



Dear Potential ACTS World Relief Volunteer,

We are truly thankful for your willingness to sacrifice your time to volunteer with our organization. **ACTS (Active Community Teams Serving)** is unique in our means of providing humanitarian services. We specialize in community training of high school and college age young adults in the United States as well as abroad to empower others in "Growing Through the Gospel of Serving." We add to that a healthy balance of adult "First Response Teams" and local community volunteers as a way to unite our communities in **Help, Hope & Healing!**

The information in this packet reviews the requirements to be met BEFORE travel arrangements are made. It also serves to prepare you and your associated team during your time in Haiti. We are accepting volunteers who are a senior in high school (with parent/guardian accompanying) or be 18 years old and over. Any potential college/ university teams must review their specific institution's risk management guidelines prior to forming a potential group. In addition to this packet, please read any associated updates found on our ACTS website and/or Facebook. We also are in the process of creating an *online basecamp* for ACTS World Relief – Haiti Project for medical/dental/mental health and general volunteers to further improve project communication and continuity amongst all volunteers. Specific Haiti-related projects will be added as new projects continued to formulate. You will receive and email invite to this site upon registration.

#### **Our Dedication to Haiti Continues...**

Our presence in Haiti has ventured and continues to evolve through three different phases. We continue to be blessed by so many talented and dedicated volunteers and have surely grown as an organization.

- **Phase I & II:** Initial deployment offering overall disaster relief at the Hopitale Adventiste in Diquini and implemented feeding program for patients, volunteers and families in need. Since initial deployment over past three months we have brought in an engineer team for structural assessments to Gov't of Haiti and joined Operation Hope for further community-based medical relief efforts, sent out mobile medical teams to disaster areas and orphanages, continued feeding program and set up a community dental clinic.
- **HELP, HOPE & HEALING!**  
We have been blessed with a long-term presence in Haiti and relocated the ACTS volunteer base/ volunteer training center. A community dental clinic is located across from the Hopitale Adventiste and functions based on dentist volunteer availability. Our long-term Haiti relief focuses on community support, education and training. Mobile multi-disciplinary teams are organized and area schools and orphanages are visited. These multidisciplinary teams assess the facility as a whole both structurally and demographically as well as offering medical and emotional/mental health assessments and therapy to the children. Orphanage assessments may also require referrals for specialist follow-up/surgical procedures as well as facility support. We have also implemented emotional and health training as well as emergency disaster response CERT training to the translators and to facility faculty and staff. Educating and empowering the Haitian people is imperative to long-term success of all relief efforts and rebuilding success of the country. Lastly, we continue our feeding program from our kitchen in Carrefour to meet the continued nutritional needs of the children. Feeding provides physical healing and emotional security.

We look forward to working with you and thank you for your dedication to our ministry and the people of Haiti.

Sincerely,

A handwritten signature in black ink that reads "Paul Carter". The signature is written in a cursive style with a small "s" at the end.

## Registration Checklist

**\*\* ALL ITEMS MUST BE COMPLETED BY EACH VOLUNTEER \*\***

### **PRIOR TO SECURING TRAVEL ARRANGEMENTS**

- Submit online volunteer form at [www.actswr.org/volunteer](http://www.actswr.org/volunteer)**  
Indicate the 'team' you may be associated with, in the 'comments' section.
- Email a copy of the following to [volunteer@actswr.org](mailto:volunteer@actswr.org)**
  - Current passport (be sure it does not expire within six months of travel dates)
  - Medical/Dental/Allied Health license(s), if applicable  
You CANNOT practice medically if you ARE NOT licensed nor provide these documents prior to travel. If you are a medical/dental/psychology resident or health care related student, you must provide full curriculum vitae along with letter of applicable confirmation from affiliate hospital and educational institution.
  - ACTS Waiver of Liability and Photo Release
  - Security Guidelines Form
  - Criminal Background Check Authorization
- Submit \$495/person Haiti Mission fee:** \$100 online at [www.actswr.org/donate](http://www.actswr.org/donate) and \$395 cash to Haiti basecamp. A group rate of \$395/person is offered to groups of 10 or more (\$100 online/\$295 to Haiti basecamp). This essential fee covers costs of lodging, two provided meals/day and airport/in-country transportation/fuel.
- Secure a flight via commercial airline and email itinerary to [volunteer@actswr.org](mailto:volunteer@actswr.org).** Transportation to/from the airport will be provided. You take FULLY RESPONSIBILITY for all air travel arrangements to/from Haiti.
- Mandatory purchase of very affordable travel medical insurance via <http://www.missionaryhealth.com>.** ACTS World relief cannot guarantee any immediate medical treatment during your stay in Haiti.
- Consult with your personal physician and/or CDC website prior to travel regarding Haiti preparedness recommendations. [Center for Disease Control and Prevention's website](http://www.cdc.gov). Direct patient care may be highly infectious and thus we recommend you educate yourself prior to travel.
- Review 'Volunteer and Mental Preparedness' information for disaster relief. The semi-harsh conditions require self-sufficiency, positive team work attitude, flexibility and common sense.
- Review the [U.S. Department of State](http://www.state.gov) website for Haiti specific information.
- Review 'Suggested Packing List' and 'Haiti Needs Support List'.
- EMAIL [MICHELLE@ACTSWR.ORG](mailto:MICHELLE@ACTSWR.ORG) TO CONFIRM ALL TRAVEL ARRANGEMENTS AND ENSURE VOLUNTEER REGISTRATION IS COMPLETE BEFORE TRAVEL TO HAITI.**
- EMAIL YOUR COPY OF PAYMENT CONFIRMATION OF ONLINE 'HAITI MISSION FEE' VIA [WWW.ACTSWR.ORG/DONATE](http://WWW.ACTSWR.ORG/DONATE) WEBSITE.**

## Haiti Travel Procedure

- ❑ Please notify us, IF you arranged your own transportation to/from the Port-au-Prince airport.
- ❑ Email copy of flight itinerary to [volunteer@actswr.org](mailto:volunteer@actswr.org).
- ❑ **Upon departure for connecting flight directly to Port-au-Prince, text/phone 239-272-8031 with actual departure time once on board the aircraft.** This will ensure our Haiti team arrives on time and is not waiting at the airport for a delayed flight.
- ❑ Purchase 2-3 bottles of water in secured area of airport prior to boarding the plane destined for Port-au-Prince. You may want this once you've arrived in Haiti and waiting for transportation. You will also want a bottle of water for your return trip as nothing is available in the Port-au-Prince airport.
- ❑ Expect to be shuttled from the tarmac to the temporary terminal upon arrival in Haiti.
- ❑ Utilize the restrooms BEFORE proceeding to the Immigration desk as there will be no access until arrival at our basecamp.
- ❑ Proceed through Haiti Immigration and provide the following address on customs form: **14 Rue Lambert.**
- ❑ Obtain luggage in designated area. It is optional to pay \$2 US fee for a luggage cart. Helpers in grey overalls will be anxious to help you. If you do not want assistance with your luggage, please firmly instruct such. We CANNOT guarantee that medical/non-medical items you choose to donate will clear customs although they have been very flexible.
- ❑ Proceed through a door to a small secured area outside that is covered by (two) 2 tents with a red barred gate at the end. Wait in this area for the ACTS Haiti team to pick you up.
- ❑ Print off Volunteer Sign for airport recognition in 'tented' area. An ACTS representative will be allowed in this area and wearing a navy blue or yellow ACTS vest.
- ❑ Please be patient as traffic/road conditions may delay the transportation team's arrival. It is not uncommon to wait in excess of 1-2 hours.
- ❑ ACTS Haiti Team Contact Phone Numbers:
  - +509-3-684-5969
  - +509-3-454-0476
  - +509-3-451-9582

**DO NOT VENTURE OUTSIDE THE  
SECURED AREA FOR ANY REASON**



## Volunteer Preparedness

### Working Conditions

The working conditions are hot and can be intense and emotional when visiting various facilities. It is important that all volunteers maintain a 'team/group' mentality and work together for the greater cause of the organization. Respect of a fellow volunteer's background, professional experience, etc. is expected and assumed.

### Telephones/Internet/Communications

Local Haiti cell phones are used for emergencies and command posts. A wireless internet connection is available at the Haiti basecamp. The most reliable form of wireless communication is through AT&T iPhones. Cell availability can be sporadic and may still be difficult to get a call in and out of the region.

### Personal Cell Phones/Cameras/Laptops

Any personal equipment you take is done so at your own risk. You will be in region where people are in desperate need of basic human needs such as water and food. If you encounter a hostile situation and are asked to surrender them, do so without confrontation. Local electricity is available however is sporadic so a backup generator is utilized for continuous service at the basecamp 5:30 am – 10:00 pm.

### Cultural and Ethnic Communities

The community is multi-lingual with neighborhoods where English is not the primary language. Most speak either Creole or French. We have volunteers that are bi-lingual, but we ask that you are respectful and sensitive to the issues of diversity of the surrounding community.

### Housing, Meals and Transportation

The volunteer base is located in an 8,300 sqft private home located north of the airport. This home currently accommodates around 20 volunteers including our long-term Haiti team. It is not air conditioned and windows/doors are not screened so mosquitos are an issue requiring protection via repellent and mosquito netting during sleep. Please pack single bed linens and a pillow for a bunk bed or blow-up mattress. There are limited use bathrooms with showers but depending on the number of volunteers. Laundry services are available but any related costs are a volunteer's responsibility. We appreciate the treatment of the home to be as if it were your own.

A continental-type breakfast and dinner/supper are provided by the home cook. If you have special dietary needs, we may not be able to meet them so pack accordingly. Keep in mind that limited refrigeration are available. There is some use of the kitchen for personal team needs upon prior request. Filtered water is available throughout the home and serviced by [Water Missions](#). You will need two, 32 oz water bottles to carry on you for mobile assessment/medical day-trips. Daily hydration is essential!

The flights to and from Haiti are the responsibility of the individual/group/team. Please adhere to airline specific checked baggage limitations. Upon request, we can provide you with a confirmation of participation and luggage fee waiver letter but this does not guarantee the airline will offer such. Checking inside at the desk affords the most flexibility to waive potential fees.

### Identification/Documentation

You must wear the ACTS World Relief vest and keep your passport and copy of medical license (if applicable) on you at all times. A fanny pack is ideal for this.

## Volunteer Pre-Deployment Self-Assessment<sup>1</sup>

*Please take the time to review the following questions prior to agreeing to volunteer. It is easy to get caught in the moment, when the need is so apparent, and volunteer. However, sometimes it is better to put your energy in assisting from home or nearby, or even letting this volunteer opportunity pass, rather than going to the very stressful disaster-site.*

***If you answer “yes” to any of these questions you should seriously consider whether going on a disaster assignment at this time is a good choice for you.***

*Experienced disaster responders know that there will always be another disaster and that before going to help others you have an obligation to yourself and your family to ensure that you are physically, financially, and emotionally healthy.*

**Disaster Relief/Mission trips can be very demanding and if you are not in good health, not only may you jeopardize your own health, but you may further tax the already stretched resources of the local community to respond to your health issues.**

YES	NO	
<input type="radio"/>	<input type="radio"/>	Are there any particular health hazards associated with this disaster response (e.g. poor air quality, bumpy bus travel) that would exacerbate any pre-existing health condition(s)?
<input type="radio"/>	<input type="radio"/>	Have you had a recent surgery or recently undergone any extensive medical treatment? (e.g., neck/back surgery as transportation can be bumpy)
<input type="radio"/>	<input type="radio"/>	Are you on any medications that may make working long hours without regular sleep and/or meals difficult?
<input type="radio"/>	<input type="radio"/>	Is acquiring sufficient medication to take with you on this disaster assignment a problem?
<input type="radio"/>	<input type="radio"/>	Would you have any difficulty working long hours or walking a fair distance, if regular transportation is not available?
<input type="radio"/>	<input type="radio"/>	Would an inability to acquire tobacco and/or alcohol create a stressful situation for you?
<input type="radio"/>	<input type="radio"/>	Have you had a recent medical check-up? Would your doctor disapprove of you going on this disaster assignment?
<input type="radio"/>	<input type="radio"/>	Have you had a recent dental check-up and if so, is there any reason to suspect any dental problems may surface?

<sup>1</sup> **Adapted from:** British Columbia, Canada Disaster Worker Care Committee  
**Haiti Volunteer Information Packet**  
 Updated June 1, 2010

## Self-Assessment Continued...

**Circumstances can change – sometimes very quickly. Everyone has times when one’s life situation is more stable than during other times. Going on disaster/mission trip assignment as a volunteer is demanding enough without having to worry about what is happening at home or leaving when things have been very stressful (either positively or negatively).**

YES	NO	
<input type="radio"/>	<input type="radio"/>	Has your life situation changed recently – for example: have you recently experienced a separation, divorce, or a period of marital discord? Have you recently married? Has there been a recent birth in the family? Has a family member been seriously ill and/or is anyone in your family undergoing medical treatment?
<input type="radio"/>	<input type="radio"/>	Have you returned recently from another disaster assignment?
<input type="radio"/>	<input type="radio"/>	Have there been any recent traumas and/or critical incidents in your life?
<input type="radio"/>	<input type="radio"/>	Have you recently moved?
<input type="radio"/>	<input type="radio"/>	Have you recently lost your job or been laid off work?
<input type="radio"/>	<input type="radio"/>	Are there any significant financial stresses in your life?
<input type="radio"/>	<input type="radio"/>	Are there any important family occasions in the near future – for example, a graduation, expected birth of grandchild, significant wedding anniversary, or birthday?
<input type="radio"/>	<input type="radio"/>	Do you have plans for a family vacation or anticipated trip?
<input type="radio"/>	<input type="radio"/>	Have you made any important commitments (family or organizational) that would be difficult to change and/or postpone (e.g., providing child care, caring for an elderly parent)?
<input type="radio"/>	<input type="radio"/>	Has it been a long time since you have had time off to yourself and/or to simply relax and enjoy life?
<input type="radio"/>	<input type="radio"/>	Will volunteering be welcomed as an escape from having to cope with ongoing problems at home or in the workplace?
<input type="radio"/>	<input type="radio"/>	Will your family disapprove of you (or be uncomfortable with) you volunteering?

***ACTS World Relief thanks you for your consideration to be a volunteer for our organization and reviewing these issues.***

***If this is not the best time for you, we are certain that you will have other opportunities to express the generosity of your time, care, and concern.***

## Suggested Packing List

- Snack and no-cooking-required lunch items for use during mobile medical/assessment day trips.
- Filtered and/or boiled water is available at the basecamp. It is optional to pack water filtration bottles and/or water purification tablets. Temperatures are hot and staying hydrated is essential to overall health!
- Single bunk bed bed linens, pillow and towel. \*You may opt to take your own blow up mattress.
- \$50-\$100 personal cash is optional (above required volunteer fee) as well as one major credit card for emergencies. Confirm with your credit card company prior to travel that you may use it internationally in Haiti. **DO NOT PACK CASH IN YOUR SUITCASE!** We may visit a local market, schedule/security permitting.
- Rain/waterproof gear as daily rain showers are common in the upcoming summer months.
- Mosquito spray and netting for sleeping. Sunscreen.
- Flashlight (head lamp), batteries, chargers for cell phones, cameras. Please keep these items with you at all times. We cannot be responsible for lost/stolen items. Wi-Fi is available.
- Safety hat and gear or head cover, leather gloves, etc. for specific labor jobs.
- Lightweight backpack for mobile medical/assessment trips. Fanny pak to hold passport and/or camera/phone.
- Personal items and light clothing. Closed-toed shoes are required. Flip-flops can be worn in the house. Scrubs or light-weight clothing are ideal. An extra set of 'comfortable' clothing is optional as daily trips on bus on dirty and you'll want to shower each evening.
- Optional ear plugs (local roosters/barking dogs along with possible evening generator use can be bothersome).
- Anti-bacterial soap, hand sanitizer, face mask (for in-country travel and personal infection control)
- 2-4 rolls Camping/RV or 1-ply toilet paper for home basecamp use.
- Personal item(s) of comfort such as reading book, devotional, etc. Guitars are a pleasant addition to team meetings each evenings if you so choose to bring along.
- Personal medications: anti-diarrheal, anti-malaria...
- Personal dietary food items, if desired.
- Keep copy of any medical license/certifications along with passport on you at all times in fanny pak.
- 2-4 boxes of pasta or other light weight food items for donation to basecamp 'general' food pantry.



## Haiti Needs Support List to Donate

We are requesting that each volunteer, in addition to the 'Suggested Packing List', donate an item(s) of choice from the list below. We thank you in advance for your ability to contribute and support our Haiti relief project.

### **MEDICAL/DENTAL**

*\* Prescription medications must be CLEARLY marked/labeled and NOT BE EXPIRED and storage conditions are hot and humid thus decreasing shelf life. Clearance via Haitian Customs cannot be guaranteed.*

- Small Dixie cups (for hydration to children)
- Rectal thermometer
- Infant/Children's Tylenol and/or Motrin liquid
- Adult vitamins and Child vitamins or vitamins to dissolve in water for hydration
- Pre-natal vitamins
- Ophthalmoscope
- Portable Baby Scale, Regular Scale
- Pediatric rehabilitation treatment/equipment items such as balls, various colored Thera-Band.
- Dental anesthetic. Email request to help as complete needs list can be provided.

### **HOUSEHOLD/VOLUNTEER SUPPORT SUPPLIES**

- Juice Jugs, Powder Drink Mix (Gatorade or other electrolyte mix)
- Paper Products: Napkins, Paper Towels
- Cleaning items: Antibacterial cleaning agents, Lysol, kitchen sponges
- Printer paper 8 ½ x 11, plain white and colored
- Printer cartridge HP901 both color and black/white
- 4x6 photo paper for assessment forms
- Manila filing folders
- Black Sharpies
- Letter-size Note pads
- Dry Erase Markers, cleaning solution, erasers
- Travel Laundry detergent
- Cleaning/wash/general use bucket
- Bathroom mat/rug

### **RELIEF ITEMS FOR PATIENTS**

- Lightweight backpack for patients to hold various medical/personal/educational items
- Educational items: Math Flash Cards, French/Creole books, games, puzzles, etc.
- Craft items of all kinds: papers, stamps, stickers, etc.
- Balloons, balls (with pump), jump ropes, bubbles, yo-yos, frisbees, etc.
- French/Creole Bibles and/or Christian witnessing tracts
- Infant formula, diapers, diaper rash creams, baby wash/soaps, BABY WIPES
- Personal hygiene items, anti-bacterial soaps/sanitizers
- Cleaning/wash buckets

### **'CASH FOR WORK' PROGRAM**

To honor the dedication and commitment of our volunteers, we would like to pay our various volunteers. Your cash donations made to the Haiti basecamp would help fund this community support program.



## ACTS Volunteer Security Guidelines

ACTS depends upon volunteers to carry out its mission of healing, faith, medical practice, rebuilding, and associated duties both during, and after, disasters around the world. We respond to third world countries and domestic areas of the U.S. that have experienced extreme environmental conditions creating hardships for the people living there. ACTS believes it is a privilege and an honor to be able to serve survivors of disasters and to provide an opportunity for service for its many volunteers.

Volunteers should clearly be aware that disaster conditions and disaster areas are inherently unsafe. It should be kept in mind that when a volunteer puts themselves in jeopardy they put members of the group at risk. This takes away much needed resources for the community that we are there to serve. As a consequence safety is the responsibility of each and every volunteer. ACTS subscribes to the EMS model of scene safety, that being a) Personal safety, b) Crew safety, 3) Patient safety, 4) Public safety. This model is sacrosanct and shall not be violated. Unsafe behavior by any volunteer means the volunteer's deployment will be terminated immediately. The Incident Commander or team leader's decision is final.

ACTS is acting as the host agency for any volunteer affiliated with it. ACTS requests that all volunteers be aware of, and adhere to, the following advisories and conditions:

- 1) Personal awareness that the third world is inherently unsafe. Volunteers may experience physical, psychological, and emotional stress.
- 2) Volunteers represent ACTS at all times while deployed and must do so in a compassionate and professional manner. Volunteers shall make mature decisions regarding their safety at all times. A deployment is not a vacation or tour, it is hard work. Volunteers may be asked to work long hours under arduous conditions.
- 3) Volunteers shall not leave the ACTS compound at any time for unescorted or unapproved trips. Volunteers shall use approved drivers for escorts. Volunteers must make known their whereabouts at all times while on the ground. This is done by a sign-in/sign out log/operations board and direct notification to a team leader or the Incident Commander on the ground. No ACTS volunteer shall be alone at any time off the compound. The buddy system shall be practiced at all times. When assigned outside the compound a minimum of four volunteers shall be together at all times.
- 4) No ACTS volunteer will be outside the confines of the ACTS compound at night without the express permission of the Incident Commander on the ground. Nighttime is extremely dangerous in the third world.
- 5) Volunteers should be aware that they shall follow the directions of a team leader or Incident Commander while deployed at all times. Failure to follow the directions of the Incident Commander/team leader or failure to follow security guidelines will result in the volunteer being asked to leave on the next transportation available to depart the country. The volunteer would be responsible for any and all associated fees with this action. There is no appeal process and all decisions by ACTS personnel are final.

I have read the above security advisories and conditions and will abide by them as a condition of my deployment with ACTS. I realize that if I do not abide by the above listed conditions that my deployment can be terminated immediately.

Volunteer Signature) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

ACTS representative \_\_\_\_\_ Date \_\_\_\_\_

## Mental Health Information for Disaster Responders

*These materials represent highlights of the kinds of mental-health related information that might be beneficial in a disaster. Because of their brevity, they do not provide an exhaustive, formal review or compilation of the wealth of available knowledge on disaster mental health. This is a starting point. There are companion pieces that provide similar information for city, county and state Public Health officials and as a general primer.*

### **Guiding Principles** *(It is helpful to keep these points in mind when preparing for or responding to a disaster.)*

- No one who experiences a disaster is untouched by it.
- Most people pull together and function during and after a disaster, but their effectiveness is diminished.
- Mental health concerns exist in most aspects of preparedness, response and recovery.
- Disaster stress and grief reactions are “normal responses to an abnormal situation.”
- Survivors respond to active, genuine interest and concern.
- Disaster mental health assistance is often more practical than psychological in nature (offering a phone, distributing coffee, listening, encouraging, reassuring, comforting).
- Disaster relief assistance may be confusing to disaster survivors. They may experience frustration, anger, and feelings of helplessness related to Federal, State, and non-profit agencies’ disaster assistance programs. They may reject disaster assistance of all types.

### **Survivor Needs & Reactions** *(Responses differ, but there are common needs.)*

- A concern for basic survival
- Grief over loss of loved ones and loss of valued/meaningful possessions
- Fear and anxiety about personal safety and physical safety of loved ones
- Sleep disturbances, often including nightmares and imagery from the disaster
- Concerns about relocation and the related isolation or crowded living conditions
- A need to talk, often repeatedly, about events and feelings associated with the disaster
- A need to feel one is a part of the community and its recovery efforts

### **Reactions that Signal Possible Need for Mental Health Referral**

*(Many responses to trauma can be expected, but some are cause for extra attention/concern.)*

- Disorientation (dazed, memory loss, unable to give date/time or recall recent events...)
- Depression (pervasive feeling of hopelessness & despair, withdrawal from others...)
- Anxiety (constantly on edge, restless, obsessive fear of another disaster...)
- Acute psychosis (hearing voices, seeing visions, delusional thinking...)
- Inability to care for self (not eating, bathing, changing clothing or handling daily life)
- Suicidal or homicidal thoughts or plans
- Problematic use of alcohol or drugs
- Domestic violence, child abuse or elder abuse

### **Common Disaster Worker Stress Reaction Checklist**

*It is not unusual for responders to have these reactions. Check yourself and your teammates.*

#### *Behavioral and Emotional Responses/Symptoms*

- Anxiety, fear
- Grief, guilt, self-doubt, sadness
- Irritability, anger, resentment, increased conflicts with friends/family
- Feeling overwhelmed, hopeless, despair, depressed
- Anticipation of harm to self or others; isolation or social withdrawal
- Insomnia
- Gait change
- Hyper-vigilance; startle reactions
- Crying easily
- Gallows humor
- Ritualistic behavior

#### *Cognitive Responses/Symptoms*

- Memory loss, Anomia (difficulty naming objects or people)
- Calculation difficulties; Decision making difficulties
- Confusion in general and/or confusing trivial with major issues
- Concentration problems/distractibility
- Reduced attention span and/or preoccupation with disaster
- Recurring dreams or nightmares

#### *Physiological Responses/Symptoms*

- Fatigue
- Nausea
- Fine motor tremors
- Tics
- Paresthesia
- Profuse Sweating
- Dizziness
- GI Upset
- Heart Palpitations
- Choking or smothering sensation

**Mis-Attribution of Normal Arousal** (*Misinterpretation of normal physiological responses can increase anxiety and the number of unnecessary ER visits.*)

- Interpretation of normal physiological arousal as serious illness
- Misinterpretation often is increased by rumors and false information
- Increased by hyper-suggestibility in victim fueled by changes in routine and surroundings
- Risk communication and rumor control can help reduce unnecessary drains on healthcare

### **Longer-Term Effects Checklist**

*(Potential down-stream consequences of exposure to a natural or human-caused disaster.)*

- Nightmares
- Intrusive thoughts
- Uncontrolled affect
- Relationship problems
- Job/school related problems
- Decreased libido
- Appetite change
- Blame assignation
- Decreased immune response

### **Sources of Stress for Responders Checklist** *(These can increase stress.)*

- Role ambiguity
- Lack of clarity of tasking
- Mismatching skills with tasks
- Lack of team cohesion
- Discomfort with hazardous exposure
- Ineffective communication within team, with non-team members, with headquarters
- Lack of or too much autonomy
- Intense local needs for information (media/health officials) that cannot await clearance delay
- Database issues, linkage between epidemiology, laboratory, and environmental sampling
- Laboratory specimen tracking, reporting
- Resources/equipment shortages
- Command and control ambiguities
- Re-integration barriers
- Coworkers had to pick up your work...or no one did and it is overwhelming
- Lack of understanding of or appreciation for what you have been through
- Domestic/family conflict

### **Individual Approaches to Avoid/Reduce Stress Checklist** *(Things you can do to help maintain your own mental, emotional, physical, spiritual balance.)*

- Management of workload
  - Set task priority levels and create a realistic work plan
  - Delegate existing workload so workers not doing usual job too
- Balanced Lifestyle
  - Exercise and stretch muscles when possible
  - Eat nutritionally, avoid junk food, caffeine, alcohol, tobacco
  - Obtain adequate sleep and rest, especially on longer assignments
  - Maintain contact and connection with primary social supports
- Stress Reduction Strategies
  - Reduce physical tension by deep breathing, meditating, walking
  - Use time off for exercise, reading, listening to music, taking a bath
  - Talk about emotions & reactions with coworkers at appropriate times
- Self-Awareness
  - Recognize and heed early warning signs for stress reactions
  - Accept that one may not be able to self-assess problematic reactions
  - Be careful not to identify too much with survivors/victims' grief and trauma
  - Understand differences between professional relationships and friendships



- Examine personal prejudices and cultural stereotypes
- Be vigilant not to develop vicarious traumatization or compassion fatigue
- Recognize when own disaster experience interferes with effectiveness

**Self-Care Examples Checklist** (*Examples, by category, of things you can do.*)

- Physical Diet, exercise, sports, sleep, relaxation...
- Emotional Stay in contact with family, friends, social support
- Cognitive Training, reading, perspective
- Behavioral Civic involvement, personal & family preparedness
- Spiritual Meditation, prayer, fellowship, volunteerism

Please visit the CDC website for a variety of helpful resources related to disaster response.

Adapted from: <http://www.bt.cdc.gov/mentalhealth/responders.asp>

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## Waiver of Liability/Hold Harmless Agreement and Photo Release

| \_\_\_\_\_  
(PRINT FULL NAME ABOVE)

am volunteering my services, and in consideration for being permitted to participate as a volunteer, I hereby release, waive, discharge and covenant not to sue Foundation of Hope, Inc. d/b/a ACTS World Relief, a Florida not-for-profit corporation, their respective officers, directors, managers, partners, employees, agents, designees, contractors, subcontractors, representatives, successors and assigns, and all persons conducting, directly or indirectly, the activities surrounding my involvements as a volunteer, or any participating volunteers (hereafter collectively referred to as —Releasees) from any and all liability, rights, claims, demands, actions, causes of action, expenses and damages whatsoever arising out of or related to any loss, damage or injury that may be sustained by me or my heirs, personal representative, guardians, successors, assigns or anyone claiming by, through or under me ever had, now have, or may have against the Releasees, or against any of the real, personal or intellectual property belonging to Foundation of Hope, Inc. d/b/a ACTS World Relief, whether arising from any injury, act or omission relating in the way of my participation as a volunteer, or caused by the negligence of the Releasees or any of them, or otherwise, while participating in such activity, or while in, on or upon any premises where the activity is being conducted.

1. I am fully aware of the risks involved and hazards connected hereby elect to voluntarily participate in with full knowledge that activity may be hazardous to me or my property. I also fully understand the risk involvement in my participation as a volunteer including, but not limited to, those risks involved with working with tools (including power tools), and fully assume said risk for any injury, losses or damages of any kind resulting from such risks involved in associated activities. I voluntarily assume full responsibility for any risks of loss, sustained by me, or any loss or damage to my property as a result of being engaged in such an activity, whether caused by the negligence of Releasees or otherwise. I hereby release and forever discharge Releasees from any claims whatsoever which arise or may hereafter arise on account of any first aid, treatment, or service rendered in connection with participation.
2. I further hereby agree to indemnify and hold harmless the Releasees from any loss, liability, damage or costs including court costs and attorney fees, that they may incur due to my participation in said activity, whether caused by negligence or Releasees or otherwise.
3. It is my express intent that this Waiver of Liability and Hold Harmless Agreement and Photo Release shall bind the members of my family, spouse, my heirs, personal representative, guardians, successors, assigns or anyone claiming by, through or under me ever had, now have, or may have against the Releasees, and shall be deemed as a release, waiver, discharge and covenant not to sue the above-named Releasees. I hereby further agree that this Waiver of Liability and Hold Harmless Agreement shall be construed in accordance with the laws of the State of Florida.



4. In signing this agreement, I acknowledge and represent that I have read the foregoing Waiver of Liability and Hold Harmless Agreement, understand it and sign it voluntarily as my own free act and deed. I understand there is no monetary compensation for any volunteer services. No oral representations, statements or inducements, apart from the foregoing written agreement have been made. I am at least (18) years of age (or if under 18 years of age, that I am joined herein by my parent or legal guardian) and fully competent, and I execute this release for full, adequate and complete consideration fully intending to be bound by same.

**PHOTO RELEASE – Please Check One**

- I DO
- I DO NOT

Give Foundation of Hope, Inc. d/b/a ACTS World Relief, their respective officers, directors, employees, agents, designees, contractors, subcontractors, representatives, successors and assigns, and all persons conducting, directly or indirectly, the activities surrounding my involvements as a volunteer, and all persons or departments for whom or through whom it is acting, the absolute right and unrestricted permission to take, use my name, and/or publish, reproduce, edit, exhibit, project, display and/or copyright photographic images or pictures of me, or in the case of a minor volunteer(s), my child(ren), whether still, single, multiple, or moving, or in which I (they) may be included in whole or in part, in color or otherwise, through any form of media (print, digital, electronic, broadcast or otherwise) at any event or elsewhere, for art, advertising, recruitment, marketing, fund raising, publicity, archival or any other lawful purpose. I waive any right that I may have to inspect and approve the finished product that may be used or to which it may be applied now and/or in the future, whether that use is known to me or my child(ren) or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the image or product.

Date Signed by Volunteer: \_\_\_\_\_, 2010

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

***IF THE VOLUNTEER IS UNDER THE AGE OF 18, A PARENT OR LEGAL GUARDIAN MUST ALSO JOIN INTO THIS WAIVER OF LIABILITY AND HOLD HARMLESS AGREEMENT AND PHOTO RELEASE.***

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Printed Name



## Disclosure and Release of Information Authorization Criminal Background Check

**Important: Please read carefully**

As an applicant for a volunteer opportunity you are a consumer with rights under the Fair Credit Reporting Act. When evaluating you for volunteerism, a consumer report or an investigative consumer report may be obtained from a consumer reporting agency and may be obtained at any time during the application process. Credit reports ARE NOT obtained for volunteer positions.

I authorize **ACTS World Relief** (dba Fountain of Hope Inc.) and **Protect My Ministry**, a consumer reporting agency, to obtain information from all personnel, educational institutions, government agencies, companies, corporations, credit reporting agencies, law enforcement agencies at the federal, state or county level, relating to my past activities, to supply any and all information concerning my background. The information obtained may include, but is not limited to, academic, residential, achievement, previous employment verification and/or job performance, workers compensation, professional licenses, driving history, and criminal history records. I understand that a Consumer Report or Investigative Consumer Report may be prepared summarizing this information. The report may include information obtained through personal interviews regarding my character, general reputation, personal characteristics and/or mode of living. I may also have the right to request additional disclosures regarding the nature and scope of the investigation as well as a written summary of my rights under the Fair Credit Reporting Act. If requested, the consumer reporting agency will explain the contents of my file. I understand that proper identification will be required and that I should direct my request to: **Protect My Ministry 113 Flagship Dr. Lutz, Florida 33549 Phone: 1-800-319-5581.**

I understand that by requesting this information, no promise of volunteer opportunities is being made. I also understand that a photocopy of this authorization be accepted with the same authority as the original; and as a volunteer this authorization will remain in effect throughout the time you serve/ volunteer.

**READ, ACKNOWLEDGED AND AUTHORIZED**

**NOTE: I am providing the following voluntarily. PLEASE PRINT CLEARLY**

**NAME:**

(First, Middle, Last and Maiden – PRINT CLEARLY)

**Social Security #:**

**Date of Birth:** (MM/DD/YR)

**Sex:**  Male  Female

**Driver's License State/Number:**

**Current Address:**

**City/State/Zip:**

**Previous Address:**

**City/State/Zip:**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**



**ACTS**  
**World Relief**

# **Volunteer**