



Service. Healing. Transformation.

Medical Missions
Informational Packet
Dominican Republic

medicalmissions@oneworldsurgery.org

1-847-267-3539



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Important Information about Covid-19 and 2021 Missions Volunteer Restrictions

Due to the global pandemic, One World Surgery may limit volunteers during initial medical mission reopening phases. If you belong to one of the restricted groups outlined below, your application may not be officially approved until we have entered a phase during which you would be permitted to attend. OWS will communicate with approved volunteers regarding any changes to their trip, including cancellations or volunteer restrictions.

Phase II: Medical missions of 15 people or fewer; clinical and nonclinical volunteers age 18+; volunteers age 65+ and with certain medical conditions may only attend with OWS/medical approval

Phase III: Medical missions of 50+ people; clinical volunteers and nonclinical volunteers age 18+ may attend; volunteers age 65+ and with certain medical conditions may only attend with OWS/medical approval

Phase IV: Volunteers age 65+ and with certain medical conditions and volunteers under age 18 may attend

During these phases, volunteers may also be required to comply with certain safety measures including but not limited to mask wearing, social distancing, and daily symptom screenings.

One World Surgery is requiring all volunteers to present a negative COVID-19 PCR test result for the safety of all volunteers, patients, and staff, even if local government biosafety protocols no longer require to do so.

Additional Entry Requirements

As of September 28, 2020, travelers to the Dominican Republic may be subject to a COVID-19 aleatory (breath) test upon arrival. Temperature checks may be implemented on arrival or departure by Dominican authorities.

Starting January 1, 2021, all passengers are required to fill out an [E-Ticket](#) when entering or exiting the Dominican Republic. For each entry and exit, a new E Ticket is required and the code generated upon form completion can be presented at the airport on a digital device. Travelers may be required to fill out and submit a Traveler's Health Affidavit declaring they have not felt any COVID-19 related symptoms in the last 72 hours and provide contact details for the next 30 days.

These entry requirements are subject to change. Be sure to read all messages from medicalmissions@oneworldsurgery.org closely for any changes to entry requirements.

Trip Cancellations due to COVID-19

Any changes to scheduled trips will be communicated via email to registered volunteers. Decisions regarding trip cancellations will be made 2-3 months prior to the trip.



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History and Background of One World Surgery

In 2003, the Daly family volunteered at Nuestros Pequeños Hermanos (“Our Little Brothers and Sisters,” or NPH), a home located in Honduras for orphaned, abandoned, and disadvantaged boys and girls. Reinhart Koehler, the president of NPH, asked Dr. Peter Daly to evaluate Angela, a nine-year-old girl living at the NPH home who had a severe condition that deformed her legs (chondroectodermal dysplasia). Angela had to scissor one leg in front of the other in order to stand or walk, and she frequently used a wheelchair. Dr. Daly, an orthopedic surgeon at Summit Orthopedics in Minnesota, was asked to “fix” her knees in the only facility available—a traveling operating room made from a converted semi-truck trailer that resided at NPH. When he determined that the trailer facility could not address her condition, Dr. Daly and his wife LuLu, a pediatric nurse, brought Angela to their home in the U.S. for a yearlong orthopedic odyssey of surgical procedures, rehabilitation, and life as part of the Daly family.

Angela’s need, and that of many other Hondurans, prompted the Dalys to engage Summit Orthopedics as a partner in this important work. Summit Orthopedics is a specialty practice that provides comprehensive musculoskeletal care with over 40 specialists and 700 team members in Minneapolis/St. Paul, Minnesota. Together with Reinhart Koehler, as well as family, friends, and Summit Orthopedics, they raised funds to build, equip, and staff a permanent surgical facility on the NPH Honduras property. The project began in 2004, and their dream was finally realized in March, 2008 when Holy Family Surgery Center (HFSC) officially opened with its first orthopedic medical mission comprised of Summit Orthopedics volunteers. In the years following this flagship medical mission, Dr. Daly and LuLu, along with dedicated team members from Summit Orthopedics, organized four to five medical mission trips each year, consisting of volunteer physicians, clinical and nonclinical support staff, and their families.

In 2014, Andrew Hayek, CEO of Surgical Care Affiliates (SCA), visited the Dalys and HFSC in search of meaningful volunteer opportunities for SCA’s physicians and teammates. SCA’s leadership and teammates quickly rallied around the cause, and the capacity of surgical medical missions grew exponentially with the founding of the nonprofit SCA Medical Missions. Today, SCA is a leader in the outpatient surgery industry with more than 200 locations throughout the United States with 7,500 physicians and 8,000 teammates. This dedicated and passionate group has made a significant impact on addressing the unmet need in global surgery.

The amazing growth of this shared endeavor of the HFSC, Summit Orthopedics, SCA, and their many friends necessitated the development of a new, unified nonprofit to serve more patients, streamline logistics, and generate a greater impact. In May of 2017, HFSC and SCA Medical Missions combined to create One World Surgery, embracing the concept of service and the transformation of lives through an uncompromising level of health and surgical care within a family-oriented culture, rooted in community. Today, One World Surgery’s impact spans to Honduras and Dominican Republic; providing education, primary care, and surgical care in nine different specialties. The Dalys, Hayeks, and Koehlers are the founding families of One World Surgery.



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Our Work

The mission of One World Surgery is to ignite the spirit of service and provide access to high-quality surgical and primary care globally.

Global Surgery Centers

One World Surgery funds and operates the Holy Family Surgery Center in Honduras which has 3 operating rooms, 7 overnight bays, and dental and eye clinics. Dr. Merlin Antúnez, orthopedic surgeon, is the full time, on-site Medical Director.

In 2019, One World Surgery began construction on its second site in the Dominican Republic. This site will include an ambulatory surgery center with 3 operating rooms, a primary care clinic, and a visitor center.

Medical Missions

One World Surgery organizes surgical and primary care missions to its facility in Honduras, the Holy Family Surgery Center. Medical missions serve as a catalyst to expand our impact and provide an extension into specialty services.

One World Surgery also leads primary care field missions in the communities surrounding the site of its future surgery center and primary care clinic in the Dominican Republic. Surgical missions to the Dominican Republic are scheduled to begin in 2021.

Education

The Moscati Center in Honduras hosts our education and training programming. Our focus on education, training, and capacity building assures that we are not only filling a gap in the current medical system but investing in the future of surgical care in Honduras. Once constructed, the site in the Dominican Republic will also serve as a space for building local capacity through training and educational opportunities.

Dominican Republic

History and Context

From the NPH Dominican Republic Visitor's Guide

The island of Hispaniola was explored and claimed by Christopher Columbus on his first voyage in 1492. It became a springboard for Spanish conquest of the Caribbean and the mainland of America. Spain recognized French dominion over the western third of the island in 1697, and it became Haiti in 1803. The eastern two-thirds of the island, by then known as Santo Domingo, sought independence in 1821. However, it was conquered and ruled by the Haitians for 22 years. In 1844, it attained independence as the Dominican Republic (D.R.).

The Dominicans voluntarily returned to the Spanish Empire in 1861. Two years later they launched a war and restored their independence in 1865.

Decades of unsettled, mostly non-representative rule followed, capped by the dictatorship of Rafael Leonidas Trujillo, who ruled from 1930 until his assassination in 1961. Juan Bosch was elected president in 1962, but was deposed in a military coup the following year. In 1965, the



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U.S. led sparked by an uprising to restore Bosch. Joaquín Balaguer defeated Bosch in a 1966 election. For the next 30 years, he maintained a tight grip on power. International reaction to flawed elections forced him to end his term in 1996. Since then, there have been regular competitive elections in which opposition candidates have become president. Former President Leonel Fernández Reyna, who served from 1996-2000, was elected to a new term in 2004 after the passing of a constitution amendment allowing presidents to serve more than one term. He has since been re-elected to second consecutive term. The current administration faces many challenges, both engrained in the country's system, and self-inflicted. Many administrations have been described as allied with corrupt businesses and government officials who perpetuate a patronage system that is different from Trujillo's rule in name only.

- *Population:* 10,734,247 people
- *Area:* 18,815 square miles (slightly more than twice the size of New Hampshire)
- *Languages:* Spanish, Creole, English
- *Religion:* Roman Catholic 95%,
- *Climate:* tropical with few changes in temperature (averages from 81 to 87 degrees Fahrenheit)
- *Currency:* Dominican peso (RD\$); 1 USD= approx. 50 RD\$

Before the Trip

You will receive email reminders before your trip. Please don't hesitate to reach out if you have questions. **If you change your contact information, update your application or email medicalmissions@oneworldsurgery.org to ensure you receive trip communications.**

Forms and Documentation

A number of electronic waivers and forms will be added to your application after approval. **Medical credentials (valid medical license, medical school diploma, and valid passport) are due no later than 6 weeks prior to your trip so that they can be submitted to local authorities. All other forms and any program fee payments are due no later than 1 month prior to your trip.** If you have previously participated in a trip with One World Surgery, you will be asked to resubmit forms every year. All items should be submitted through the online registration system which can be found via the medical mission page of our [website](#). Please do not submit items by email, fax, or mail.

Passports

Visitors are responsible for ensuring their passports meets all entry requirements.

- **Passport must be valid for the duration of travel.** It is highly recommended to travel with a passport that has at least 6 months remaining validity.
- **Your airline ticket must match the name on your passport.** Update your passport if you recently changed your name (i.e. marriage, divorce).
- **You must have at least 1 empty passport page for an entry stamp.**



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- **If your passport has been significantly damaged, especially the book cover or the page displaying your personal data and photo, you will need to apply for a new passport.**
- For more details and information on how to apply for or renew a passport visit <https://travel.state.gov/content/travel/en/passports.html>

Visas: U.S. Passport holders do not require a visa to visit the Dominican Republic for less than 30 days. Non U.S. Passport holders are responsible for securing their own visa, if required for their country of citizenship, and for confirming entry requirements with a Dominican embassy or a consulate.

Minor Travel Requirements: Visitors age 21 and under traveling without parents/legal guardians must have a permission to travel letter signed and notarized by **all** legal guardians who are not traveling with the individual. A template letter can be found on pg. 34.

Flights and Travel Policies

Visitors are responsible for booking their own travel according to the guidelines below.

Diversity Travel- Travel Management Company

One World Surgery has partnered with Diversity Travel, a travel management company. By booking your flights with Diversity Travel you have access to humanitarian fares. These fares are not published and may have benefits such as additional luggage allowance, refunds (as opposed to travel credit), no change or cancellation fees, and ability to hold seats without payment. You also have access to 24/7 customer service. Diversity Travel charges a minimal booking fee. You are not required to book your flight through Diversity Travel. If you would like to use Diversity Travel to book your flights, please contact medicalmissions@oneworldsurgery.org for more information.

Airport: Las Américas International Airport (SDQ) in Santo Domingo, Dominican Republic

Travel Dates: **Volunteers should arrive on the first Saturday of the mission and depart on the second Saturday of the mission.** Official trip dates are the dates included in your approval email.

Transportation: **Transportation to and from the airport will be arranged for you.** Visitors are required to use the transportation provided by NPH or One World Surgery. Please do not attempt to arrange a taxi to/from the airport. Taxi drivers will have difficulty finding the NPH site.



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Arrival/Departure Windows: Visitors are required to book flights to arrive at and depart from Las Américas International Airport (SDQ) between the hours of 1:00 PM and 4:00 PM. Please note that our airport greeter and transportation will arrive when the last flight lands. This means that if you arrive on a 1 PM flight you will be waiting at the airport for a few hours until the final flight lands. On the day you depart, it is NPH's standard practice to leave NPH 4 hours before flight time to ensure visitors have enough time to clear customs. All visitors will depart NPH at the same time in a group shuttle, regardless of flight time.

Alternate Travel Plans

In certain circumstances, it may be possible to join for a shortened duration or to arrive/depart outside of the windows listed above. **Visitors must email medicalmissions@oneworldsurgery.org no later than 30 days prior to their arrival date to request approval to arrive or depart on different travel dates or outside of arrival/departure time windows. We cannot guarantee transportation for alternative flight plans/travel dates that have not been pre-approved.** For safety reasons, transportation will not be provided for flights outside of the hours of 8 AM and 5 PM.

Cancellations and Changes: We are unable to reimburse flight costs for any reason. If you have concerns about possible trip changes or cancellations, consider purchasing trip cancellation and interruption coverage. It is typically available as an add-on option when booking flights. If for some reason you need to make a flight change during your trip, confirm with our on-site staff that we can provide transportation, prior to changing the flight. The aforementioned fees may apply.

Program Costs

One World Surgery requests a \$1000 program fee to cover the cost of your visit (ground transportation in the DR, food, lodging, and emergency medical and evacuation insurance) and a portion goes to support One World Surgery's programs and medical services to patients. This contribution is tax deductible, and you will receive an acknowledgement letter for tax purposes.

OptumCare Employees: Your \$1000 program fee will automatically be covered by OptumCare. You are responsible for the program fee for any accompanying family members.

If paying online (preferred method), please do so through the secure Regpack online registration system which can be accessed via the medical missions page of our [website](#).

If paying by check, please make the check out to **One World Surgery**. Please send checks to the address below and indicate the trip dates and attendee name on the memo line.

One World Surgery
510 Lake Cook Road, Suite 400
Deerfield, IL 60015

Visitors are also responsible for the cost of airfare and any other travel expenses (i.e. immunizations, luggage fees, flight change fees, trip cancellation fees, hotel stays).



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Refund Policy: Program fee payments are considered donations to One World Surgery, a registered 501c3 nonprofit organization in the United States. **In accordance with IRS regulations, donations are nonrefundable.** In the event of a trip cancellation (by the visitor or One World Surgery), the visitor may designate his/her funds to cover the costs of another visitor or may apply the funds towards another One World Surgery trip within 12 months. This policy also applies to any third-party donations made to One World Surgery in support of a visitor's program fee or flight costs. One World Surgery also does not provide any flight cost refunds.

Rescheduled and Cancelled Trips Policy: One World Surgery reserves the right to cancel or reschedule a trip without notice. We may cancel or reschedule trip if conditions in the Dominican Republic are deemed unsafe for travel. We rely on information and recommendations from the U.S. Department of State, the Centers for Disease and Control and Prevention, NPH, and other local sources in making these decisions. In the event that a trip is cancelled or rescheduled, visitors will be offered the opportunity to move their registration to another One World Surgery trip with openings within 12 months.

Emergency Medical and Evacuation Insurance: We purchase emergency medical and evacuation insurance for all volunteers for the duration of their official One World Surgery trip. See pg. 21 for a policy summary.

Immunizations and Health

Recommended immunizations for this trip are typhoid (shot given at least 2 weeks before travel or oral vaccine with last dose taken at least 1 week before travel) and hepatitis A (first dose given 1 month before travel). We strongly encourage you to make sure all other routine immunizations are current (i.e. tetanus). The area of the Dominican Republic where we will be working is not considered a malarial zone. Those traveling to Punta Cana before or after the trip should consider malarial medications. Pharmacies usually provide immunizations at a lower cost than travel clinics.

It is a good idea to have antibiotics (Zithromax or Cipro) with you in case of "traveler's diarrhea." They can be prescribed by your primary care provider or at an international travel clinic. There is a clinic on-site if immediate medical attention is needed. Filtered water is available for drinking in visitor housing and meals are provided by the NPH cooks. Most participants do not experience major stomach issues during our trips.

Zika Virus

Zika virus is present in the Dominican Republic. Many health authorities including the United States CDC and the World Health Organization advise pregnant women not to travel to Zika-active areas. **Due to Zika presence in the Dominican Republic, women who are pregnant or are actively trying to become pregnant should not participate in a trip to the Dominican Republic at this time.** If you are considering trying to conceive after a trip to the Dominican Republic, be sure to consult the WHO or CDC for guidance on how long to wait.

Zika is a viral illness spread via mosquito bites and sexual transmission. Four out of five people infected have no symptoms. When symptoms occur, they are usually mild fever, rash, muscle



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and joint pains, and red eyes (conjunctivitis). Most people recover fully in about a week. Occasionally neurological complications including Guillain-Barre syndrome (a potentially severe muscular weakness) occur. Irreversible severe birth defects, including "microcephaly" (a small head with severe brain and developmental abnormalities) can occur in the babies of women infected during pregnancy. There is no specific treatment and no vaccine. Prevention is through avoidance of mosquito bites and sexual transmission.

Travel Day

Communicating on Travel Day and During the Trip: All travelers should download WhatsApp app and add the contacts below. WhatsApp is a free, international messaging and calling app that works when connected to Wi-Fi or data. The person you are texting/calling must also have WhatsApp.

1. Joanna Sun, DR Program Coordinator: 1-829-425-1810
2. Dr. Darren Eblovi, DR Medical Director: 1-720-256-4860

One World Surgery will set up a WhatsApp group for your trip and will send the link and instructions for joining the group in the final reminder email sent just prior to your trip. This will facilitate communication among our group throughout your mission.

You may also consider setting up international calling ability for emergency purposes. When not in use, keep the phone on airplane mode to prevent charges.

Travel Delays or Cancellations: If your flight is delayed and/or cancelled, communicate with Joanna Sun (number provided above) and speak to the gate agent or call your airline. We encourage you to still attend your trip, even if you will not arrive until the next day.

Luggage: Please plan to reserve at least one checked bag to transport supplies for the mission. We will communicate with you prior to the mission to coordinate supplies. Keep checked luggage receipts; officials in the Dominican Republic will ask to see them and match them to your bags. Check your airline's policy regarding fees, number of bags allowed, and size restrictions. Also check for possible embargos, especially during summer months and around the holidays, which might limit your checked baggage allowance.

Arriving in the Dominican Republic

1. You will receive a customs form and a tourism form on the plane. Complete the customs form during your flight. Indicate that you are traveling for leisure and use the address below.

Address

Escuela Hogar Nuestros Pequeños Hermanos,
Carretera Ramon Santana, Frente al Batey Nuevo,
San Pedro de Macoris



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- Phone number:** Use your phone number.
2. Depending on the terminal where you land, you may exit the plane directly on the tarmac. If this happens, you might be directed to immigration and customs on foot or you may be taken there via bus. After exiting the plane, proceed to the passport control line. The official will ask the purpose of your travel (pleasure/leisure) and the duration and location of your stay (provide the same address above). They will take your picture and fingerprints and scan your passport.
 3. If you have checked luggage, use the monitors to locate the luggage carousel for your flight. Pick up your luggage. Luggage handlers may offer to help carry your luggage. **If you use their services, you will be responsible for providing a \$1-\$2 tip per bag.** *****If your bag does not arrive, notify your arrival contact via WhatsApp.** Show your luggage receipts to the officials as you walk towards the luggage scanners.
 4. Hand over your customs form. The customs officials may ask you to pass your bags through the scanners, or they may inspect your luggage. Show them your customs letter if you're carrying one.
 5. Proceed into the airport lobby. **If you arrive on an earlier flight, you will not immediately see your greeter. Your greeter will arrive at the airport at 4 PM.** If you've joined the WhatsApp group for your trip, send a message to the group to meet up with anyone else who has already arrived. At 4 PM, return to the lobby area where you exited customs. Look for your greeter holding a sign with a One World Surgery logo.

If you can't find the greeter, contact Joanna Sun, DR Program Coordinator, via WhatsApp at 1-829-425-1810.

The group will wait at the airport until all visitors' flights have arrived. **Visitors are not permitted to leave the airport.** Remain inside the airport until instructed by the NPH or One World Surgery representative to exit the building and proceed to the bus or van. While waiting, you're welcome to check out airport shops (they accept US cards). The group will travel to the NPH home via a private vehicle (about 45 minutes).

During the Trip

NPH Experience

Nuestros Pequeños Hermanos (NPH, Spanish for "Our Little Brothers and Sisters") opened a home in the Dominican Republic in 2003. Designed to resemble a small town, Casa Santa Ana is about 40 miles east of Santo Domingo in San Pedro de Macoris. It is situated in the middle of two extremes: poor migrant sugar cane farmer settlements (bateyes) and professional U.S. baseball leagues. The site features 50 acres of land, school (kinder to 11th grade), farm, greenhouse, chapel, playgrounds, basketball court, baseball and soccer fields, and 12 "family" homes that can accommodate a total of 300 - 500 children.

Safeguarding and upholding the rights of the NPH children are of utmost importance, and we will never neglect these duties to provide a volunteer with a "feel-good" experience. Please keep in mind that NPH frequently hosts visiting groups, and we want to integrate ourselves in a way that minimizes disruption to routines and use of resources. For children who have experienced a traumatic or unstable upbringing before coming to NPH, strict routines help create feelings of security.



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We are sensitive to the fact that creating bonds with many short-term visitors may impact attachment issues in the children, and we recognize that many jobs working with children are better suited for individuals who are trained, speak the local language, and understand the local culture. For all of these reasons, there are limited, scheduled opportunities to interact with the children.

NPH Policies

- NPH children are not allowed in visitor housing unless they are completing their year of service there.
- Do not exchange email addresses or become Facebook friends with the NPH children.
- Due to living in a community with other children, pequeños have very little privacy. NPH wants to give them as much privacy as possible and teach them modesty. Do not enter the children's bedrooms.
- It is completely prohibited to have a romantic or sexual relationship with one of the pequeños, regardless of their or the visitor's age. Visitors who violate this policy will be asked to leave NPH grounds.
- Keep the children with their hogar (home) during group activities. If you are at an activity which includes more than just one hogar, please stay close to the group of the children and do not take anybody away.

Safety

NPH Dominican Republic between Santo Domingo (57 miles) and Punta Cana (69 miles). Visitors travel to and from the airport by NPH's private vehicles, which are operated by NPH's licensed drivers. NPH Dominican Republic has unarmed security guards that do rounds in the evenings and cover the front gate all day. There are no safety concerns on the site.

Primary care field clinics will involve daily trips off of the NPH property to provide services in the bateyes (settlements of sugarcane workers and their families). Transportation will be provided in private NPH vehicles, and visitors will be accompanied by OWS staff members. Staff will orient visitors to any additional safety advice prior to leaving the site, and visitors should follow staff guidance and instructions at all times.

Short term travel insurance, which provides coverage for medical expenses and evacuation, is purchased by One World Surgery on behalf of all visitors. All visitors are registered with the U.S. Embassy in Santo Domingo through STEP (Smart Traveler Enrollment Program), which facilitates contact with the Embassy in the event of an emergency.

One World Surgery has safety policies and procedures in place, and NPH has detailed emergency response plans. We receive security updates from the U.S. State Department, the U.S. Embassy in Santo Domingo and our travel insurance provider and monitor notices for heightened risks and possible impact to our operations. The NPH security team maintains relationships with local police and other emergency services (i.e. firefighter, Red Cross) who could be called upon to provide assistance.



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As of October 2020, the U.S. Department of State has a level 4 travel advisory (Do not travel) in place for the Dominican Republic due to COVID-19 and crime. The warning encourages travelers to take precautions to avoid becoming a target including:

- If confronted by a thief demanding money or personal items, comply with their demands. Criminals often have weapons and are likely to use them if they meet resistance.
- Avoid wearing items of value or carrying an item that could make you an attractive target. Be wary of strangers, especially those who approach you at celebrations or nightspots.
- Travel with a partner or in a group if possible.

Volunteers must take personal responsibility for their own safety by following our safety policies, as well as common travel security advice.

Travel Security Advice

- Always carry some form of communication device, such as a cellular phone programmed with emergency contact numbers.
- Always keep your passport in a safe but accessible place and a copy on your person.
- Adhere to rules regarding appropriate dress codes and common courtesies to avoid drawing attention to yourself.
- Maintain a low profile. Dress as inconspicuously as possible and avoid ostentatious displays of wealth. Avoid displaying money, wearing jewelry, or carrying valuables such as laptop computers, cameras, or cellphones. When walking in the street, keep your bags away from passing traffic.
- Carry cash in more than one pocket and keep a small amount in a top pocket to hand over to a criminal who confronts you. A dummy wallet – with a small amount of local currency, an expired credit card and some useless receipts – can be useful to satisfy a mugger.
- Maintain a high level of information security. Do not give out personal information. Do not discuss your plans with strangers. Do not carry unnecessary amounts of information, either in hard copy or on laptops, removable drives etc.
- Practice “what would I do if...” scenarios in your head. If travelling with family, let them in on your thoughts and the roles they play in the scenario.
- Keep a “go pack” handy at all times. You don’t have to carry it, but at least have one ready to go that is ready to grab should you have to quickly evacuate the ranch. Include your necessary prescriptions, hygiene items, and charger for your phone.

Safety Policies

- For safety reasons, visitors are only permitted to leave the NPH site for official activities organized and led by One World Surgery or NPH. Any personal leisure or tourism activities must take place before or after your visit with One World Surgery.
- Visitors may not leave the NPH property to visit the neighboring batey (Batey Nuevo) without the presence of a NPH or OWS staff member.
- Walk with at least one other person at all times. Always carry your contact card and a flashlight.



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- You must return to housing by 10 pm every evening. The NPH guards do not speak English, and we want to prevent confusing situations if they were to encounter you roaming around the ranch late at night.

Accommodations

Visitors will stay on the NPH site in either a large visitor house (with 7 rooms and capacity for 29 people), a small home (with 3 bedrooms and capacity for 7 people), or in the dormitories (same style as the children's homes; dorm rooms with mostly bunk beds). Sheets, pillows, and towels are available. Quiet hours in all visitor housing are between 10:00PM and 7:00AM.

Visitors should not use tap water, even for brushing their teeth. Filtered water and three meals a day are provided. Breakfast and dinner are made by the Visitor Center's staff and volunteers. Lunch is cooked by the NPH kitchen staff and is the same meal provided to the NPH children and staff. Dietary restrictions are not common in the DR. Vegetarian and gluten-free diets are more and more understood. Other restrictions should be explained by indicating what you can eat. Those with strict dietary restrictions or food allergies should bring food items to supplement what is available. Staples such as bread, peanut butter, jam, granola bars, fruit, milk, and coffee will be provided.

It is not possible to flush toilet paper due to the poor plumbing systems. Toilet paper and all sanitary products must be thrown in small waste baskets next to the toilet.

Electrical outlets are 120 volt/60 hertz, so no adapters are needed. Electricity at the home is donated by a local power company, and it is provided to NPH periodically throughout the day. Stored electricity provides limited power for common areas and lights (not outlets) when there is none from the city. Please help conserve power by turning off unused lights.

Clothing

Comfortable, broken-in walking shoes are a must! The days can be hot, so light clothing (shorts, slacks, cotton T-shirts, sandals and/or running shoes) is appropriate. Please dress modestly, as cultural standards in the Dominican Republic are different than those in the U.S., and the children copy the models they see. Please adhere to the following dress code:

- Shorts and skirts should reach to the knee
- Straps on shirts must be at least 3 fingers wide
- Torn, transparent, very tight or revealing clothing is not allowed.
- Earrings and piercings are not allowed for men. For women, one earring per ear is acceptable.
- All tattoos should be covered
- Visitors must remove visible piercings and cover tattoos when around NPH children.
- Flip flops are not allowed at mass

Internet Access: Wi-Fi is available in some, but not all, buildings. You may stay in a building without Wi-Fi. Even in building where Wi-Fi is available, the signal may be weak or spotty.



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Alcohol Policy

Visitors are not permitted to bring alcohol to the NPH home. One World Surgery will provide limited (enough for 1-2 drinks per person) beer and wine with dinner. Liquor is not allowed on the NPH property. Any alcohol must remain inside visitor housing at all times and cannot be carried around the NPH property. After consuming any alcohol, visitors cannot leave visitor housing. This is a NPH policy. Alcohol also cannot be consumed in front of NPH children.

One World Surgery strives to respect the culture and environment in which it works. We are on the property of a children's home where many children have had very negative experiences with alcohol. For some children, seeing a beer can or smelling alcohol on someone's breath may trigger traumatic memories. For this reason, all OWS visitors are expected to limit their alcohol consumption and follow the aforementioned policies. Thank you understanding and respecting these policies, even if they differ from your personal practices.

Smoking Policy: Smoking is only permitted on the roof of the visitor house. Smoking in front of the NPH children or anywhere else on the property is not allowed.

Media Policy

One World Surgery believes that capturing and sharing images from developing countries must be approached thoughtfully in order to affirm the dignity and privacy of all those encountered. This is particularly important in vulnerable settings such as when interacting with patients and at the NPH children's home. In addition to the specific media policies outlined below, we ask that volunteers consider the following when capturing and sharing images:

- **Avoid spectacle mode:** Be careful not to treat people or communities as tourist attractions. You should always ask for permission, even from a child or his/her caregiver, before taking someone's photo. Follow guidance from the One World Surgery staff and long-term volunteers regarding whether it's an appropriate time or place for a photo. Certain spaces, like the children's living quarters, require an extra level of privacy.
- **Do unto others:** Before capturing an image or posting, ask yourself how you would feel if the roles were reversed. Would you want to be portrayed in the same manner? Would it be an acceptable time or place for a photo in your own country?
- **Tell the whole story:** Peoples' lives and poverty are complex. Instead of sharing oversimplified and sweeping generalizations like, "They have absolutely nothing," or "They are so happy all the time," provide a more nuanced story, and use the opportunity to challenge assumptions or stereotypes.
- **Question your intentions:** Ask yourself why you are capturing the image or sharing it.

One World Surgery Media Policies

- All images and accompanying captions posted online or shared publicly should accurately represent One World Surgery's work and a volunteer's role on the mission. One World Surgery has the right to request that volunteers remove images or captions that violate our media policies or misrepresent One World Surgery or a volunteer's role on the mission.
- All visiting professional journalists, videographers, and photographers who intend to conduct interviews or capture footage for external use must obtain approval from One World Surgery at least 30 days in advance.



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In addition to the above policies, the following images are explicitly prohibited:

- Images of NPH children in medical settings
- Volunteers violating any other One World Surgery policy

NPH Media Policies

- Do not use the real name of any minor (under 18 years old) who is under the care of NPH when sharing or posting photos to social media.
- All children and adults in photos must be fully clothed. Photos of children in diapers or bathing suits are not permitted.
- Do not take any photos of the bed or locker areas of the children's dormitories.
- No hand symbols are permitted in any photos or video, as they can be perceived as gang signs in many countries.
- NPH has the right to request that any media used of a NPH home, child or program, be removed from any social media platform (website, Facebook, Instagram, blogs, etc.)

Code of Conduct

Protecting our patients, staff, the NPH children, volunteers, and organizational values is one of One World Surgery's highest priorities. In order to ensure that our medical missions are a positive and safe experience for all those involved, our volunteers are responsible for abiding by the following Code of Conduct. Volunteers should understand that violating the Code of Conduct is taken very seriously by One World Surgery, as violations may place volunteers, staff, NPH children, patients, and the future of our mission at risk.

Volunteers are expected to:

- interact respectfully with fellow volunteers, One World Surgery staff, patients, and NPH children and staff at all times. Harassment or discrimination of any kind will not be tolerated.
- truthfully represent their skills and perform duties only within their current level of training or licensure. This includes communicating medical information in Spanish only after passing a language screening with a One World Surgery staff member.
- prioritize the safety, privacy, and dignity of patients and NPH children over their own desires for experiences or photo opportunities.
- abide by all One World Surgery policies and procedures regarding observation of surgeries. Volunteers should not use their role or relationship to another volunteer to circumvent these policies and procedures.
- follow all One World Surgery safety policies and take personal responsibility for their own safety during the mission.
- comply with One World Surgery's policies regarding alcohol consumption and tobacco use, recognizing that cultural norms in the Dominican Republic and our presence on a children's home require practices that may differ from volunteers' personal preferences.
- follow One World Surgery's policies and guidance as they pertain to taking photos and videos, interacting with the NPH children, appropriate attire on the NPH campus, and cultural norms.
- come prepared to participate fully in the service aspect of the trip, even if it means putting personal desires aside to be a valuable team member.



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- refrain from giving money (including tips) or gifts to One World Surgery staff or full-time volunteers for their personal benefit. Though the giver may have the best intentions, gifts can create feelings of jealousy or lead people to feel indebted to the giver. Small tokens of appreciation (under \$10 in value) such as cards or photos are permitted, as well as items that benefit the entire organization or team.
- refrain from asking One World Surgery or NPH staff to perform personal favors during the mission (i.e. going to the city to buy a souvenir). Staff work long, hard days alongside volunteers and may feel pressured to do favors in exchange for volunteers' service. Any urgent needs should be directed to the Hospitality Manager.
- remember that they are guests of Honduras, NPH, and One World Surgery. Approach the experience with a positive and humble attitude and an open mind. Refrain from passing judgment on things that are different.
- be flexible, patient, and supportive while our team works through any challenges or sudden changes in plans. Working in a different culture and an under resourced country can present unexpected circumstances or different priorities, despite extensive planning.

Donations for the NPH Children

- To ensure items can be used, please contact the NPH DR Visitor Coordinator at vi.do@nph.org All donations must be transported as luggage.
- **Please do not:**
 - Bring candy or small items to randomly pass out. This can result in hurt feelings among children who do not receive anything.
 - Bring expensive gifts such as music players, video games or jewelry. This may unintentionally create feelings of jealousy and cause problems for that child.
 - Give gifts directly to the children. They must be given to the Visitor Coordinator who will distribute them to the children's caregivers.
 - Give money to anyone at the home. This can cause confusion about how it will be used and will not qualify for a tax deduction under U.S. law.

Recommended Packing List

- Physicians:** stethoscope, otoscope
- Passport and copy of passport in case it gets lost
- Notarized letter of permission to travel for participants under 21 traveling without 1 or both parents**
- Copy of customs letter (if carrying medical supplies or donations)
- Reusable mask
- Hand sanitizer
- Reusable water bottle
- Phone charger
- Insect repellent with DEET and anti-itch cream
- Anti-diarrheal medication and antibiotics for traveler's diarrhea
- Sunscreen
- Toiletries
- Routine medications
- Clothing for entire trip



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- ❑ One nicer outfit for optional mass
- ❑ Rain gear (i.e. poncho, umbrella)

Optional

- ❑ Flashlight or headlamp (if you don't plan to use the flashlight on your phone)
- ❑ Towels (1 will be provided during the week, bring more if desired)
- ❑ Small fan
- ❑ Light blanket
- ❑ Hair dryer
- ❑ Ear plugs
- ❑ Electrolyte replacement powder or drops
- ❑ Surge protector/power strip (limited outlets in rooms)

Packing Tips

- **Carry your passport on you at all times. Do not put it in checked luggage.**
- **Pack personal medications, toiletries, and at least one set of clothing in carry-on luggage.** If your checked bag does not make it onto your flight, it will likely arrive the next day.
- **Do not bring items of value. We are not responsible for any lost or stolen items.**
- Make sure your does not contain prohibited items. See <https://www.tsa.gov/travel/security-screening/whatcanibring/all> for more information. The tips below are based on common luggage issues among past participants.
 - Only plastic utensils may be packed in your carry-on luggage. Metal utensils must be packed in your checked luggage.
 - Any balls (i.e. soccer balls, footballs) must be deflated.
 - Other sports equipment (i.e. bats) must be packed in checked luggage.
 - In your carry-on luggage, only liquids (including gels, creams, pastes, aerosols) 3.4 oz or less are allowed. All liquids must fit into a quart-sized Ziploc bag. Liquids over 3.4 oz must be in checked luggage.
 - Do not carry any fresh foods (i.e. fruits) internationally.
- Do not plan to buy any travel necessities in the Dominican Republic. We will not stop at any stores outside of the airport.

Weather: The Dominican Republic has a tropical climate with average temperatures around 80°F year round.

Travel Back Home

At the Santo Domingo Airport

1. Proceed to your airline's counter (downstairs) to check in and check any luggage. You will receive an exit form that looks just like the customs form you completed upon entry.
2. Complete the exit form (1 per family) and proceed upstairs to the customs line.
3. Turn in your exit form at the desk and go through passport control. You will need to show your passport and will be asked your final destination, airline, and flight number. You will have your fingerprints taken.
4. Proceed to the security desk. Show your passport and boarding pass.
5. Go through security.



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If you experience any flight cancellations or other travel issues in Santo Domingo, communicate with Joanna Sun, DR Program Coordinator via WhatsApp at 1-829-425-1810.

Arriving Back in the U.S.

1. After exiting the plane, follow the signs to passport control. At most U.S. airports, you can now complete the customs form at an electronic kiosk. Once you complete the form, you will receive a receipt. Proceed through the passport control lanes.
2. At passport control, you will show your passport and will most likely be asked where you traveled to, your length of stay, and the purpose of your travel.
3. If you have a connecting flights, you will need to pick up your baggage and re-check it. Follow the signs to baggage pick up and pick up any checked luggage (if applicable).
4. Follow the signs to connecting flights and recheck any checked luggage onto your connecting flight (if applicable). The customer service agents will scan your luggage tag and direct you to place your luggage onto the appropriate conveyor belt.
5. Follow the signs to security and go through security (if applicable).
6. Exit security and find the gate for your connecting flight (if applicable).

Additional Information

U.S. Contact: If your family needs to reach you and cannot get in touch with you, they can contact Justyna Twardowski, Program Associate at 1-224-723-8056 or medicalmissions@oneworldsurgery.org

Money: All on-site costs will be covered by your program fee, but there is a small gift shop and café on the NPH site if you would like to purchase additional refreshments or a souvenir. They only accept local cash. We recommend withdrawing cash in local currency from an airport ATM instead of exchanging cash, in order to obtain a better exchange rate. If you plan to use your credit card at any of the airport shops or restaurants, notify your credit/debit card company of travel dates and destinations prior to travel. Many companies charge a fee for international card use. Do not bring travelers checks; there is not an opportunity to cash them.

Please do not give out any tips to NPH or OWS staff or monetary contributions to community members. This can lead to feelings of jealousy or confusion about how the funds will be used. Please give any contributions to the OWS DR Program Coordinator, Joanna Sun, to ensure funds are appropriately distributed.

Social Media: Stay in touch by following One World Surgery on Facebook and Instagram.

Useful Spanish Words and Phrases

Spanish	Pronunciation Key <i>stress on bolded syllable</i>	English
Buenos días	Buey -nos dee -as	Good morning



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Buenas tardes	Buey-nas tar-days	Good afternoon
Buenas noches	Buey-nas no-chase	Good evening
Gracias	Grah-see-us	Thank you
Por favor	Poor fah- vor	Please
De nada	Day nah-duh	You're welcome
Hogar	Oh- gar	Home
Pequeño	Peh- cain-yo	Little one (child who grows up on the ranch)
Niño	Neen-yo	Child
Tío	Tee-oh	Uncle (male caregiver on the ranch)
Tía	Tee-ah	Aunt (female caregiver on the ranch)
¿Cómo está?	Co-mo es-ta	How are you? <i>Formal</i>
¿Cómo estás?	Co-mo es-tas	How are you? <i>Informal, to use with a child</i>
¿Cuántos años tienes?	Quan-tos ahn-yos tee-en-ehs	How old are you?
¿Cómo se llama?	Co-mo say ya-ma	What's your name? <i>formal</i>
¿Cómo te llamas?	Co-mo tay ya-mas	What's your name? <i>informal, to use with a child</i>
Me llamo...	May yamo...	My name is...
¿Quieres jugar?	Key-air-ehs who-gar	Do you want to play?
¿Estás bien?	Eh- stahs bee-en	Are you ok?
Agua	Ah-gwa	Water
Comida	Co- me-duh	Food



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Permission to Travel in a Foreign Country

We, the parents/guardians of the minor child named below, hereby give permission for our child to travel in the country of Honduras with One World Surgery under the supervision of _____ (name of chaperone) from _____ (place of travel origin).

Minor Child's Information

Name as Appears on Passport: _____

Date of Birth: _____

Place of Birth: _____

Passport Number: _____

Both parents/legal guardians must sign below unless one parent/legal guardian has sole custody of the minor child.

Father/Legal Guardian

Name (please print): _____

Signature: _____

Date: _____

Mother/Legal Guardian

Name (please print): _____

Signature: _____

Date: _____

Notary Public

Seal:

Name (please print): _____

Signature: _____

Date:



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Emergency Medical and Evacuation Insurance Policy Summary

Gallagher Charitable International Insurance Services

Volunteer Missionary Travel Insurance[®]

<u>Benefit</u>	<u>Limit</u>	<u>Comments</u>
Accidental Death & Dismemberment	\$100,000	Reduced to \$10,000 for those under age 12 or age 70 and over
Medical Expenses <i>\$100 deductible</i>	\$10,000	Primary coverage ; \$2,500 of this limit is available to pay US or Canadian providers; no pre-existing condition exclusion
Disability Income Benefit <i>(no benefit if under age 12 or 70 and over)</i>	\$1,000 / mo \$ 500 / mo \$ 250 / mo	First 100 Months – Accident Months 101-200 – Accident 50 Months – Sickness (after 3 month waiting period)
Assistance Service	Included	Available 24/7/365 for assistance with worldwide medical emergencies; provided by Specialty Assist™
Emergency Medical Evacuation	\$100,000	Coordinated by Specialty Assist™; will bring insured back to USA; no pre-existing condition exclusions
Crisis Management Service	Included	Available 24/7/365 for assistance with worldwide non-medical emergencies; provided by red24
Security Evacuation *	\$100,000	Coordinated by red24; for evacuation due to natural disasters, civil unrest, crime, kidnap/hostage situations
Family Coordination & Repatriation of Mortal Remains	\$25,000	Combined limit for both benefits and includes a sublimit of \$2,500 for extra expenses incurred during an approved evacuation
Personal Property <i>\$100 deductible</i>	\$2,500	"Door to door", replacement cost coverage; includes checked baggage; higher limits available upon request
General Liability	\$1,000,000	Worldwide jurisdiction; includes coverage for injury to a volunteer; covers volunteer and sending organization