



Helpful Hints

The CRUDEM Foundation, Inc.

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Contact:

Peter J. Kelly, M.D.— President

Denise Kelly— Executive Director



Dear Volunteer,

Thank you for your interest in volunteering at CRUDEM's Hôpital Sacré Coeur (HSC) in Milot, Haiti. We are looking forward to working with you!

The purpose of this *Helpful Hints* booklet is to give you a comprehensive overview of the preparations needed in advance of your trip and what to expect on your visit. We would like to ensure that you have a very positive and rewarding experience. If you have any questions or concerns please contact us.

As you know, Haiti is the poorest country in the western hemisphere with approximately 80% of the population living in dire poverty. Hôpital Sacré Coeur has been a beacon of hope for the people of Northern Haiti for 25 years. The hospital currently serves approximately 50,000 patients onsite annually and reaches 150,000 with vaccinations, prenatal care and other community health services.

In the aftermath of the devastating earthquake of January 12th 2010, HSC expanded to care for +1,000 earthquake victims (500 critically injured and their families).

This incredible work would not be possible without our wonderful and faithful donors, our skilled Haitian staff and the support of the many volunteers that come every year. In recent years, not only do the visiting

medical teams perform surgeries and treat patients themselves but they also spend a lot of their time teaching and mentoring the Haitian staff. It truly is a collaborative effort and a learning experience for all involved.

My advice to you as you embark on this adventure is to go with an open mind and heart. Enjoy the friendly welcome of the Haitian people. It is important to spend time observing and absorbing the surroundings when one approaches a new country and culture. In the face of trying and desperate circumstances, the patience and resilience of the Haitian people is remarkable. Be patient and adaptable, things may not run as smoothly as you are used to! And very importantly, become an ambassador for Haiti when you return home.

On behalf of the board and staff of the CRUDEM Foundation, Hôpital Sacré Coeur, and most importantly, the people of Northern Haiti, we thank you for your time, talent and commitment in helping us to improve one life at a time.

Best regards,

Denise Kelly

Denise Kelly

FIRST THINGS FIRST!

CRUDEM's Hôpital Sacré Coeur is of Catholic origin and its mission of serving the poor upholds all Catholic teachings and values in providing care and treatment to all individuals served. CRUDEM recognizes each person's inherent dignity, respect and sacredness of their life. We do not distribute, prescribe or promote any contraception devices, condoms and/or medications---Natural Family Planning is taught and encouraged; we do not offer abortion services, sterilization techniques or artificial reproductive therapies; we will not conduct any research in the future on embryonic stem cells; we value life from conception to natural death. We care for people of all faiths, believing all people have the right to quality healthcare and deserve to be treated with respect and dignity. People of all faiths are welcome to join our efforts in this mission, but we ask that our Catholic values and beliefs be respected.

BOOK YOUR FLIGHTS!

CRUDEM volunteers pay their own travel expenses. The CRUDEM Foundation is an approved 501(c)3 organization so your trip and expenses are tax deductible, as well as any contributions. Please send us information on donations in-kind for our records. Room and board onsite at the hospital and transportation to and from the airport in Cap Haitien are provided free of charge, it is not required but a donation to CRUDEM

to help cover these costs is appreciated.

Flights to Haiti fill up FAST! Once you have decided to visit and a CRUDEM official has confirmed your dates of stay, please book your flights. Here are the options that we recommend:

IBC Airways
www.ibcairways.com

We recommend that you contact either of the following IBC agents for bookings and current information on flight schedules from Fort Lauderdale/Miami, prices and luggage restrictions;
Tony Marcelli—954 829 5566
TonyMarcelli10@gmail.com

Maybeline Dugué D'Espagne—305 777 2020
Maybeline@CasXpress.com or
www.ShiptoHaiti.com/FlyIBC.html

If you are scheduling a connecting flight for your return home, allow at least four to six hours between your scheduled arrival time in Florida and your connecting flight.

Air Turks & Caicos
<http://www.flyairtc.com/>
954-323-4949—Provo Number
649-946-4999 - U.S. Number

American Airlines (from NY, Miami), Delta (from Atlanta) and US Airways (from Charlotte) have direct flights from US to Providenciales. An overnight stay is

necessary before taking the early morning 30 minute flight with Air Turks & Caicos from Providenciales to Cap Haitien. Several of our volunteers stay at the Comfort Suites (approx \$109 US per night). It is 5 mins from the airport and a short walk to the beach.

Medical personnel are encouraged to plan their visits to HSC from Saturday to Saturday. You would arrive in the morning allowing for a clinic to commence late morning. This would permit the selection and screening of potential surgical cases so that you can begin work on Monday morning.

Hôpital Sacré Coeur/CRUDEM has established procedures and protocols for specialty clinics and surgery. Please follow these guidelines. If a patient asks you for a consultation in the courtyard, please refer them to the clinic. The clinics function on an appointment basis and patients are seen in the order in which they were registered. **Respecting the procedures and established protocols at HSC is of vital importance.**

CONFIRM YOUR TRAVEL DATES WITH CRUDEM

Send an email with your travel information to Deb Payne Motyl—Wi XYa XYV4 [a U] 'Wca and we will be sure to log you in properly on our master calendar and ensure you are greeted at the airport in Cap Haitien on arrival. You can access the master calendar online at www.yahogroups.com. Then search for crudemvolunteers and join the group.

Cap Haitien airport is small with only a flight arriving at a time so you will be easily spotted. Please count the number of checked bags for the entire team and know the exact total number to tell the CRUDEM representative who picks you up at the airport. Have one team member collect all the luggage claim tickets and \$2 per bag as the standard tip for baggage handling. Give the claim tickets, total number of bags and US\$ to the CRUDEM representative and they will take care of it. This streamlines the pick up process and transportation of your luggage to the vehicles.

The staff member will then take you the 12 miles, approx 30 mins drive to the hospital. Likewise, a hospital staff member will drive you back to Cap Haitien for your return flight.

NOTE: You MUST keep the bottom portion of the blue/green form that Customs stamps for you with your passport and turn it into the Customs Agent upon departure.

AIRPORT EXIT TAX

Don't spend all your cash in Haiti! You will need \$28 (but subject to change so check before you leave) exact change to pay the Haiti Airport Departure Tax at the airport upon your departure. If you do not have exact US\$, you may receive your change in Haitian gourdes.

Six Weeks Before Visit

Check Your Passport

You will need a Passport BOOK to travel to Haiti. Passport Cards are not accepted for air travel. Be sure that your passport book is current. If you need to secure or update your passport, visit a local US Post Office. For safety, make two copies of your passport. Take one copy with you and keep in another place separate from your original passport and leave the other copy with friend or family.

Submit Volunteer Forms

It is essential that every volunteer travelling to HSC registers with the CRUDEM Foundation. This requires completing the Volunteer Application form, CMMB insurance form, sending a copy of your professional licence, Medical School diploma and a passport sized color photo. Medical volunteers will also be required to send a current CV.

If you are a medical professional, please remember that licensing and protocols are the same as in the United States.

Everyone, medical or not, needs to send in the Catholic Medical Mission Board form signed by a physician. CMMB provides generous and comprehensive insurance coverage — international malpractice, evacuation, and liability — to any CRUDEM volunteer who is registered with them. This coverage is at no cost to you or to CRUDEM. If a medical emergency

arises that would require your evacuation, the hospital could arrange for that with the assistance of the CMMB. We hope you never need to use it but if something happens...we will all be glad the insurance is in place!

So again... at least SIX Weeks before your visit :

Submit Volunteer Forms.

Our Volunteer Coordinator will be happy to answer any questions.

“Hey, I've already been to Haiti and filled out the forms!”

OK, the CMMB form is good for ONE YEAR. If you are a frequent visitor, you need to fill out the form annually. If your medical license has expired since your last visit, we need a copy of your new one. If the last passport photo you submitted no longer looks like you, we need a recent one.

Mail credentials and forms to:

The CRUDEM Foundation, Inc.
P. O. Box 804
Ludlow, MA 01056

Medications Needed

Malaria prevention is advised. Chloroquine can be prescribed by your physician and should be taken two weeks prior to your trip and continue during your time

in Haiti and for four weeks after returning. Bring enough medication with you in case your departure is delayed. Your tetanus immunization should be up to date. Some feel hepatitis A and B vaccine are also wise. For Hep A vaccine (2 doses total) get at least the first one before going and the second dose in six months. The Hep B vaccine requires three doses total. Get at least one dose before going to Haiti. If you are interested in taking a Typhoid vaccine (oral) it requires three doses, taken two days apart. Take two weeks before leaving. Polio and MMR are strongly recommended if they have not previously been given.

Medical personnel should practice universal precautions for contact with patients. Exam gloves are available in the clinic and frequent use of hand sanitizer is recommended. Bring small bottles of sanitizer for your own use throughout the day. Wash your hands with soap regularly especially before meals. Please discard OR shoe covers before coming for meals, entering the living quarters.

If you are presently on medications, bring adequate supplies to cover all possibilities for some delay in your schedule. It is recommended that you bring some Cipro and Lomotil in case you need them. Medication for headache, fever and colds, antacids, Neosporin, benedryl and hydrocortisone are also useful to have on hand.

WHAT DO I PACK?

No matter the time of year, the weather in Haiti is always warm, 75 F - 95 F in summer, 65 F - 85 F in

winter. Travel light! Scrubs are available in the medical residence for use by our visitors.

Bring casual, lightweight clothing. Long pants, capri's and loose fitting skirts are culturally appropriate for women. Shorts and mini-shirks are generally not appropriate (shorts are acceptable to wear on the compound after work or on the trip to the Citadel). Casual long pants in light fabric are appropriate for men. Comfortable shoes i.e. good pair of tennis shoes and a back up pair, socks, underwear, casual lightweight shirts work for daily activities. Lightweight jackets are not needed in Haiti but you may want to have one available for your plane trips. Rain is possible so a poncho or umbrella is useful. If you plan on attending a Sunday Mass or other Sunday church services, please do not wear shorts, sleeveless tops or scrubs. The people regard this as an occasion to wear their best clothes and we would like to respect this tradition. Shorts and tank tops are acceptable for construction workers.

You are visiting an area of extreme poverty. Please do not bring or wear expensive watches or jewelry. This is not just a security issue, it is an matter of appropriate image and courtesy.

We recommend that you also bring a money belt or "fanny" pack to carry necessities, hat, sun block, bug repellent, toiletries, handi-wipes or Purel, flash light, batteries, 1 medium water bottle and sunglasses. Other helpful items include: flip flops for trips to the shower, alarm clock, small alcohol cleanser to use at the hospital or feeding center, and latex gloves.

They will ensure that donated clothing and shoes goes to those most in need.

No doubt you will want to bring a camera but please respect the dignity and privacy of the Haitian people. If you want to take someone's picture, ASK them for permission! If they look unhappy about it then do not take their picture.

SUPPLIES

If you are willing and able to bring supplies to the hospital please check with Deb Paine-Motyl for a most up to date list of the supplies most urgently needed at the time.

What Time Is It?

Haiti is on Eastern Standard Time year round. They do not use daylight saving time.

PHONE HOME?

U.S. cell phones work if they have special international coverage that includes Haiti. Please check with your service provider.

Internet access is available but signals are not always very strong. It is best to inform family and friends that you may not be in frequent contact during your stay. If an emergency occurs and your family and/or friend needs to get in touch with you, please have them contact the CRUDEM Ludlow office by phone or email.

Both are monitored daily.

We ask that internet be used ONLY for essential email, PLEASE DO NOT USE SKYPE, FACEBOOK OR OTHER SITES that require uploading or downloading of images. It affects the entire network and is extremely expensive.

Where You Will Stay

Medical personnel will stay in the Doctors' Residence, simple yet adequate accommodation. Double occupancy and triple occupancy rooms are available. All beds are single twin size. You will be asked to share with volunteers of the same sex. (Only married couples share rooms). You may have a bathroom (with shower) in your bedroom or share one that is adjacent to the sleeping area. Towels and sheets are provided. There is no air conditioning but there are fans in the bedrooms. The operating rooms are air conditioned.

The Doctor's residence does not usually have a problem with mosquitoes but nets are available at the residence. There is no need to treat clothing with DEET before going. Lotion is adequate.

As already mentioned medical personnel are not charged a fee for room and board, if volunteers would like to give a donation to the CRUDEM Foundation to help cover these costs it would be much appreciated but is not required.

Non-medical volunteers and medical personnel overflow ONLY will stay at Mission House.

The cost per day for Mission House is \$45 per person and includes room and board. Payment should be made two weeks in advance of your stay.

Please mail your checks, made out to, Mission House to:

Betty Flynn
39 Old Studio Road
New Canaan, CT 06840

Electricity is provided by hospital generators. Electrical adaptors are not required for US type instruments. Hairdryers are not recommended due to their electricity use. All bedrooms have keys to the doors.

Keys to the front doors are also provided. Both bedrooms and front doors should be locked when you leave the buildings. Please leave your keys behind you when you depart the country!

FOOD

You will not starve!!! The cuisine at CRUDEM is freshly prepared and you will have three delicious meals a day that offer a variety of food choices. If you have special dietary requirements, please email the hospital ahead of time (address listed elsewhere in this booklet.) The staff are quite accommodating. Eating elsewhere is not recommended! If you do

decide to do this, be very careful, especially of uncooked vegetables, fruit and ice.

Feel free to bring snacks if you desire. A word of caution if you are fond of hard candies, the heat will often turn them into melted masses. If you chew gum, bring only the kinds that are in bubble packs. Please keep all snacks in the refrigerator.

DO NOT DRINK THE TAP WATER!

Bottled and filtered water is provided in the residences, it is useful to bring a water bottle with you to carry a supply when you leave the compound. Both residences provide bottled sodas and beer. A donation of US\$1 per soda and US\$2 per beer is recommended. Sodas are not diet so if you want it you will need to bring it. Coffee is high test; bring your own instant decaf. If you prefer artificial sweetener you will need to bring that as well.

Meals are served at 7 am, 1 pm and 7 pm.

Please come on time to meals. If you are delayed in surgery meals will be saved for you with notice from others on your team. The usual menu includes: chicken/beef, tossed salad, rice & beans/potatoes and fresh vegetables. Breakfast may include the following: grapefruit, bananas, egg/toast, and French toast. Seasonal fruits include: grapefruit, pineapples, mangoes, guavas, breadfruit and oranges.

SECURITY

The hospital and related buildings have 24 hour security personnel. The Haitian people are a very friendly, generous people who are gracious hosts. Although some areas of Haiti do have security concerns, the Milot area is generally very peaceful. Even on the rare occasion of demonstrations in the village, our volunteers have never been threatened. We advise you to use the same common sense you would use in your own city or town. Certainly no volunteer groups should be travelling to or from Cap Haitien after dark or venturing out of the compound after dark except to go to the hospital.

Under no circumstances should any CRUDEM volunteers engage in activities around “Voodoo ceremonies.” This is a very serious matter and so immediate dismissal will result if not abided. Our community health workers strive to encourage the sick to come to the hospital to receive care, it undermines this advice if foreign visitors are seen to “endorse” voodoo practices. Many victims have been treated at HSC by our medical personnel for voodoo related injuries ranging from serious burns to fatalities.

WHAT DID YOU SAY???

The common language is Creole, although some Haitians speak French and even a little English. Be aware of this when having confidential discussions. Interpreters are provided in the hospital clinics.

CULTURE

There are many differences between North American and Haitian culture. It is good to keep these differences in mind as you prepare for your trip and when you arrive.

In general time schedules are more relaxed and flexible in Haiti. There are sometimes delays due to unexpected variables. It is necessary to exercise patience and understanding in this regard. When working with the Haitian staff it is important to introduce yourself, take time to greet everyone, say “Bonjour”, smile and shake hands. As a sign of respect and to encourage solidarity, it is important to acknowledge your Haitian colleagues before you start working.

Onsite HSC is a Haitian run hospital with 250 medical and non medical proficient staff. They are very grateful for the knowledge and expertise of the visiting volunteers but it is important for volunteers to remember that they are guests at the hospital. CRUDEM has fostered a collaborative relationship between our Haitian staff and volunteers since 1986. We strongly encourage volunteers both medical and non medical to work in a collaborative and respectful manner with a focus on training and sharing of skills and knowledge. Meet Dr Harold Previl, the Medical Director soon after you arrive to discuss the types of patients you will see and the kinds of treatments that can be done. Contact him in advance with regard to any educational topics you are willing to teach.

MONEY?

The local currency is gourdes. The rate varies but is usually around 40 gourdes for US\$1.00 or approximately 8 Haitian dollars is US\$1. American Dollars are generally accepted. \$200 to \$300 is usually more than sufficient for spending money. Expenses include the exit tax, the tips, outing to the citadel, donations towards cokes and beers and the purchase of souvenirs. Bring small change, at least 40 one dollar bills would be useful along with \$5 and \$10 dollar bills for purchases of souvenirs and your exit tax. Have exact change when making purchases. **You will be frequently asked for money but it is not a good idea to give money to locals or patients.** This behavior causes many negative consequences for HSC and CRUDEM.

It is important that all volunteers respect the following information on procedure of patient fees for hospitalized care at Hopital Sacre Coeur. **Due to financial constraints CRUDEM's Hopital Sacre Coeur is not a free care facility,** we depend on the contribution of patients to help cover the costs of services provided. Only 25% come with the costs of covering their care. cover the cost of their care, additional treatment costs (greatly subsidized) are added to their bill as needed and they pay the balance when they are discharged. On occasion a patient or family member may approach the visiting volunteers to complain that they are not receiving free care. Members of the Haitian administration team only are responsible for identifying the

patients that cannot afford to pay and those patients are treated free of charge.

Please allow the hospital staff to make all decisions regarding charges for care as they are well acquainted with the system. This is a very important point to remember.

The hospital staff receive a competitive salary, please do not give tips or gratuities to individuals at the hospital. It is not only the staff with whom you have direct contact that make your stay and your work possible, there are many others who work behind the scenes. If you would like to leave a tip for the hospital staff, please leave it with the CRUDEM representative onsite; **our recommendation for tips is \$20 from each volunteer.** Tips are then distributed appropriately with excess put in an "Educational Fund" and distributed to all staff equally each September to help them at that time with school fees for their children.

The costs of accommodating volunteers has greatly increased since the earthquake and so **we also ask that each volunteer contribute \$20 per week towards the costs of drinks—sodas and beers.** It is an honors system so if you consumed more than this amount please give enough to help cover these costs.

SHOPPING

There are several vendors selling crafts and paintings in Milot. In order to keep entrance ways to the hospital and residence as free flowing and stress free as possible, vendors are prohibited from entering. You may

buy from them at the market place near the palace or elsewhere in the village but **please do not encourage vendors to enter the hospital or compound.** Often, vendors set up across the street. If you prefer not to be constantly approached by vendors you may tell them that you intend to make all your purchases on the final day of your trip. Negotiating the price of an item is acceptable practice. Cottage industry goods such as embroidered table cloths and cards are available for purchase at CRUDEM, please ask the resident CRUDEM volunteer or one of the Sisters for more information.

PLACES TO GO! THINGS TO DO!

A trip to see the Citadel and Sans Souci Palace is a must! The Citadel is a major tourist site as well as a pilgrimage site for many Haitians. The Citadel is a large mountaintop fortress located about 7 miles from Milot. It is the largest fortress in the Western Hemisphere and was designated by UNESCO as a World Heritage Site - along with the nearby Sans Souci Palace. The Citadel was built by Henri Christophe, a key leader during the Haitian slave rebellion, after Haiti gained independence from France in 1804.

If you would like to visit these sites, arrangements should be made through the hospital/CRUDEM personnel. They will also inform you of the costs involved; usually \$75 US to rent a vehicle for 8 people, Payment is made when the trip ends. The entrance fee and museum fee is included in the fee of the guide \$15

per person. You should use the guide recommended by the hospital personnel. It is advisable that you bring plenty of water with you for the trip.

WHICH REMINDS ME....

Please do not give out your last name, address, phone number or email address to anyone except hospital administration.

Please do not promise to do or send anything after you return home.

Please do not invite local residents to visit the campus where you are staying.

If you are not sure about something or have a question, please ask before you act!

CONTACT LIST

If you have not found answers to specific questions you may have please feel free to contact us:

For information about long term volunteer opportunities, donations, fundraising and special projects, please contact:

Denise Kelly, Executive Director
crudemdenise@gmail.com

For questions about medical groups, medical facilities and protocols, and to schedule a visit, please contact:

William Guyol, Jr. MD., Medical Committee Chair
billguyol@me.com

For questions about forms, credentials, travel logistics and the nitty-gritty on day to day living for medical volunteers, please contact:

Deb Paine-Motyl, R.N., Medical Volunteer Coordinator
crudemdeb@gmail.com

For questions about accommodation for non-medical volunteers in Mission House, please contact:

Betty Flynn, Mission House Coordinator
ebtgf@optonline.net

For questions from construction/building volunteers, please contact :

Tim Traynor ttraynor1948@gmail.com

For questions about shipping, shipping approvals, in-kind and other donations, educational materials and fundraising please contact:

Joni Paterson, Ph.D., Development & Administration
jmpaterson@charter.net

For questions on clinics, arrival times and special needs, please contact Emmanuela Béliard at Hôpital Sacré Coeur regarding the above
emmbeliard@yahoo.fr

NOTES: