

LOVESERVES MISSION TRIP EMERGENCY GUIDELINES

TEAM LEADER EMERGENCY TRAVEL ADVANCE GUIDELINES (a/o 5/1/19)

Below are the guidelines for the Emergency Travel Advance that we will send you as the Team Leader; you should receive the travel advance check approximately 10 days from the departure date of your trip.

As a reminder, the ministry partner, will pay for all lodging, transportation, food, and other incidentals in country.

Your travel advance should only be used for the following pre-approved expenses:

- Airport entry/exit taxes or visas, if applicable
- International phone coverage for the team leader, to be used for trip purposes only (reimbursed at \$10/day usage)
- Food in the airport, only for layovers or flight delays exceeding 4 hours
- 1 checked bag of personal items per team member, if not already included with the flight ticket
- Emergencies that cannot be covered by the ministry partner host
- Your travel advance should not be used for:
 - International phone expenses related to personal matters or for team members
 - Food in the airport during layovers or flight delays less than 4 hours
 - Souvenirs or gifts (this includes offering gifts for the church partner)
 - Supplies or meals for team members for pre-trip team meetings
 - Personal expenses
 - Tips for airports, hotels, or drivers (the ministry partner host covers these expenses)
 - Any additional expenses or supplies related to the trip project (this needs to be communicated directly to the LOVESERVES Staff from the ministry partner)

Also, please remember, do NOT bring back any foreign currency. Exchange it back to USD before you leave the country!

Within 7 days of your return, please send your receipts for the pre-approved expenses and a check for the remaining balance of the travel funds to:

LoveServes International
3310 US Hwy 301 N, Ellenton, FL 34222

Write in memo: Mission trip emergency fund

Questions: Call Patricia 303-775-8444 or Stephanie 727-480-6172 or email Patricia@loveserves.org or Stephanie@loveserves.org

IN CASE OF AN EMERGENCY

Traveling internationally comes with an inherent risk of sickness, injury, accidents, natural disasters, etc. The team leader, with the assistance of the ministry partner host, is responsible for the care of the team in every emergency event. A staff person is on-call and available to you 24/7 while LoveServes teams are in the field.

Team leaders can prepare for handling an emergency by:

- Carrying travel advance at all times.
- Obtaining an international phone plan for their cell phones.
- Carrying emergency contact information at all times, including LoveServes' on-call staff person's phone number.
- Asking the ministry partner host for a secure place to store the team's passports.
- Identifying a trusted team member (or apprentice leader) and discussing possible contingency plans.
- Download the International SOS (ISOS) Assistance App to your phone before leaving the U.S.

EMERGENCY PROTOCOL

In emergency situations, communication with the ministry partner host and on-call staff person is critical for the security of your team. For all emergency situations, including sickness, injury, accidents, separated/lost team members, theft, or evacuation, **team leaders must follow the protocol below:**

1. Communicate the situation to the ministry partner host immediately.
2. Contact the on-call staff person immediately.
3. In most cases, contact ISOS (medical and travel security assistance program) 24 Hour Consular Emergency Line: U.S. 1.888.407.4747 Outside the U.S. 1.202.501.4444
4. Update the ministry partner host and the on-call staff person about the plan ISOS provided.
5. Utilize the relevant documents in your travel folder, including team members' emergency contact information.
6. Do not leave any one team member by themselves. If the team must be separated, the ministry partner host must approve the security of the situation and the group separated from the team must be at least a group of two or three people, being mindful not to violate LoveServes' Protection Policy's "Two-Adult Rule" as it relates to minors.
7. The on-call staff person will communicate any necessary emergencies to the team members' emergency contacts.
8. Complete an Incident Report.

Emergency Contact Information

Revision Melanie Spencer
809.299.2565 (In Country rep)

Revision Doug Campbell
615.848.3834

AAVI (DR Office) Daniel Rodriguez
829.452.6601 (In Country Staff)

LoveServes Stephanie Smith
727.480.6172 (On Call)

LoveServes Peter Swanson
941.376.0799

LoveServes Patricia Vazquez
303.775.8444 (On Call)

LoveServes Martin Newby
941.400.8001

US Embassy Santo Domingo
809.567.7775

MTA Insurance 813.797.3700
(for emergency assistance)