|  |  |
| --- | --- |
| Administrator, Leader, Coordinator Basics; Rev 3 | April 152012 |
| A short summary of basic information for new/returning coordinators use in facilitating support activities for visiting maintenance and medical teams to the Claire de Hereuse Hospital, Dessalines, Haiti |   |

Table of Contents

[Team Administrator(s): 4](#_Toc322272164)

[Team Leader: 4](#_Toc322272165)

[Team Coordinator: 4](#_Toc322272166)

[VISA Participants: 6](#_Toc322272167)

[Culturally Speaking: 7](#_Toc322272168)

[Church-related Activity: 7](#_Toc322272169)

[Airport Baggage; 7](#_Toc322272170)

[Voodoun; 7](#_Toc322272171)

[Daily Usage Fees: 8](#_Toc322272172)

[Project Approval: 9](#_Toc322272173)

[Payment of Fees: 9](#_Toc322272174)

[Water Supply: 10](#_Toc322272175)

[Keys: 11](#_Toc322272176)

[Appliances: 11](#_Toc322272177)

[Propane Stove/Oven(s): 11](#_Toc322272178)

[Propane (Tropigaz) Tanks: 12](#_Toc322272179)

[Electric Refrigerators: 12](#_Toc322272180)

[Vehicles: 12](#_Toc322272181)

[Electricity/Internet Access: 13](#_Toc322272182)

[Tool Rooms/Storage Areas: 14](#_Toc322272183)

[Currency Exchange: 16](#_Toc322272184)

[Employees: 16](#_Toc322272185)

[Payment for Services 16](#_Toc322272186)

[Gifts 16](#_Toc322272187)

[Compound Access 16](#_Toc322272188)

[Laundry/Market Days: 17](#_Toc322272189)

[Telephone Numbers/E-mail Addresses 17](#_Toc322272190)

[Wage/Salary Matrix 18](#_Toc322272191)

[Compound Supervisor Task List: 19](#_Toc322272192)

# Team Administrator(s):

Haiti Healthcare Advocates has designated Randy & Jane Wynn as Team Administrators to assist in the scheduling process, to provide the Team Leaders with appropriate costs for the trip and materials to be shared with each team prior to departure. The Administrators will aid in communication with the individual teams, once cleared by the appropriate HHA Coordinator; will act as interfaces between the individual Team Leader and the assigned Team Coordinator up until the start of the trip.

Project recommendations will be made by the Team Administrators with the concurrence of the Maintenance Chairman.

# Team Leader:

Each incoming team will have a designated Team Leader whom the Team Coordinator will use for communication of essential information prior to and during the duration of the trip. The Team Leader is expected to brief his/her team prior to departure, to share all the relevant information provided by the Team Administrators, to arrange for both team and project expense funds to be collected and available to the Team Coordinators upon arrival.

Upon arrival, the Team Leader will be responsible for the actions/activities of each team member. The Team Leader is responsible to assure that each team member has coordinated insurance requirements with the Free Methodist Missions contact provided by the Team Administrator. Team Leaders will be responsible for briefing the team members on “Code of Conduct”, local cultural highlights (information provided by Team Administrators), local “house rules”, etc.

The Team Leader is to identify those on the team that will be responsible for preparation of morning and evening meals/snacks using foods purchased and provided by the Team Coordinators. Team Leaders are responsible to the team for identification of individual team project responsibilities.

# Team Coordinator:

Team Coordinators will function as the primary interface to the Team Leader for the duration of the trip. The Team Coordinator will be responsible for meeting the team upon arrival at the airport, arranging for transportation to/from the airport, purchasing of groceries/supplies necessary prior to the team arrival.

Team Coordinators are responsible to assure that proper lodging has been arranged, sheets/bedding are in place, basic utilities (water/propane/electricity) are operational and all groceries, etc. are supplied. In the event water and/or propane are required, the Team Coordinator will arrange to have these purchased locally and/or arrange for a local driver to procure the utility (propane) in St. Marc. Team Coordinators should arrange to have fully supplied stocks of propane prior to departure to be in place for the next incoming team.

Team Coordinators are responsible to see that all fees are assessed and/or collected, that all staff used is identified and arrangement made to see that they are paid for their services. Tips, gifts, etc. are to be brought to the Team Coordinator who will arrange for distribution. General Wages are identified in this document and should be adhered to unless otherwise authorized. It is the Team Coordinator’s responsibility to provide the Team Leader with receipts for any/all Team Fees and Project Funds provided.

Team Coordinators, with assistance from the Team Leader, are responsible for the individual team project progression. HHA-funded projects are not to be attempted without the presence of an assigned Team Coordinator. Project scope is to be determined and/or authorized by the HHA assigned individual and concurrence reached on both scope and cost with the Team Leader prior to departure. Materials for the project are to be coordinated between the Team Coordinator and Team Leader with arrangements being made for assistance “in-country” if necessary to acquire the necessary supplies.

General Labor costs are identified in this document and should be adhered to unless otherwise authorized. General Labor personnel are recommended in the Wage & Salary Matrix, should it be necessary to hire additional assistance, it is the responsibility of the Team Coordinator to locate those additional resources as possible. Payment for additional personnel should adhere to that outlined for “regular” personnel in the Wages & Salary Matrix.

At the termination of the project the Team Coordinator is responsible, working with the Team Leader, to assure that any/all tools and/or equipment used by the team is returned to the proper storage areas. If equipment is broken, it is assumed the team using the equipment will replace the broken article with similar/better equipment. Any additional equipment/supplies the team leaves for future use should be accounted for and stored in the proper locations.

**It is crucial to the continuing success of our project that Team Coordinators clearly understand the need for expense receipts for each and every receipt. These receipts should be collected by the Team Coordinator as they occur and held until the end of the team stay.**

**At the conclusion of the team’s time in-country all receipts are to be gathered and mailed directly to the Team Administrators who will post them to the proper accounts. Additional cash-on-hand (USD/Haitian Gourdes) should be accounted for and reconciled locally. The funds collected at the start of the team stay must be accounted for through a combination of Cash-on-Hand and Expense Receipts. It is understood that receipts are not always provided by our vendors; in these instances it is the Team Coordinator’s responsibility to be certain that a “Petty Cash” receipt is provided for those expenses.**

Team Coordinators are anticipated to be in-country for the purposes of hosting a visiting team. Coordinator expenses while in-country are included in the fees assessed to the individual team members for both lodging and food. Air transportation is to be covered by the individual Team Coordinator.

# VISA Participants:

Haiti Healthcare Advocates has the privilege of including in the “family” those who have demonstrated a continuing desire to participate in various forms/skills to further the cause of the Claire De Hereuse Hospital and the supporting staff/facilities. This group of individuals has elected to participate annually without the benefit of a team environment and as such have created a need for a “category of their own”.

“VISA” participants will arrange, through the Team Administrators, their individual schedules and lodging/facility/personnel needs independent of the need for a Team Coordinator. Team Administrators will work with this group of individuals to coordinate their visits with the authorization of representatives of the HHA organization.

Project identification for this group will be arranged through the Team Administrators to coordinate with those priorities as prepared by the HHA designated Maintenance Chairman. It is the responsibility of the VISA participants to arrange for the individual materials and/or funding requirements. As with the larger teams coming to serve, projects cannot be undertaken nor will be underwritten without prior approval of the HHA Maintenance Chairman.

VISA Participant lodging will be coordinated by the Team Administrators and while preferences will be honored where possible there can be no guarantee of specific lodging space being made available. Staff support for personal accommodations is to be arranged through assistance from the Team Administrators with payment being made to the individuals involved at that rate specified in the Wages\_Salary Matrix. Vehicle use by Visa Participants will be on an “as required” basis using an HHA appointed driver when possible.

 VISA Participants are anticipated to be in-country for the purposes of individual projects. VISA Participants will be assessed a VISA fee of $375/month pro-rated daily or $12.50/day for lodging/cleaning. VISA Participants are anticipated to be in-country both with and without visiting teams.

The costs for food are to be the responsibility of the VISA Participant. Meals shared with the team (where appropriate) are to be arranged in advance and a recommended fee of $4, $10, $6 USD (breakfast, lunch, dinner) assessed. Meal participation is to be arranged with the visiting team leader as appropriate.

The amended VISA fee is to include six days of “cleaning only” and does not include laundry and/or food preparation, market purchases, etc. VISA participants wishing to acquire washing/laundry and/or market trips can do so be selection of the appropriate individual from the matrix included in the Team Coordinator Manual after confirmation with Choupette for their availability.

# Culturally Speaking:

Haiti Healthcare Advocates requests that you consider carefully your participation in our program and that each team is carefully briefed on various issues related to this culture as well as our own that simply must be adhered to if we are to be successful. The strong prior/current ties to the Haitian National Church require that we follow the precedent set before us;

## Church-related Activity:

1. Clothing is to be modest and care taken to not offend those living in a culture different than our own. Women are to be conscious of modest clothing (no “spaghetti straps, halter tops, tight clothing) and generally knee-length skirts/”scrubs” worn when outside the compound walls including travel and trips to the hospital, orphanage, etc. Men are to be covered modestly as well and generally adhere to similar guidelines as that of women.
2. Church-attire is considered to be formal and jeans/shorts are not appropriate. Ties are encouraged though not mandated – Haitian church remains quite formal and is considered a high point of the Haitian Christian social activity and is to be respected as such.
3. Tattoos are to be covered at all times.
4. Limit jewelry to modest adornment, rings, simple ear rings. No piercings evident!
5. Tabacco and/or alcohol are prohibited – this is a strong Haitian Christian fundamental view and should be honored.
6. There are two offerings (minimum) to each church service; (1) General offering, (2) Offering for the poor (used to purchase food for the poor of the neighborhood/congregation).

## Airport Baggage;

Additionally, assistance at the airport is offered and a guideline for help with baggage (outside the terminal) would be to offer similar to the USA ($2 USD/bag). Assistance inside the terminal is generally not recommended; once you have cleared Customs any assistance offered is expected to be paid. Use discretion as this becomes a challenge for even the seasoned traveler. Recommendation is to offer $2USD/bag and provide the funds to Jacquelin (HHA driver) to pay those helping – you are strongly encouraged to not attempt this transaction yourself.

## Voodoun;

Voodoun (or “Voodoo”) is very real and need be respected – remember you are a visitor. General guidelines in this area would be simply –“don’t get involved”. Voudoun is a building block of Haitian culture and community and is prevalent in every location. There are varying ways this is presented in every day interaction and again, the very best recommendation is simply “don’t get involved”.

If you witness something you feel is culturally related to this practice and want to know more, ask your Team Coordinator or a local Missionary – don’t attempt to gather information from those practicing (voodoun funerals are not to be photographed under any circumstances; practicing priests, priestess’s are not to be photographed.) The act of photography “captures their spirits” and is a flash point for confrontation.

A good reference book, were you interested, is a paperback titled “Beyond the Mountains There are Mountains” that can be obtained on Amazon.com, etc.

# “Friends”:

An old Haitian proverb simply states “beyond the mountains, there are mountains” (see note above, excellent reading). In a rural Haitian’s life there are daily challenges that must be faced, most relating to their abject poverty. Scripture tells us that “the poor will always be with you” and you will be foolish to assume you can overcome this condition for all you come in contact with during your stay.

Please consider the situation when accumulating “friends” in Haiti, a natural response to a poor Haitian is to gravitate toward a rich American (ALL Americans are considered “rich” from a Haitian perspective) in hopes of sharing in your abundance. Consider carefully your actions during your stay as the decision you make, once you have gone, becomes the challenge of those who live and work full time in Haiti.

Something as simple as allowing a local resident to pull water from our well versus paying a minor “2 Grds/bucket” at the local community pump (provided by the Free Methodist Church) immediately creates a division between those that “have” American support and those that “have not”. The fee at the community pump is a minor assessment to pay for maintenance to the pump itself – having a portion of the community excluded from the daily action only serves to divide the neighborhood and should be avoided.

Be extremely selective in who is allowed through the gate as the temptations of what are “routine” (Ipods, Iphones, spare change, wallets, etc) to you are viewed in an entirely different perspective to those outside the fence.

Do yourself and your fellow travelers a service and do not share your email and/or residence address/phone number with those you come in contact with during your stay. The average Haitian is always seeking to better themselves and you will quickly discover that emails and phone calls will start appearing for which you have no answers.

# Daily Usage Fees:

It is recognized that not all possible combinations of visitor can be identified. The following is a guideline to provide compensation for the use of facilities, vehicles, meals, etc. Please be sensitive to the banking arrangements in Dessalines – “CASH IS KING” – and plan on bringing in necessary team funds for team expenses. See section labeled “PAYMENT OF FEES” for details regarding both team expense and project costs.

**STANDARD TEAM FEES FOR THOSE COMING AS A GROUP AND STAYING FOR A PERIOD OF FIVE DAYS OR GREATER WILL BE ASSESSED A FLAT FEE OF $50 USD/NIGHT/PERSON.**  This fee includes lodging, clean bedding twice weekly, cleaning of guest rooms, a single large Haitian meal daily (except Sunday), food provided for morning/evening meals. The daily Haitian meal will be at noon unless arranged otherwise in advance of arrival; the morning/evening food preparation will be done by a designated member of the visiting team with foods provided by HHA and clean up afterwards of all dishes, utensils, etc. is to be completed by the team prior to leaving for the day.

For those visitors who arrive on a “one-time” stay for a period of less than 5 days, the fees for lodging will be assessed at a rate of $20 USD nightly. Food is provided only if a team is in residence and when this is the case the visitor will be $4, $10, $6 USD daily (breakfast, lunch, dinner) and be provided as an extension of the team meals.

Individuals staying overnight will have access to kitchen and be expected to clean any dishes, utensils used, as well as police the area in which they are sleeping to be sure nothing is left behind and all bedding is placed on the end of each bed used for collection by the staff. No food is to be taken into the sleeping quarters – this is purely a sanitation issue and is to be followed explicitly to avoid rodent infestation.

Coca-Cola products are available and can be obtained by working with the local Haitian staff at an additional cost of approximately 300 Htg/case (roughly $7.00 USD). These products are available in several locations and prices vary both daily and location to location depending on availability to the vendor.

The need for meal planning requires that a limit is placed on the number of Haitian “Nationals” that can be invited for meals. The guidelines for such are 6 staff personnel/Haitian meal and would include the cooking/cleaning/guard personnel. This would not include translators and/or additional hired Haitian labor. Each additional individual included per meal is to be assessed a fee of $4, $10, $6 USD (breakfast, lunch, evening meals respectively, same as “daily visitors”).

Provisions for use of HHA vehicles should be arranged with the Team Administrators and will be assessed a charge of $.55/mile plus fuel. It is mandatory that use of an HHA-designated driver is arranged for daily visitors, teams and team leaders. **Only those functioning as Team Coordinators have the use of compound vehicles at no additional charge and then only for team needs.**

# Project Approval:

Project approval for all identified projects must be presented to and approved by the Maintenance Chairman. Any project undertaken without approval must be funded by those implementing the project regardless of size/scope.

Projects will be prioritized and authorized by the Maintenance Chairman/HHA and will be provided to the Team Administrators for purposes of sharing with the individual Team Leaders. Upon selection of a project, the Team Leader will work with the Team Administrators and the Maintenance Chairman to clearly identify the project, the materials and skill sets necessary and the funds required to implement the project.

It is recognized that not all projects will be completed during the stay of a specific team and any remaining work to be completed will be so noted to allow the Team Coordinators/Maintenance Chairman to facilitate completion by following teams who can demonstrate the necessary skill sets.

# Payment of Fees:

Due to the logistics involved with banking in-country each Team Leader is to work with his/her team to bring all funds assessed for lodging/food/transportation as well as all team project funds into the country. As quickly as possible after arrival, all team and/or project expenses are to be turned over to the Team Coordinator. The Team Coordinator will provide receipts for the cash and arrange to secure the funds in the Heureuse Hospital safe. The Team Coordinator is responsible for reconciling any/all team expenses and returning any unused funds at the conclusion of the trip to the HHA/Chase Bank account via check to Gregg Ennis/Treasurer of HHA.

At the end of each trip, the Team Coordinator is responsible for payment of wages/salaries as required using funds brought in as “Team Fees” and included in the Team Coordinator’s recording of expenses. Please contact the Team Administrators for assistance with this identification of “who-is-paid-what” as there is no simple way to determine these needs.

# Water Supply:

Water comes from two wells located on the White House property; each move water to a cistern located on the top of the property directly behind the well pumps. The pumps are operated using electricity generated by a generator located on the Hospital property. The generator runs approximately 6 hours daily and is operated by the Hospital Maintenance Supervisor.

The cistern is approximately 8x8x16 and has two separate compartments. Both pump input lines run up the hill and dump into the first of the two compartments. As the water fills to a height of approximately 5 feet it spills over into the lower compartment and feeds two separate lines downhill to the hospital and the White House/ Citadel units.

**Water Consumption:**

Water is critical to success in the hospital as well as the lodging facilities. Water consumption is to be used sparingly, it is expected that all coming to Dessalines will use minimal amounts of water for bathing and sanitation. Do not flush toilet with every use in order to conserve water resources; please limit showers (“Navy Showers”) to a single shower daily. Please use plastic dishpans provided for cleanup after meals –one wash, one rinse.

Only filtered water is acceptable for drinking and is currently purchased in large bottles obtained down the street (**name to be included**) toward town. Price on the water varies but is generally around $6 Haitien.

IF YOU HAVE TROUBLE:

If there is a problem with the water supply do the following;

* Use the key located in the key terminal behind the door in the 3rd floor office behind the entry door to release the chains on the cistern covers.
* Observe water levels in back chamber
	+ If empty, the issue is potentially the pump(s). Check to see if either/both pumps are operating (open petcock/faucet on top of pump – water should flow). If not, contact Maintenance Supervisor or Hospital Administrator for assistance in obtaining service.
	+ If full, proceed to front chamber. If the front chamber is empty use an extension ladder to enter the chamber and determine if the spill pipe between the two chambers is plugged. Water should be flowing from the spill pipe between the two chambers.
	+ If all appears to be operating as designed check the following:
		- Has there been a break in the water line? If necessary, contact the Compound Supervisor for assistance.
		- Has the tank been drained by neighbors seeking water?
			* Contact Pastor Charite (property is fed by hospital line) for potential over use by neighbors. His property is down the street to the left of the gate and located on the right side of the street (look for large internet antenna on roof).
			* Contact Hospital Administrator to determine if water has been left on that feeds outside spigot where patient families do laundry, wash, cook, etc. There is a shutoff located inside the hospital laundry facility that controls the outside faucet. It should be shut off nightly at a pre-determined time each evening by hospital personnel and turned on again each morning.

# Keys:

Keys in Haiti are a “vital link” to our daily activities and their use must be handled accurately and appropriately. Security in Dessalines depends on our willingness to follow the rules and be certain that all keys are used appropriately and all locks are kept secured at all times.

When on the compound grounds it is acceptable to leave tool rooms unlocked (doors must be closed) while working in/around the compound. When leaving the compound, locks must be secured, failure to do so will ultimately lead to disappearance of tools/materials. Please leave the keys with the gate guard as others may need access to the areas/tool rooms you are leaving.

**Apartment/common area doors must be secured when leaving the property and prior to retiring for the evening, failure to do so will ultimately lead to loss of personal belongings/HHA property. This is for your security, please pay attention to this detail!**

# Appliances:

## Propane Stove/Oven(s):

Stove/Oven combinations are propane and are generally functional. Propane (Tropigas) connections are outside the individual buildings and are all shared with the piping that feeds the propane refrigerators. Pilot lights should be lit and functioning when teams are in the building. When there is no planned activity for an extended period of time the units should be shut off and the tanks removed and placed into storage in the Citadel Tool Room. When leaving for extended periods of time, under no circumstances should the tanks remain connected as they are subject to theft when unattended.

The new stoves in the White House and the Citadel main kitchen have electronic igniters for the top burners and must be plugged into electricity to function properly. If there is no electricity these can be lit manually using a match or propane igniter found in a drawer in the kitchen of each unit. There is no pilot for the ovens of these units and they must be lit when using the oven by either match or igniter to the front of the oven compartment just inside the oven door.

IF YOU HAVE TROUBLE:

Follow the same generic process as that used for the Propane Refrigerators; contact either the Hospital Administrator or the Maintenance Supervisor for assistance if needed.

## Propane (Tropigaz) Tanks:

Propane tanks are to be stored in the East Citadel Storage Area when full and/or empty and not in use. Refills of empty bottles can be obtained in either Lestere’ or St Marc; a driver can be dispatched with a vehicle to take existing bottles to the most convenient location where Tropigas is available.

# Electric Refrigerators:

Refrigerators in the Citadel/White House are currently electric due to the upgrades in services to the compound by both the EDH (local electric grid) and the acquisition of a new generator specifically for the purposes of managing the battery bank established to provide back up power.

When leaving the compound after completion of the stay, Team Leaders are to be certain that the refrigerator is turned to a “higher” temperature to reduce the amount of electricity required to keep the unit cooled. Ice should be removed to avoid stagnation of water in the unit for extended periods of time between teams.

# Vehicles:

**Vehicles used by HHA are not “common property” and use by multiple drivers only increases the opportunity for premature failures.**

There are currently two vehicles utilized for team/coordinator purposes; these are to be used only by coordinators and/or experienced team participants and a local driver is recommended for safety purposes, accident litigation, etc**. Effective immediately, an International Driver License is required for all drivers – no exceptions!**  The key local driver(s) currently being utilized are “Jacquelin” and “Stourey”. Both are capable and trustworthy young men and should be given as much lead time as possible when asking for their assistance.

These vehicles are subject to extreme environmental and road conditions and **SHOULD BE CHECKED PRIOR TO EACH TRIP** for water in both the radiator and windshield wiper supplies, battery water (use filtered water only), oil, transmission, brake fluids, tires and that a vehicle jack is included in each vehicle. Vehicles are to be locked at all times (including gate on pickup) to avoid theft/vandalism.

These vehicles range in quality from barely operational to almost new – each should be treated with extreme care as either could easily be a “lifeline” to Port au Prince and/or Cap Hatien in the event of emergency. THERE IS A “TEAM FEE” OF $500/VEHICLE (4 trips of 100 miles each x $1.25/mile) FOR USE IN TRANSPORT FROM PORT AU PRINCE TO DESSALINES AND RETURN. This team fee applies to each vehicle used and individual cost is determined by the number of individuals on the team. Team mileage fees of $.55/mile have been dropped as result of the latest revision to this manual.

IF YOU HAVE TROUBLE:

**If you hit an animal** – proceed on to your destination and report the accident to either a local Missionary and/or the Hospital Administrator. Animals are to be tethered at all times, it is not your responsibility to replace animals maimed/killed on the roads.

**If you hit a person** – proceed to the nearest police station and/or safe haven and report the incident immediately. Do not attempt to assist as incidents can quickly get out of hand and a lack of communication can be extremely dangerous to you/team.

If a vehicle needs servicing it can be done either locally or taken into Port au Prince to a dealership and/or qualified repair location for larger repairs. Coordination of this effort should be done carefully as it can easily consume an entire day in addition to drive time to get to the repair location. Maintenance is a key contributor to this process; vehicles should undergo regular routine servicing to avoid potentially dangerous situations.

There are no repair facilities in Dessalines; if you are broken down on the road make a call to Mission/Hospital personnel (contact numbers included in appendix to this document) for assistance and rest quietly until assistance arrives.

# Electricity/Internet Access:

Electricity is provided in part by the local power grid when operational and is augmented by use of a generator located at the West end of the property. If it becomes necessary to run the generator, contact the Compound Supervisor and/or secure a key to operate the generator (only after instruction) in the White House apartment.

Local power is subject to intense variations in voltages and any sensitive equipment should be backed up via localized surge arrestors for safety purposes. “Brown Outs” are common and consequently shorten the anticipated life of appliances and equipment substantially from what would be expected life spans in North America.

Power panels are located in each apartment and are not well marked at this time, be cautious when approaching electrical repairs as there are various combinations of wiring schemes in the two facilities – neither of which approach the NEBS compliance used in North America.

**Team leaders should share with their teams that all lights and unnecessary electrical appliances should be shut off when leaving a room for an extended period of time to conserve energy.** **PLEASE NOTE THAT ‘CPAP’ EQUIPMENT CANNOT BE GUARANTEED USEFUL AS THERE IS NO GUARANTEE OF CONTINUAL ELECTRICAL SUPPLY ON A 24-HOUR BASIS.**

Internet access is considered a privilege in Dessalines and is paid for by the byte (not the month with unlimited data as in the States) and is therefore respectfully regulated. Please be aware of this restriction and limit the communications between Dessalines and home to a single designated “team communicator” who can respond for the group.

**The use of personal smartphones is presently not encouraged; “FaceBook” and other applications are extremely data-intensive and quickly exhaust the internet capacity. Transmission of even a small number of pictures (download/upload) can cause severe deterioration of capacity and should be avoided if at all possible.**

The internet is intended in Haiti as a “tool” and not a “toy” – it is necessary for those in residence to communicate daily with the USA to validate team information, team flight status, relay of critical requirements, etc. A small number of devices connected to the WI-FI service can shut down communication within a matter of hours/days depending on team size. We are working to upgrade the service but cannot do so at this time, please bear with us in this vital endeavor.

It is understood that there are instances where communication is vital and HHA does not intend to restrict that necessary communication. We ask for your assistance in addressing this issue, exceeding the limits by one team shuts down the service for all until the following month.

IF YOU HAVE TROUBLE:

There are numerous kerosene lamps and battery powered units in and/or around the facilities. These units are located in the apartments as well as a supply of units stored in the cabinet immediately in front of you as you come into the Citadel kitchen.

Internet facilities are operated independently by our vendor out of Port au Prince; if service is required, please notify the Team Coordinator who will make arrangements to restore service as quickly as possible.

# Tool Rooms/Storage Areas:

Tool rooms/storage areas are multiple in nature and in various levels of organization. Each has been designated for a particular purpose and each should be considered when necessary to store additional equipment and/or materials.

In general there is a single “routine” tool room for storage of daily activity maintenance tools and five additional storage areas for team equipment/supplies as well as materials for replacement/construction purposes.

The tool room is located on the East side of the Citadel staircase and contains daily activity tools and some parts/supplies for routine maintenance efforts. This tool room has been stocked multiple times with tools provided by those coming into the country and should always be secured at the end of the working day or when absent for longer periods. The tools in this tool room are to be used carefully; returned at the end of the working day. **If loss and/or damage occur it is the responsibility of the one using the tool to see that it is replaced with one of similar or higher quality.** This tool room and its contents are being carefully selected and in general all tools lost/damaged should be replaced with identical make/model equipment to maintain the continuity needed to function in this environment.

The West Citadel storage area is located at the ground level on the left side of the building as one approaches the staircase. This storage area is primarily for larger pieces of furniture, equipment, doors, toilets, excess concrete blocks, window frames, etc. Please be selective when placing materials in this area as space is at a premium.

The East Citadel storage area is located at the ground level on the right side of the building as one approaches the staircase. This storage is for primarily plumbing fixtures, screening materials and concrete supplies. There is an additional storage area inside and to the left of this area that contains steel forms for pouring concrete cabinets, miscellaneous steel, etc. that has yet to be reviewed and disposed of if required.

There is an additional small storage area located directly to the left side of the Citadel staircase. In this storage area are miscellaneous construction supplies as well as iron security grating for the Beach House windows. In this storage area is located large numbers of large diameter (3-4 inch) plastic pipe both Schedule 40 and the lighter gauge black plastic fixtures. This area contains multiple lengths of plastic pipe, smaller diameter Schedule 40 fittings and numerous ¾ inch in-line valves. Included in tubs along the wall are various electrical component pieces (boxes, cover plates, etc.; carpentry supplies (door sets and miscellaneous woodworking elements). Along the floor and against the wall are various pieces of heavy gauge steel and rebar for use in construction of new concrete, etc. Additionally, there are coiled heavy-duty extension cords as well as some lengths of heavy gauge wire. In the back of this chamber on the left side of the second room is aluminum scaffolding of undetermined nature as well as several complete rolls of barbed wire and/or concertina wire used previously for security purposes.

The final storage area is located inside the White House garage area and contains materials and equipment specifically purchased by and for the use of selected individuals. This equipment should not be used without permission of the owners (clearly labeled on the containers) and is considered “Off-limits” to the various work teams without prior arrangement. In this area are stored paints and varnishes used in the maintenance of these facilities and should be used first in the event of need to supplement turnover of materials in a timely fashion.

# Currency Exchange:

US Dollars can be exchanged for Haitian Gourdes in Dessalines at the local bank. The current driver, Jacquelin, working for the Mission can be given a fixed amount and will handle the exchange process. Current rates fluctuate between 38.1-41.0 gourdes/USD.

 There are two forms of currency referenced in Haiti, the “Gourde” and the “Haitian Dollar”. The Gourde is most often a “rural” denominator and equates to 1/5 of a Haitian Dollar. The Haitian Dollar is most normally referenced in “urban” areas that deal with higher priced commodities. The Haitian Dollar is roughly equivalent to 1/8 of a United States Dollar.

Translation: 5 Gourdes to a Haitian Dollar; 8 Haitian Dollars to a US Dollar.

# Employees:

## Payment for Services

Employees either regularly employed by the Mission and/or specifically hired for a unique project should be paid a standard rate established by the Mission leadership. This rate should be paid to each employee depending on assigned duties and should always be paid by the Mission Coordinators using funds directly from the Mission accounts and/or provided by the team leaders for purposes of paying additional expenses beyond those including in the daily rate for lodging.

Team leaders will be provided pay rates for the various employees and/or skill sets. Team leaders should determine the amount of time/employees needed for their team’s work and make arrangements with the Coordinators to pay for these services using funds from their individual team accounts.

It is important to the integrity of the Mission that all employed personnel receive same/similar payments for their services. It is possible that some teams will arrive who have specific individuals they have worked with over the years and desire to have these individuals work for them on their projects. This needs to be carefully coordinated to be certain that all employees, regardless of familiarity, be treated equally. A wage/salary matrix is included as an amendment to this document.

## Gifts

Gifts at the end of the trip above and beyond the standard wage scales are encouraged for work well done. These gifts should be coordinated with the local leadership to be certain that realistic expectations are set to avoid ill feelings when future teams arrive and provide different levels of gifting. Your consideration to this matter is greatly appreciated.

## Compound Access

Access to the compound itself is limited to those working on the premises and those with whom the visiting teams have established friendships and/or need to discuss one-on-one with the individuals. For security purposes it is recommended that visiting individuals be limited to those specifically needed for a purpose, family, friends of those visiting should be encouraged to remain outside the gates.

# Laundry/Market Days:

Laundry activity is particularly strenuous on the staff as laundry is done by hand by the same staff that normally cleans, etc.. Team leaders should instruct their teams as to laundry days after conferring with the Mission leadership and adhere closely to the selected days (Monday/Wednesday) for that team.

Market activity occurs only on Wednesday and Saturday of each week as all produce is obtained at the local market in town. Team leaders should coordinate with the Mission leadership to be certain that anticipated quantities and types of produce are available upon the arrival of the team.

# Telephone Numbers/E-mail Addresses

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  | Haiti # | Home # | Email |
| Castell |  | 3795-5549 |  |  |
| Cole | Russ | 3736-7487 | 509-797-5556 |  |
| Cole | Sherrie | 3823-7969 | 509-797-5020 |  |
| DeVissor | Marv |  | 517-474-0230 |  |
| Doctor | Fequeire | 3719-0974 |  |  |
| Duval | Bernadette | 3667-4968 |  |  |
| Embassy | US |  | 888-407-4747 |  |
| Ireland | Rick | 3674-7266 | 716-545-3503 | rick.ireland@yahoo.com  |
| Judy | Larry | 3713-6412 |  |  |
| Pastor | Dellamy | 3457-5988 |  |  |
| Pastor | Charite | 3655-1918 |  |  |
| Pastor | Antoine | 3755-5167 |  |  |
| Pastor | Clovius | 3554-5421 |  |  |
| Pastor | Devariste | 3468-9384 |  |  |
| Serres | Lesley | 3773-1999 |  |  |
| Sipantzi | Vahan | 3716-7561 |  |  |
| Snyder | Dan | 3600-6260 |  |  |
| Snyder | Diane | 4757-2494 |  |  |
| Swenson | Aaron | 3652-7942 |  |  |
| VanNorman | Ian | 3888-2055 |  |  |
| VanNorman | Alice | 3888-2447 |  |  |
| Wallis | Ken | 4687-4744 |  |  |
| Wallis | Denise | 4687-4734 |  |  |
| Wilaire | Jean | 3642-2479 |  |  |
| Wynn | Randy | 4757-2495 | 817-729-4683 | randy.wynn1@verizon.net |
| Wynn | Jane |  | 817-424-2353 | wynner1@verizon.net |
|  | Reuben | 3721-7762 |  |  |
|  | Jacquelin | 3648-6469 |  |  |
|  | Snider | 3618-5579 |  |  |
|  | Stourey | 3757-1091 |  |  |
|  |   |   |  |  |
|  | Castel | 3795-5549 |  |  |
|  | Choupette | 3729-7271 |  |  |
|  | Annalite | 3636-5990 |  |  |

# Wage/Salary Matrix

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Salary \_ Wages |  |  |  |  |
|   | Ha/Day | Ha/Month | US/Month |  | Comments / Assignments |
| Jacquelin |   |   | 150 |   | Compound Supervisor (see Supervisor Task List) |
| Choupette |   | 400 |   |   | Accountable for Keys |
| Paulette |   | 800 |   |   | Clean White House Apartments - M,W,F; Citadel T,Th |
|   |   |   |   |   |   |
| Lidsie |   | 320 |   |   | Clean Citadel T, Th |
| Tibernia |   | 320 |   |   | Clean Citadel T, Th |
|   |   |   |   |   |   |
| Gilllick |   | 200 |   |   | Night Guard\* |
| TiLohm |   | 200 |   |   | Day Guard\* |
|   |   |   |   |   |   |
| Elange | 60 |   |   |   | Cooking – Team and/or VISA participant |
| Choupette | 60 |   |   |   | Cooking – Team and/or VISA participant |
| Tibernia | 40 |   |   |   | Laundry/ Cleaning M, W - Team Only |
| Lidsie | 40 |   |   |   | Laundry/ Cleaning M, W - Team Only |
|   |   |   |   |   |   |
| TiMoche | 80 |  200 |   |   | General Labor/Groundskeeper (Mnthly)  |
| Yodi | 80 |   |   |   | General Labor (\*Boss Wages/additional 40 Ha/Day) |
|  |  |  |  |  |  |
| Monthly |   | 2440 | 150 |   | Total $455 USD/monthly |

\*This “salary” is paid to the guards by HHA in addition to their standard salary that is paid by the hospital administration monthly.

# Compound Supervisor Task List:

|  |
| --- |
| **Task** |
| **Job hours are 7AM-5PM when teams are present.** |
| Collect / Return teams to airport. |
| Meet with team leaders for instruction. |
| Translate for teams. |
| Drive vehicles for teams. |
| Clean/organize tool room(s). |
| Maintain records for Petty Cash Fund |
| Check/ Fill Propane tanks before and after team departure as required. |
| Remove Propane tank to lower tool room when teams are not present. |
| Control tool room - No tools to Hospital - Control Keys/Locks.Keys are to be left in compound when not in use.  |
| Collect keys from teams upon departure. |
| Check to see that lights/fans are shut off/refrigerator is adjusted to warmer temperature. |
|  |
| Monitor condition of grounds (trash cleaned up, vegetation removed) |
| Collect trash from White House and transport to dump site. |
| Collect trash from Hospital and transport to dump site. |
| Monitor White House Apartments/Citadel for cleanliness.1. Garbage/trash removed.
2. Kitchen sink/faucets/bath sink/shower/faucets work.
3. Electricity/fans/lights/refrigerator work.
4. Cabinets/doors work.
 |
|  |
| Check/Fill Battery Water Levels in White House. |
| Check Battery Voltage/run generator if required.Equalize batteries as required.Maintain supply (2 oil fliters/ 2 air filters/ 5 gallon oil) for generator. |
|  |
| Check/ Fill Battery Water, Radiator, Oil in vehicles. |
| Change Oil in Vehicles. |
| Maintain supply (2 oil filters/ 2 air filters/ 8 quarts oil) for vehicles. |
|  |
| Help Kitchen / Cleaning Staff when needed. |
| Remove/replace screens froim windows for cleaning staff. |
| Confirm that water filters are cleaned/dry after team use. |
| Operate generator as required. |
|  |