSL.

Travel Instructions/Travel Memo Instructions

- This document is extremely important! Volunteers should review it thoroughly and bring a copy with them during all travels. It contains essential information such as the Travel Coordinator phone number and hotel information (if applicable).
- Travel Instructions will be distributed by the AMIGOS Travel Team to all volunteers by email along with their airline tickets at a minimum of two weeks prior to the departure date.

Baggage Fees

Most airlines have significant surcharges for luggage. Airlines will collect these fees during the check-in process for both out-bound and in-bound flights. It is the responsibility of each volunteer to inquire with each airline they will be traveling with as to what these charges are and to have the necessary funds to pay these charges. Volunteers may pay the baggage fees for their in-bound flights during their out-bound flight check-in. If this is done, it is the responsibility of the volunteer to keep their receipt to present at check-in for their in-bound flight to avoid additional charges.

Lost Luggage Protocol

If your volunteer's luggage is lost in transit to Latin America, project staff will follow-up with the airline directly. If the luggage is lost for more than 5 days, parents/guardians will be notified. AMIGOS cannot assume responsibility for any luggage lost by airlines. Volunteers have the sole responsibility of ensuring luggage is checked through to their destination, including picking up luggage and re-checking it for a connecting flight when necessary.

NOTE: *Volunteers must remember to keep their luggage claim ticket until after they retrieve their luggage and clear customs and immigration in case the luggage is lost or there is a question of ownership.*

Early Returns

Volunteers may return home early due to standards violations, medical conditions, personal reasons, etc. If your volunteer needs to return from their project for unforeseen reasons, please contact headquarters.

Volunteers who return early of their own volition or who return due to a violation of the AMIGOS Standards of Conduct will be responsible for paying all fees associated with changing their ticket as well as a \$250 service fee to cover all expenses (transportation, lodging, food, etc.). If they return due to a standards violation and would like to participate in

AMIGOS again, their application will be subject to additional review. In both cases, headquarters staff will consult with the project staff team for the relevant project before the final acceptance decision is made.

Change of Ticket Fees

In all circumstances, the costs of changing the return flights of a volunteer's domestic and international tickets are the sole responsibility of the volunteer and/or their parent/guardian. The AMIGOS On-Call staff members will arrange all flights for volunteers and either pass the payment to the family to be made or collect credit card information for the family to make the purchase.

Accompaniment Services

Under special circumstances, there may be a need for an AMIGOS volunteer returning from Latin America to be met at the Miami or Houston airport by a professional accompaniment service. When hired, professional escort services will be at the arrival gate to help transfer the volunteer to their domestic flight back home.

In all cases, the cost of a professional escort service is the sole responsibility of the volunteer and/or the volunteer's family. It typically costs upwards of \$100 and must be pre-paid prior to confirmation of the escort service. Arrangements for professional escort services can be made via the AMIGOS On-Call System directly.

Post-Program

AMIGOS will be reaching out to you and your volunteer after completion of the program. You will receive a certificate signed by the CEO and President of AMIGOS recognizing the year and location of service and a letter on cultural readjustment. The latter provides parents/guardians with guidance on how best to support volunteers with these changes.

Networking Opportunities: Follow AMIGOS on Facebook, follow us on Twitter and Instagram, and connect to the AMIGOS professional network on LinkedIn!

Young Alumni Council: The Young Alumni Council is a group of recent alumni committed to representing AMIGOS by speaking with prospective applicants, spearheading creative outreach activities, and providing feedback to help shape the future of AMIGOS. It is a competitive application process in which 10-15 students are selected to serve as youth advisors to AMIGOS and outreach ambassadors to their community. AMIGOS provides additional mentorship, professional development support, branded swag, and the opportunity to connect directly with other alumni and staff members.

POST-PROGRAM HEALTH STEPS

Medical Summary Email: Each volunteer will be sent a "Volunteer Health Summary Information" email within two weeks of their return home. This form will include a list of all medical conditions treated by a doctor as well as any medications

prescribed during the program. It can be given to the volunteer's treating physician(s) upon return home if needed. For volunteers under the age of 18, it will also be sent to their parent/guardian(s).

Medical Check-Up: All volunteers are strongly encouraged to see their primary care physician upon return home. This is particularly important if they have experienced any illnesses during the program and/or continue to experience symptoms of an illness contracted prior to returning home.

COVID-19 Test: We encourage your volunteer to consider getting a COVID-19 PCR test once they return home as there is a risk of exposure while travelling through airports back home. Please report any positive tests to the Health and Safety Manager to oncall@amigosinternational.org

FAQs

Health & Safety

1. How is AMIGOS able to operate during a global pandemic?

The health and safety of each AMIGOS volunteer and staff member is our top priority. For 56 years, AMIGOS has welcomed more than 30,000 volunteers throughout Latin America with an exceptional track record in health and safety. AMIGOS operates a [Health, Safety, and Risk Management system](#) comprised of a dedicated team who consult regularly with our Medical Director and Mental Health Consultant. The evolving COVID-19 pandemic continues to present challenges when considering in-person interaction or travel. However, we believe that students benefit tremendously from participation in programs like AMIGOS which include engagement with peers, connection with new cultures, and the chance to develop leadership skills. In-person AMIGOS programs during the COVID-19 pandemic will take into consideration the guidance of organizations such as the World Health Organization (WHO), Peace Corps, U.S. Embassy, Centers for Disease Control (CDC), in addition to local health authorities.

We have developed predeparture COVID-19 education and training for volunteers and program staff. All volunteers and program staff will also undergo a rigorous physical and mental health screening process with the Health and Safety Manager, Medical Director, and Mental Health Consultant to confirm that our program is a good and safe fit. AMIGOS closely monitors the number of active cases in our project work areas and follows the direction of the host country government and ministry of health when applicable. Each program has an onsite Health and Wellness Coordinator who will monitor volunteers and staff for signs and symptoms as well as oversee preventive safety protocols and testing regimens.

2. How is AMIGOS designing programs in response to COVID-19?

Before the program begins, volunteers must follow strict social distancing guidelines for 14 days prior to the program start date. Seventy-two hours before the program starts, volunteers will be required to take a COVID-19 PCR nasal test and show a negative result. All volunteers will also need to follow current entry requirements of their destination when traveling. The program will operate in a pod or camp-like structure where all volunteers and program staff will live together in the same facility. Pre-planned excursions and events are in more remote areas away from large cities and crowds. Private transportation will be hired for the duration of the program and volunteers and program staff will be required to wear face masks and maintain proper social distance anytime they are outside of the pod or when interacting with others who are not part of the pod.

Volunteers and program staff will be monitored daily for signs and symptoms of COVID-19 by an onsite health and safety coordinator. While these measures will reduce the overall risk of exposure, AMIGOS cannot guarantee that there will not be COVID-19 exposure. AMIGOS has developed a thorough response plan in the event of a positive case and will work tirelessly to minimize the spread and ensure access to health care, if needed.

3. What COVID-19 preventive measures will AMIGOS follow?

AMIGOS believes that education is core component of prevention. All volunteers and staff will be required to undergo a COVID-19 predeparture training and pass a test with at least 85%. In addition, we will follow CDC guidelines which include social distancing, regular and frequent handwashing, face coverings when outside of the pod, and isolation anytime someone is showing symptoms. We will disinfect surfaces multiple times a day and volunteers will be required to monitor and report their signs and symptoms daily.

Anytime that someone comes into contact with the pod, they will be screened for symptoms and their temperature will be taken. Social distancing and face masks will be mandated when interacting with those outside the immediate pod. AMIGOS will contract with a vetted, private bus for our transportation needs and public transportation will be prohibited. Volunteers will be instructed to maintain social distancing and will wear masks on the bus and all windows will remain open to allow for ventilation.

4. What if my child tests positive for COVID-19 prior to departure?

All students on our in-person programs must send AMIGOS a negative COVID-19 test 72 hours prior to departure. **If a student tests positive for COVID-19 within 72 hours of departure, they cannot participate in the program.** Instead, they can elect to transfer their participation to an AMIGOS program with a later start date. The student will need to produce a negative COVID-19 test within 72 hours of any AMIGOS program start date. If they are still unable to produce a negative test or prefer not to attend another AMIGOS program, they can receive a partial refund. No late starts on programs are permitted.

5. What if my child has been fully vaccinated against COVID-19?

If your child has received both doses of the COVID-19 vaccine and more than 28 days has passed since completing the series, they do not need to undergo the 14-day pre-departure self-quarantine. This will be verified with the Health and Safety Manager prior to departure, and individual families will be notified with the clearance to forgo the pre-departure quarantine. All volunteers, regardless of vaccination will still be tested between days 5-7 in country.

6. How is my volunteer's health and safety monitored while they are on an AMIGOS program?

The AMIGOS On-Call System operates 24/7 throughout the year. While projects are running, the On-Call System is supported by additional staff members to ensure that all inquiries and cases are responded to in a timely fashion. While participating in the program, every volunteer receives a weekly check-in from a member of the project staff. The project staff goes through a thorough feedback process with them to ensure they are doing well, which is documented in the weekly self-assessment forms and uploaded into the AMIGOS online database. Additionally, volunteers complete a weekly health log that includes a chronological listing of any illnesses or symptoms noted by the volunteer throughout the program. Any illnesses reported to the On-Call System are contained in the central database and available as support documentation to aid in any follow-up of a volunteer's care post-program.

*NOTE: All volunteers are registered under the AMIGOS name with the U.S. consulate upon arrival in-country. If a volunteer is a non-U.S. citizen, they should research the requirements for registering in a foreign country with their consulate if they wish to do so.

7. What happens if my volunteer gets sick? How is this dealt with?

Project staff members utilize protocol set by the AMIGOS Medical, Health, and Safety team comprised of health professionals to assess the seriousness of the issue at hand and determine what the appropriate steps are for managing it. In emergency cases, a Project Staff member, specifically the Health and Wellness Coordinator will accompany a volunteer to a healthcare facility.

8. What happens if my child tests positive for COVID-19?

If any volunteer produces a positive COVID-19 test, whether or not they are exhibiting symptoms, we will activate our monitoring and quarantine response protocol. Any volunteer with a positive test will be immediately isolated, a detailed record of their symptoms will begin to be recorded, and the AMIGOS Medical Director will be notified. At this time, all other volunteers and staff members will also receive a COVID-19 test if they have not already. We will be in close communication with the AMIGOS Medical Director to determine the best course of treatment and clinical environment for each volunteer. COVID-19-positive volunteers will be required to complete an individual isolation according to best practices from health officials and the AMIGOS Medical Director at the time of the program. In the case of known exposure, families will be notified immediately and be kept up to date with any developments or changes. In the event the symptoms become severe or require medical treatment, the volunteer will be taken to a private hospital and/or clinic for treatment.

9. Will I hear from AMIGOS if my volunteer gets sick?

Minor episodes of diarrhea, colds, etc. will not be relayed routinely to parents/guardians. Parents/guardians will be contacted in the instance of COVID-19, medical emergencies, and severe medical cases or if the volunteer requests contact (see the *On-Call Administrative Policy* and the *On-Call Administrative Procedures* for specifics). A volunteer will be allowed to call home once they have received necessary treatment following an incident of illness if they request. Note that some volunteers choose to call home, while others refrain from talking to their family until they return from AMIGOS, as it can worsen any homesickness.

10. My volunteer was/is sick while on an AMIGOS program. Can I have a list of the medications they were prescribed?

All volunteers who receive health care treatment will receive a "Health Information Summary" email within two weeks of returning home. This will include a list of all major and minor medical conditions treated by a health professional as well as any medications prescribed during the program. For minors, this email will also be sent to their parent/guardians at the email addresses listed on the volunteer's application. For more information about the Post-Program Medical Check-up, please refer to the *Post-Program Health Steps* section.

11. My volunteer's health information has changed (e.g. new medication) since I submitted their Health Update in April. How do I notify AMIGOS of this change?

Send an email to oncall@amigosinternational.org. The subject line of the email should read: Volunteer’s Initial of last name– Change in Health Information. In the body of the email, include the volunteer’s date of birth and a thorough description of change in any health information. Please include name of medication, indication, dosage, date the medication was first taken, and frequency if applicable.

Communication

1. When can I expect to hear from AMIGOS about my volunteer’s project?

You will receive the above emails directly from our on-call team when volunteers arrive in country. Additionally, each project area will post occasional updates on the AMIGOS Field Notes blog and project Instagram. The AMIGOS Field Notes can be found at amigosinternational.org/field-notes.

*NOTE: Access, speed, and use of the internet varies greatly depending on location. For more information, please refer to the *On-Call Policy*.

2. When will I hear from my volunteer?

Volunteers will be given two hours per week to use their cell phones, if they elected to bring them to country. We will not have access to an internet café or phone booth due to COVID-19. Volunteers will not be required to contact their families. Please do not be alarmed if you do not hear from your volunteer. Some volunteers may decide not to contact home while others may experience connection difficulty reaching their home phone numbers or do not leave voicemails if their families do not answer the phone. AMIGOS firmly believes in youth empowerment and leadership. While we do not by any means discourage volunteers from contacting their families, many volunteers feel that to fully become empowered during their AMIGOS experience, they must focus their attention on their project. For more information, please refer to the section regarding *Communication Procedures*.

3. How is my volunteer doing? I haven’t heard from them in a while and I’m concerned.

You will be informed immediately if our On-Call staff is made aware of any major medical issues or other emergencies. Many volunteers experience newfound independence and self-reliance during their AMIGOS experience. Additionally, mail often takes a considerable length of time (sometimes up to a month) in transit between the U.S. and Latin America. Specific reports on volunteers are only documented if a volunteer is involved in a situation that requires the support of our On-Call Safety Team. Please keep in mind that On-Call is in place for urgent and emergency cases and our priority is to ensure the health and safety of all volunteers. During the program, volunteers’ well-being is closely tracked every week. All volunteers complete self-assessments and review these documents during regular check-ins with their project staff.

4. My volunteer contacted me from Latin America and told me that they are sick, homesick, etc. What can I do and who do I contact?

Please instruct your volunteer to get in touch with their project staff team immediately. It is imperative that volunteers inform our project staff first of illnesses or other issues as they are physically present and available to support, whereas parents/guardians in the U.S. will not be able to provide direct assistance. If you remain concerned and wish to report the incident, contact the Health and Safety Manager at AMIGOS Headquarters.

5. There has been a family emergency, and I need to get in touch with my volunteer. What do I do?

Please call AMIGOS Headquarters and ask to speak to the Health and Safety Manager. An On-Call staff member will be able to get information to your volunteer and/or coordinate a phone call between you and your volunteer. For more information, please refer to the section regarding *Communication Procedures*.

Travel & Logistics

- 1) What should my volunteer pack?

Prior to the program, your volunteer will receive project-specific information, which will include a packing list.

- 2) My volunteer's flight is delayed, my volunteer's flight was cancelled, or my volunteer is having travel issues. What do I do?

Instruct your volunteer to contact our Travel Coordinators at 1-888-AMIGOSL (1-888-264-4675). The AMIGOS Travel Coordinator phone line is available when AMIGOS volunteers are traveling to and from Latin America. For more information about travel, please refer to the *Travel Instructions* section.

- 3) How can I get money to my volunteer?

It is too time-consuming and difficult for our project staff in Latin America to accommodate money wiring or transfers. We do not suggest that you mail cash to your volunteer as mailing time is typically lengthy and the money may be stolen while in transit. In addition to the recommended amount of traveling cash (see the project-specific packets for more info), you may choose to send a debit card with your volunteer so that they can access funds as needed while traveling. They will likely only be given the opportunity to use their card during briefing, excursions, debriefing, and during international travel days. Please consult with your bank to determine international transaction fees if applicable and activate the card for international use.

**In the event of an emergency and you need to reach AMIGOS On-Call,
please call 713-782-5290 x150.**

For non-urgent matters, please email oncall@amigosinternational.org