

Visitor Guidelines:

You are planning a visit to Fundamaya in Guatemala! Thank you for coming to visit us. It is an exciting time for all! We have a few guidelines to help the visit go smoothly. While some may seem obvious, we want to ensure you're as prepared as possible for a journey into another culture with its unique norms and traditions.

Before the in-country visit:

1. Contact Sharon Smart or Zoe Mara at sharon@fundamaya.org or info@fundamaya.org to advise:
 - a. Dates you intend to be in Panajachel – 4-week minimum notice preferred. If possible. If you need help planning your visit, require accommodation, transportation, we are happy to help with any questions you have please contact Sharon Smart & Zoe Mara.
 - b. Who are you visiting: sponsored student, sponsored elder, preschool, elder lunch program? or a general visit or volunteering?
 - c. Skills that could contribute to your volunteer opportunity. Please let us know what skills you have to share with us.
 - d. How many days would you like to commit?
 - e. . Do you speak Spanish? It is not a requirement but let us know.

2. Activity options to consider (***all prices are subject to change and payment is required prior to the visit***):
 - a. Lunch at Fundamaya office for sponsored students and family – price to be determined for the lunch and transportation costs of the students and family.
 - b. Visit a sponsored student or elder's home where possible.
 - c. Visit to preschool and sponsorship of preschool lunch - **\$150 USD**
 - d. Visit to Elder lunch program and sponsorship of lunch - **\$250 USD**
 - e. Deliver and install an Onil stove – cost is **\$235 USD**
 - f. Deliver and set up a water filter with a small table - **\$165 USD.**
 - g. Deliver and set up a bed with a mattress - **\$319 US**
 - h. Transportation costs from office to meeting points and return – **\$15 USD** per person per visits that occur on separate days.
 - i. Boat tour of several lake cities – price to be determined.
 - j. Market tour to Chichistenango – price to be determined.

NOTE: All scheduled activities must be paid for in advance through <https://www.fundamaya.org/donatetofundamaya> or via any available payment method to Fundamaya. Transportation, recreational activity costs, gifts in support of sponsored students, their families, the preschool and elder programs are eligible for a tax receipt. .

3. An agenda outlining your visit will be sent to you prior to leaving your home country for your review. Please note that circumstances in-country out of Fundamaya's control may require changes to this agenda.

During your visit:

1. Staff time has been dedicated for your visit, any requested purchases of gifts have been purchased and transportation scheduled. Please be ready at the designated time for your visit or activity.
2. Late cancellations may lead to a total forfeiture of the visit as it may not be possible to accommodate rescheduling due to other group commitments. In this event, any gifts that were purchased on your behalf will be delivered when possible. If you sponsored a luncheon for the preschool or the elders, the funds will be used for that purpose and will not be refunded.
3. **Sign the 'Accident Waiver and Release of Liability' form and the 'Agreement to Visitor Guidelines' form.**
4. Review the agenda for any changes.
5. A member of the Fundamaya staff will ALWAYS be present at all times during visits with students, elders, and families.
6. For safety and security reasons, the sponsor is not allowed to take a child alone for any outings. Meetings will take place at the child's or elder's home or the Fundamaya office or place determined.
7. Visits in the student's or elder's home cannot be guaranteed. It is at the discretion and comfort of the parent, guardian or elder. They will be arranged at the Fundamaya office if a home visit is not possible.
8. Photographs may usually be taken. Please ask for permission first.

Protecting the children and the elders:

The safety of our sponsored children and elders is a top priority. The following protection policies cover their interaction with both Fundamaya staff and with you, their sponsors.

How they apply to your visit:

- A staff member and a member of a sponsored child's family must always be with you during the visit. A staff member must always be present during a visit with an elder.
- Visits will always be coordinated by Fundamaya staff.
- To maintain privacy and security, don't share your personal contact information (including social media) with your sponsored child, sponsored elder, or family.
- To minimize disruption to your sponsored child, elder, and family, visits are limited to one day. If you require further time please make these arrangements with Fundamaya.
- To ensure Fundamaya staff can accompany and assist you, visits must occur during the working hours of Fundamaya staff in Panajachel.



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- If you share any photos, particularly on social media, make sure to disable *geotagging* on your phone or camera so you don't publish the exact location.
- Be mindful of other location-revealing clues in the information you share.
- Never post identifying information such as your child's or elder's full name or ID number.

The local staff has specific expertise about the community you will be visiting. Please follow their lead. Our experts know best and make decisions with both your safety and the safety of your sponsored child, elder, and family in mind.

Protecting you:

Being culturally aware

The local staff accompanying you can explain local norms and expectations to help ensure you are aware and respectful of what is appropriate.

Physical contact can be tricky. The easiest way to ensure that your child, elder, and his or her family are comfortable during your visit is to allow the child or elder to maintain his or her personal space. Any physical contact with your child or elder, such as hugging, must be initiated by them.

Avoid discussing religious and political views out of respect for those of your sponsored child, elder, and his or her family.

Fundamaya staff will help you navigate issues in the local community. The following tips will minimize the chances of being a target of theft during your visit:

- Avoid wearing conspicuous clothing or jewelry.
- Do not carry excessive amounts of cash.
- Do not leave unattended luggage in public areas.

Bottled Water

Please ensure that you always use **bottled water** for consumption and brushing your teeth.

If you are self-catering, ensure that you have an **iodine solution** to wash and disinfect any vegetables. Cook with bottled water.

Dressing for success

Standards of dress vary around the world. In Guatemala in the villages, you can see from the traditional clothing that women wear long skirts and blouses. The men usually wear long pants, shirts and t-shirts.

To respect the communities that we are visiting

Please do NOT wear short shorts, shirts with low necklines, tank tops, halter tops, miniskirts, or excessively tight clothing.



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Alcohol, drugs and smoking

Visitors may not be under the influence of alcohol or drugs when visiting a sponsored child, family, or elder. If you smoke, please do not do so during any visit.

Bringing guests

If you are traveling with family, friends, or an organized group, please ensure that each is familiar with these guidelines and is as committed to them as you are. Everyone will need to sign the 'Accident Waiver and Release of Liability form and the 'Agreement to Visitor Guidelines'. Parents or guardians must take responsibility for any minors traveling with them and sign on their behalf. Leaders or organizers of groups are responsible for the behavior of the group. (**Leaders**, please identify yourself to the staff before initiating any activities.)

Giving Gifts

If you wish to bring gifts for your sponsored child or elder with you, please check with Fundamaya staff beforehand to ensure it is appropriate before giving them out.

We have some important restrictions we need to follow. That means the following gifts – while generous – are automatic no-nos:

- Cash, in any amount, can cause problems for the family within the community (jealousy, risk of theft, or more).
- Clothing items that are not age-appropriate or contain questionable designs or labels.

Before your visit, check with Sharon Smart or Zoe Mara on what would be appropriate or what is most needed by the child, family, or elder.

General gifts to Fundamaya that are always helpful are women's panties (S/M), children's rain capes, children's socks, Band-Aids, pencils, fat crayons, erasers, and pencil sharpeners. Blankets, sheets, warm sweaters, cardigans. jackets. Over the counter medicines, crutches, walkers, wheelchairs.

Inappropriate behaviour

Should Fundamaya staff deem that the behaviour of the visitor(s) has become inappropriate creating difficulties during the visit or with the staff, the visit will be terminated and not rescheduled.

Cancelling your trip

If you need to cancel your trip, please advise Zoe at info@fundamaya.org as soon as possible.

With these guidelines in mind, you're ready to have a great visit that will strengthen the bond between you and your sponsored child or elder.



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AGREEMENT TO VISITOR GUIDELINES:

I have read and will follow the Visitor Guidelines during my visits with my sponsored child (children), elders and their families.

Name (please print): _____

Date: _____

Address:

Phone: _____.

Email: _____

Passport Number _____

Signature: _____

Fundación Familia Maya (Fundamaya) staff signature



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Medical Group Visitor Guidelines

Thank you for your interest in visiting Panajachel as part of a medical group. To ensure a smooth and impactful experience, please review the following guidelines. These will help you prepare for your visit while respecting local customs and ensuring the safety and well-being of both visitors and the community.

Before Your Visit:

Coordination & Scheduling

Please contact Sharon Smart or Zoe Mara at sharon@fundamaya.org or info@fundamaya.org at least four weeks in advance with the following details: if that is not possible then as soon as possible

- Proposed visit dates.
- Nature of the visit (medical, dental, or other healthcare services).
- Team members' qualifications and roles.
- Specific needs for equipment, supplies, or facilities.
- Any additional questions regarding accommodations or logistics.

Required Documentation

- Proof of professional credentials and licensure for all medical personnel.
- Signed 'Accident Waiver and Release of Liability' form & Signed 'Agreement to Visitor Guidelines' form.
- Copies of passports for all visiting team members.

Clinic Operational Costs

FUNDAMAYA staff members will always be present at the area you are located to ensure that the clinic can run smoothly, here are things to take in consideration.

To ensure the smooth operation of the clinic and provide a comfortable and efficient working environment for medical professionals and staff, the following costs must be covered and paid before the clinic initiates to have everything there and prepared

Essential Supplies & Clinic Maintenance

- **Cleaning Items:** Includes disinfectants, hand sanitizer, gloves, mops, and other necessary supplies to maintain a hygienic space.
- **Toilet Paper & Hygiene Products:** Regular supply of toilet paper, hand soap, and paper towels for clinic restrooms. We will also provide drinking water. This cost for all is \$23 US per clinic day

Staff Support

- **Transport Costs:** Reimbursement or arrangement of transportation for staff members traveling to and from the clinic. The cost to be determined to which area you will be traveling too
- **Meals:** Meals or a meal stipend should be provided for staff and volunteers working at the clinic.
- **Paid Workday for Staff:** Compensation for clinic staff members who dedicate their time and expertise to providing healthcare services. The cost for our staff/translators is \$25 per day

These costs should be factored into the overall budget when planning clinic operations to ensure sustainability and proper support for all involved.

Activity Options & Costs

As a medical group, you may have opportunities to engage in various community health initiatives. In addition to patient care, you may also consider:

- Visiting community preschools to conduct wellness checks.
- Assisting with medical outreach programs in rural areas.
- Sponsoring meals for children, elders, or families in need.
- Installing Onil stoves or water filters in homes to improve health outcomes.

All scheduled activities must be paid for in advance through [Fundamaya's donation page](#). Payments may be eligible for a tax receipt.

Health & Safety Preparations

- Check international travel advisories.
- Ensure vaccinations are up to date as per CDC/WHO recommendations.
- Bring necessary medications, as some may not be available locally.
- Pack personal protective equipment (PPE), hand sanitizer, and any medical tools required for your work.
- Arrange for international medical insurance covering travel and practice abroad.

During Your Visit:

Arrival & Orientation

- We are happy to help with all travel and accommodation arrangements.
- Attend an orientation session with Fundamaya staff to review your agenda, expectations, and any last-minute updates. Please present a copy of your passport to our Volunteer Coordinator.



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Clinic & Outreach Operations

- All medical services must be performed under the supervision and approval of Fundamaya staff and local health authorities.
- A local translator is always required for effective communication. Fundamaya can arrange translators or the group can provide their translators. You will need Spanish and Kakchiquel translators.
- Medical supplies should be used efficiently and any surplus left with Fundamaya for future medical needs.
- Respect patient privacy and obtain verbal consent before taking any photos.

Code of Conduct & Cultural Sensitivity

- Always follow the guidance of Fundamaya staff.
- Maintain professional boundaries when interacting with patients and families.
- Avoid discussing religious or political topics.
- Do not provide direct financial assistance or gifts to patients; any contributions should be coordinated through Fundamaya.

Security & Well-Being

- Follow staff recommendations for safe travel and personal security.
- Avoid displaying expensive items, carrying large amounts of cash, or wandering alone late at night.
- Drink only bottled water and be mindful of food safety precautions.
- Dress modestly and appropriately for a medical setting.
- Smoking, alcohol, or drug use is strictly prohibited during any visit or medical activity.

Protecting the Community & Yourself:

Patient Protection & Ethical Standards

- Maintain confidentiality regarding patient information.
- Ensure all medical interactions follow ethical and legal guidelines.
- Report any concerns about patient safety to Fundamaya staff immediately.

Your Safety & Cultural Awareness

- Be mindful of personal space and physical contact norms.
- Dress conservatively, wearing professional attire suitable for clinical work.
- Follow hygiene protocols, including frequent hand washing and PPE use.



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Post-Visit Follow-Up:

- Share medical findings and recommendations with Fundamaya for continued patient care.
- Provide feedback on the experience to improve future medical visits.
- Consider ways to support Fundamaya's ongoing healthcare initiatives.

Cancellations & Changes

If your trip plans change, notify Zoe Mara at info@fundamaya.org as soon as possible. Late cancellations may impact community service plans.

By following these guidelines, your visit will not only be safe and successful but also a meaningful contribution to the health and well-being of the people in Panajachel. Thank you for your dedication to making a difference!

Name (please print): _____

Date: _____

Address:

Phone: _____.

Email: _____

Passport Number _____

Signature: _____

Fundación Familia Maya (Fundamaya) staff signature
