



UNBOUND™

# **Awareness Trip Manual 2025**

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# 1 History, Purpose and Outcomes of Unbound Awareness Trips

## *1.1 HISTORY OF THE TRIPS PROGRAM*

Unbound has hosted Awareness Trips since 1988, when the first trip took place in Guatemala with about 10-12 participants. Over the years, Unbound offered an average of 30 trips each year welcoming 600-800 participants per year. Most groups range in size from 12-30 participants. Most participants are sponsors who join the trip to meet their sponsored friend. However, other sponsors, donors and the public are welcome to join an Unbound trip. In 2023 Unbound restarted a small number of awareness trips after travel was suspended in 2020 due to the COVID-19 pandemic. Each year Unbound plans to offer one or two returning or new locations to the awareness trip calendar.

An Unbound awareness trip is an in-depth immersion experience for the group. These visits foster relationships, greater understanding, and unforgettable experiences for all who are involved.

## *1.2 PRIMARY PURPOSES*

**The primary purposes of an Unbound awareness trip are:**

1. For **sponsors** to meet and spend quality time with their sponsored friend and a family representative.
2. Through spending time with the local staff and Unbound families, **all travelers**:
  - See how sponsorship makes a difference in the lives of sponsored members and their families.
  - Learn how each sponsored demographic (children, youth and elders) and their families experience and participate in the Unbound program. For example, how they experience and/or participate in activities and accompaniment, benefits, goal setting, etc.
  - Gain insight into the diverse supplementary programs and platforms Unbound employs, such as Agents of Change, Poverty Stoplight, the scholarship program, etc.
  - Learn about the local realities and challenges faced
  - Experience the culture of the host country

**The trips are not designed to emphasize differences or create cultural shock.**

### ***1.3 OUTCOMES WITH TRIP PARTICIPANTS***

Most trip participants return from an Unbound awareness trip with great enthusiasm and hopefulness. Some of them want to encourage family and friends to become sponsors. Having learned about the challenges and the potential of those in need, they want to help break the cycle of poverty. In the minds of the trip participants, the vague impression of a foreign country becomes a recognizable face.

Outcomes with visiting sponsors and other travelers include:

- Relationships of mutual respect, understanding and support between sponsor, sponsored friend and family
  - An increased awareness of their sponsored friend’s goals for the future and potential roadblocks, as well as appropriate channels for them to further support their sponsored friend’s pursuit of their goals.
  - Learning about local realities and challenges so that they have more context to have a more encouraging, informed relationship with their sponsored friend
- Gaining a deeper understanding of how the Unbound program functions within the context of the challenges and realities of the host country.
- An increased belief in the capacity of the families
- A personal connection with and confidence in local staff and Unbound-Headquarters staff

### ***1.4 OUTCOMES WITH SPONSORED FRIENDS AND FAMILIES***

Outcomes with sponsored friends and families include:

- Relationships of mutual respect, understanding and support with their sponsor
- Reinforce feelings of being part of the global Unbound family
- Unbound families and local staff feel more unified and connected
- Families meet and feel a personal connection with Unbound-Kansas staff
- Sponsored friends feel respected and valued
- Sponsored families share their wisdom, experience, reality, history and traditions with the visitors
- Families’ voices and stories are heard by travelers
- Families share their initiatives and accomplishments

## ***1.5 HOSTING AN UNBOUND AWARENESS TRIP***

Unbound-Headquarters offers projects the opportunity to host a trip, after examining several variables, which include:

- Number of sponsored children and elders in the project or country
- Amount of interest expressed by sponsors to travel to the location
- Preparedness of the project coordinator and staff to organize a trip
- Availability of appropriate accommodations for the visiting group
- Safety, transportation, and health considerations for the visitors
- Project staff having the time to dedicate to planning and hosting a trip in addition to meeting existing responsibilities.
- Stability of the local government

**Some projects or countries host an awareness trip once every two years while others host several trips each year. The frequency of awareness trips to each country is largely driven by how many sponsors want to travel to meet their sponsored friend in that country.**

## **2 Standard Trip Timeline**

Every January, the trips manager in Kansas will contact the project coordinator to request the preferred dates for the trips of the following year. These dates will then be published in various materials for sponsors by May of the year prior to the trip, for example, the 2025 trip dates will be released by May 2026.

All trips have a minimum requirement of 12-15 registered travelers in order for Unbound to offer the trip and send flight information to the travelers. In the event that the minimum of 12-15 persons is not met by the established deadline (for many trips it is 90 days before departure) the trip will be canceled due to low enrollment. A trip coordinator will notify both the project trip coordinator and project coordinator if there is a possibility of cancelation.

Sponsored friends may personally invite sponsors to participate in the awareness trip in their letters. Please speak to a trip coordinator regarding any other form of invitation outside of a letter.

A typical trip will follow the timeline below. Each requirement is explained in detail and includes helpful suggestions.

### **90 days before the trip:**

- a. The assigned Kansas trip coordinator will send an initial email to the host project(s). This email will include notice that the preliminary reports are now available in Portal, a request for an introductory call and proposed agenda for the call.
- b. Project(s) will review each report including the rooming assignments for the group.
- c. The Kansas trip coordinator will hold an initial Teams/WhatsApp call with project staff to discuss ideas, review the evaluations from the previous trip, review the Strengths and Opportunities document from the last trip, review the policies and requirements found in the project manual, review the reports with the project, and establish a timeline. The timeline will include deadlines for sending the trip coordinator the following information:
  - a preliminary trip budget
  - a preliminary daily agenda
  - confirmation of three different participating staff phone numbers for emergency contact
  - participating staff first names and titles for name tags
  - trip lodging proposal spreadsheet found in section 5 of the manual containing the information of three proposed hotels or retreat centers
  - time and date for initial Teams/WhatsApp call
  - list of projects and subprojects from which Kansas staff should choose children and elders who are available for sponsorship to provide to trip participants during the trip, should a participant want to become a sponsor or sponsor an additional person
- d. Sixty to ninety days before the trip, project(s) will notify the subprojects with the names of the sponsored friends whose sponsors are on the trip.
  - Project(s) should inform the trip coordinator if there is any reason why a sponsored friend is not able to visit with their sponsor.

- e. The Kansas trip coordinator will continue to update reports in Portal and notify the project(s) as the information is updated.
- f. A review of Strengths and Opportunities document from the last trip.

**45 Days before the trip:**

- a. Review Section 4.2.5 of the Trip Manual, *Orientation for the Trip Participants*, and plan the orientation according to the requirements and suggestions provided.
- b. Continue adding details to the preliminary agenda so it is ready for the Kansas trip coordinator to review by the deadline, which is generally at least 30 days before the trip.
- c. Provide the Kansas trip coordinator with lodging addresses and phone numbers.
- d. Confirm project contact phone numbers with the Kansas trip coordinator as well as cell phone numbers and names of the staff members selected to pick-up participants from the airport.
- e. Send a list of first names and job titles of staff members who will accompany the participants throughout the trip to the Kansas trip coordinator to make nametags. Please limit to 10 nametags per project. Prior to the trip, the Kansas trip coordinator will send them with a traveling Unbound staff member.
- f. Indicate to the trip coordinator if the project needs additional “Request to Sponsor During an Awareness Trip” forms. In a packet prior to the trip, the Kansas trip coordinator will include them (if needed).

**30 Days before the trip:**

- a. Kansas trip coordinators will close registration to new trip participants and will finalize and confirm participant information.
- b. Project(s) should have submitted proposed trip itinerary and preliminary trip budget to Kansas trip coordinator.
  - a. Kansas trip coordinator will review the itinerary and budget and may ask for an additional Teams/Whatsapp call to review questions before approving the budget.

**Final days before the trip:**

- a. Project should review the Awareness Trip Code of Conduct for Project, Subproject, Contracted, or Volunteer Staff with all of the employees, interpreters (both internal and contracted), and others, such as mothers and scholarship students, who will accompany the group at any time.
  - a. For the purposes of awareness trips, sponsored mothers and scholarship students that are organizing and facilitating events are considered representatives of Unbound.
  - b. Everyone must read, understand, and sign the Awareness Trip Code of Conduct for Project, Subproject, Contracted, or Volunteer Staff at least once a year.
  - c. If a project has an awareness trip every other year, the Code of Conduct must be reviewed before every trip.
- b. Project should review the topics found in Appendix A with all interpreters, as well as social workers and other staff who might serve as an interpreter, during the trip.
- c. Project should also review the sponsored friend protection policy from the Unbound Sponsorship Manual with all employees, interpreters and others who will accompany the group at any time.



- d. At least two weeks prior to the trip, the Kansas trip coordinator will provide the trip participants with a pre-departure packet. It will include trip contact information, arrival details, a final trip schedule, a list of participants, and a nametag to wear upon arrival.
- e. Two weeks before the trip begins, the Kansas trip coordinator will upload complete reports to the projects through Portal. These reports should be used to finalize details and referenced throughout the week of the trip.
- f. Trip coordinators will verify traveler arrival and departure times again two or three days before the trip starts. If there are any changes the trip coordinator will notify the project and upload an updated flight itinerary report.

### **During the Trip:**

- a. On the day of arrival, the project team will be notified by the Kansas trip coordinators in the event of a flight delay or change that affects the arrival time of a trip participant by more than one hour.
- b. In case of an emergency, seek help immediately and notify the Kansas trip coordinators as soon as possible.
- c. Notify the Kansas trip coordinators as soon as possible if a trip participant is hospitalized or seeks medical care during the trip.
- d. Project staff should contact the Kansas trip coordinators immediately if a trip participant will not follow project staff instructions.
- e. Project staff should notify local authorities whenever necessary.
- f. Notify the Kansas trip coordinators if a trip participant must leave the trip early.
- g. During the trip, the staff and Kansas traveler will document the people that are sponsored from the campaign.
- h. If a traveler would like to sponsor someone who already has a CH number, please contact the Kansas trip coordinators to verify the person is indeed still available. Portal may not reflect all possible statuses of a person with a CH number.

### **After the Trip**

- a. The Kansas trip coordinator will schedule a post-trip Teams/WhatsApp call to talk about the trip, guided by self-evaluation questions sent in advance.
- b. The project will submit expenses (with correct documentation, receipts and summary) to their regional account in the month following the trip.
- c. Kansas will reimburse the project.
- d. After the trip, the Kansas trip coordinators will send a compilation of the trip evaluations received from the trip participants.

## **3 Kansas Contacts and Trip Reports**

The project staff's primary trip contacts are the Experience Integration Trip Coordinator and Trip Specialists. The Awareness Trip Coordinators and Specialists also serve as the primary contacts for trip participants. These coordinators provide traveler information and reports to staff, send information to travelers, and are available during trips for any problems or questions. Currently, the Trips Team in Kansas has two trip coordinators and one specialist. One, or in some cases two, people will be assigned as the trip contact for a particular trip. The assigned trip coordinator will reach out to project staff 3 to 4 months prior to the trip, if not sooner.

### ***3.1 COMMUNICATIONS BETWEEN KANSAS AND HOST PROJECT(S)***

Information is exchanged in three primary ways between the host project(s) and Kansas during the preparation for a trip: 1) general e-mails regarding trip planning/Teams communications 2) trip reports containing specific participant information and 3) WhatsApp phone or chat conversations.

Each host project designates a local staff member as the primary contact. The primary contact is often the project coordinator. However, the project coordinator can assign someone else to serve as the primary trip coordinator, rather than taking on the role themselves.

Each host project is asked to select a second staff member who can act as the co-trip coordinator. The role of co-trip coordinator creates a second contact in the project office to work in collaboration with the trip contact on the Experience Integration team. A co-trip coordinator should have strong communications skills and be detail oriented. The person must be present while the project is hosting the trip participants. This is especially true when the project coordinator knows that he or she will not be present during the trip. Some projects organize trips through a committee. A co-trip coordinator does not replace a trip coordination committee, but rather provides a second contact in the project.

### ***3.2 TRIP REPORTS***

The awareness trip reports provide project staff with correct and up-to-date information regarding the trip, which project staff then use to plan trip logistics.

Reports are available through the Trips page of Portal. Please see Section 10 of the Portal User Guide for specific instructions on how to access the reports in Portal. The trip coordinator normally makes the reports available about three months prior to a trip. Contact a trip coordinator at [trips@unbound.org](mailto:trips@unbound.org) if the reports are not appearing or if you need the information sooner.

The following reports are provided via Portal:

- Participant List
- Flight Itinerary
- Visit List
- Traveler Summary
- Medical and Dietary Needs
- Personal Notes

It is important to visit Portal often to check the Trips page for updated reports.

Every report contains the full name (first name and last name) of each trip participant. To reduce the chances of contact between sponsored friends, their family and sponsors through common social media sites such as Facebook, **do not include last names of sponsors on any signs, forms, or documents that are shown or provided to the sponsored friends and their families.** Likewise, do not include the full names of sponsored friends on signs, forms or documents provided to the visiting trip participants. In the case there are two sponsors on the trip that have the same first name, it is acceptable to include the first letter of the last name to help distinguish between the travelers. For example, John Doe and John Smith can be written as John D. and John S.

The Kansas trip coordinator will also create a rooming assignment document for each group. The trip coordinator will email the document to the project contacts. All special requests for rooming assignments are found on the Personal Notes report and on the rooming assignment document. Please notify a trip coordinator if there is a discrepancy regarding the requested rooms or if there is a problem with the availability of those rooms at the place of lodging.

*Complete Reports* are posted on Portal two weeks prior to the trip's departure.

Two to three days before the start of a trip, trip coordinators will verify and confirm traveler's arrival and departure information, as this is subject to change. If there are any changes to the flights a trip coordinator will email the project contact an updated traveler itinerary report. Please use the most recent reports during the trip as old reports contain outdated information.

Please remember the information found in the trip reports contains sensitive and private data about the sponsors. After the trip, all paper report copies and room assignments list should be shredded and all electronic copies should be deleted. Please delete or shred any document that includes a sponsor's age and medical information.

One week after the end date of the trip, the reports for that trip will be removed from Portal. This is to comply with regulations that we keep the information of sponsors secure.

In the event you download trip reports to a personal, mobile device, we recommend the device be password protected. Also, the files must be deleted after the conclusion of the trip.

Please view the following example reports after Section 3 and familiarize yourself with the content. Notes are provided in order to help guide you through the information found on the reports.

### ***3.3 THE CANCELLATION OF A TRIP***

Unbound-Kansas values above all else the safety of local Unbound staff, the sponsored families and the trip participants on an Unbound awareness trip. The project coordinator should contact a trip coordinator if, at any moment before the trip, local staff becomes aware of a situation in the country that may disrupt the safe execution of a trip or if staff is uncomfortable or uncertain of hosting a group.

Honest and forthcoming communication between local staff and Unbound trip coordinators is central to the coordination process. Local staff should contact Kansas as soon as possible if a situation arises that is of concern. It is important to clearly communicate the realities of the situation to the trip contact so a joint decision and plan of action can be established. Travelers are extremely trusting of Unbound and the organization's ability to judge what is in the group's best interest.

Some examples of circumstances that might trigger the need to cancel or postpone an awareness trip would be due to unexpected violence or threat of violence in the area, political instability, hostility toward foreign travelers, and natural disasters such as earthquakes, volcanic eruptions, hurricanes, typhoons, and tropical storms.

Unbound-Kansas requires a minimum of 12 paying travelers for all awareness trips. Ninety days before the trip departure date, if there are not 12 paying participants registered for the trip, the trip may be canceled. The Experience Integration Team may extend the registration deadline to give potential travelers more time to register.

## 2017 Trip-Uganda/Kenya 11 SEP

-- Participant List --

<u>Participant First Name</u>	<u>LastName</u>	<u>Age</u>	<u>Gender</u>	<u>T-shirt size</u>
Seri	Boettcher	66	F	M
Bill	Bowers	55	M	L
Andrea	Fisher	25	F	S
Frank	Franko	69	M	XL
Richard	Hebhardt	73	M	XL
Connie	LeBlanc	70	F	L
Patricia	Opia	82	F	L
Anna	Paul	64	F	M
Sarah	Pfingsten	45	F	M
Dan	Renwick	29	M	XL
Katie	Renwick	27	F	M
Ashley	Robison	28	F	L
Carol	Tabor	79	F	M
France	Trepanier	63	F	S
James	Whelan	54	M	XL
Mai	Whelan	50	F	S

**Total 16**

### Traveling Staff Member

<u>First Name</u>	<u>LastName</u>	<u>Age</u>	<u>Gender</u>	<u>T-shirt size</u>
Laurel	Harrold	28	F	L
Kat	Murphy	64	F	S

**Total 2**

**Grand Total 18**

#### **Kansas Contact List**

Karen Allemang	Trips Manager	913-707-7266
Stacy King	Trip Coordinator	816-729-8831
Diana Loera	Trip Coordinator	913-972-0846
Joanna Pergande	Trip Coordinator	913-951-1295
Leslie Hernandez	Trip Coordinator	816-588-5806

This report gives a general overview of participants by displaying their name, age during the trip, gender and T-shirt size.

This report is in alphabetical order by last name.

The report also lists the total number of travelers. The list is divided into "Participants" and "Traveling Staff Members." This list does not include cancelled travelers.

Travelers prefer that their age remains private. Do not print the ages of the travelers in any materials provided to the group.

This report lists arrivals in chronological order.

The report is divided into two sections: Arrivals and Departures

If there is no information listed on a preliminary Flight Itinerary Report next to the travelers, then that person has not yet given the Kansas trip coordinator their flight information.

## 2019 Trip-Philippines 31 JAN -- Flight Itinerary -- Arrivals --

Name	Date	Time	Airline/Flight#	Website	Reserved Under
Ed Mouse Arrival Notes: Ed & Shirley will be arriving to Manila on 1/29, before the start of the awareness trip.				www.delta.com	Edward L. Mouse
Shirley Mouse Arrival Notes: Ed & Shirley will be arriving to Manila on 1/29, before the start of the awareness trip.				www.delta.com	Shirley Ann Mouse
Jim Selfridge	1/31/2019	11:10	Cathay Pacific/901	www.aa.com	James Selfridge
Wendy Selfridge	1/31/2019	11:10	Cathay Pacific/901	www.aa.com	Gwendolyn Selfridge
Rebecca O'Grady	1/31/2019	11:45	EVA/271	www.evaair.com	Rebeccalyn Ogrady
John Smith	V 1/31/2019	13:25	Japan Airlines/741	www.book-i.jal.co.jp/www.delta.com	John Robert Smith
Mary Smith	V 1/31/2019	13:25	Japan Airlines/741	www.book-i.jal.co.jp/www.delta.com	Mary Balsamo Smith
Diana Loera	1/31/2019	21:30	All Nippon Airways/819	www.united.com	Diana Loera

We always list flight times in 24-hour time. For example, 10:30 is 10:30 am and 22:30 is 10:30 pm.

The "Reserved Under" name is the participant's passport name, which may be different from the name they prefer to be called.

In case of any questions on arrival day, use the airline's website and flight number to find the flight status.

We no longer list confirmation numbers on this report, as of 2018.

Personal and Confidential. For Unbound staff use ONLY. Please shred this document at the conclusion of the awareness trip.

As of: December 26, 2018 1:01:37PM

Special notes about participant travel plans will be indicated in the itinerary notes and will be labeled either ARRIVAL or DEPARTURE.  
Arrival notes only appear in the arrival section and departure notes only appear in the departure section.  
Arrival and Departure notes may indicate that the traveler is arriving outside of the designated time and does not need transportation to/from the airport.

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*\*Please Note\* If a participant is visiting multiple sponsored friends in different projects or subprojects the sponsor's name will appear multiple times on the report.*

*The Visit List Report is sorted by Project then Subproject in alphabetical order.*

*The report will indicate if more than one participant will be visiting the same sponsored friend*

**2019 Trip-Uganda 20 JUL**

Visit List

Preliminary List as of: December 26, 2018 12:14:53PM

**Uganda**

Project Sub	Child ID	Child Name	Sponsor Name	Sponsored Date	Age	M/F	Open Speed Letter	Date Added
Kampala BNJ	CH702218	Resty Nampijja Child	Angie Schlafy ASC779285	05/12	16	F	N	10/01/18
Kampala BNJ	CH908505	Joseph Mukisa Sserugo Child	Jayne Stratin ASC942787	02/18	6	M	Y	11/27/18
			Joe Stratin ASC942787	02/18	6	M	Y	11/27/18
Kampala MSK	CH693472	Maria Gloria Babirye Nabasumba Child	Robin Costas ASC791290	11/18	15	F	N	11/28/18
			Joe Costas ASC791290	11/18	15	F	N	12/14/18
Kampala MSK	CH798326	Henry Kasekende Child	Stephen Parolot ASC857444	12/14	14	M	N	10/17/18
Kampala RKI	CH885831	Joseph Kato Mugula Child	Robert Metlife ASC656538	10/18	6	M	N	11/16/18
Kampala SKY	CH835793	Jackie Noeline Agondeze Child	Julie Wilf ASC893218	04/16	10	F	N	10/01/18
Total:		6						

*The last page of the report will indicate the total number of sponsored friends listed.*

- *The Sponsored Date is the date (with the month and year) this specific sponsor began sponsoring this specific sponsored member.*
- *The sponsored friend age and gender is listed.*
- *There is a column to indicate if there is an open speed letter (N is no and Y is yes)*
- *Date Added is the date the sponsored member was added to this visit list report.*

# 2019 Trip-Uganda 20 JUL

Visit List

Preliminary List as of: December 26, 2018 12:14:53PM

## Other Participants

Leslie Herman

*The "Other Participants" listed are not visiting a sponsored friend on the trip.*

## Important Note: The following participants have cancelled:

Kansas Contact List		
Karen Allemang	Trips Manager	913-707-7266
Stacy King	Trip Coordinator	816-729-8831
Diana Loera	Trip Coordinator	913-972-0846
Joanna Pergande	Trip Coordinator	913-951-1295
Leslie Hernandez	Trip Coordinator	816-588-5806

*The report will indicate if any participants have cancelled from the AT and will also list their sponsored friend information.*



The Traveler Summary Report displays the majority of the information found in the other trip reports, in one consolidated report.

Arrival and Departure Notes indicate special instructions of arrival and/or departure.

2019 Trip-Uganda 20 JUL  
Traveler Summary

Traveler Type:		Participant				
Traveler Name	Age	Gender	Shirt	Interpreter?	Sponsor?	Member ID
<b>Robert Metlife</b> Visiting child/aging/voc: Arrival Notes: Departure Notes: Medical Notes:  Dietary Notes: Personal Notes: Traveling With: Other trips attended: Sponsorships: Sponsor for (years):	67	M	L	Yes	Yes	Member ID: ASC656538
	CH885831, Joseph Kato Mugula, Kampala/RKI					
	MEDICATIONS: Simvastatin 40 mg 1/2 tablet daily; QVAR Redihaler (beclomethasone dipropionate HFA) 80 mcg/AC, 2 puffs twice a day; ProAir HFA (albuterol sulfate) 2 puffs as needed)					
	CONDITIONS: Mild and occasional asthma.					
	SURGERIES: Eye cataract and hernia					
	He is allergic to mold and pollen.					
	XX					
	CH: Kampala					
	10					
<b>Stephen Parolot</b> Visiting child/aging/voc: Arrival Notes: Departure Notes: Medical Notes: Dietary Notes:  Personal Notes: Traveling With: Other trips attended: Sponsorships: Sponsor for (years):	57	M	M	Yes	Yes	Member ID: ASC857444
	CH798326, Henry Kasekende, Kampala/MSK					
	XX					
	FOOD ALLERGY: Stephen cannot eat shellfish, such as lobster, shrimp or crab (any sea animal with a shell). He can eat normal fish.					
	Stephen has requested a single room. He will pay and additional fee for the single room to Unbound Kansas.					
	2018 Trip-Uganda/Kenya 10 SEP					
	CH: Kampala; AG: Nairobi					
	4					

The traveler name is the name the participant prefers. Their full, passport name appears in the Flight Itinerary report.

A (XX) will indicate that a participant does not have any specific needs. If "none" is written, this means we do not yet have this information.

"Sponsorships" indicates all Unbound projects where a participant has a sponsored friend and if it is a child (CH) or an elder (AG).

This line indicates how many years the person has been a sponsor with Unbound.

"Other trips attended" lists their previous ATs and ISVs. If nothing is listed, then they are a first-time traveler with Unbound.

*This information is private and confidential. This information is for staff use only and to be used only for trip planning purposes or medical emergencies.*

## 2019 Trip-Uganda 20 JUL

-- Medical and Dietary Needs --

### Emergency Contacts for the Kansas City Office

In case of emergency, medical treatment, serious social or political event, natural disaster, early departure of a traveler or any other moment that it appears necessary, contact Kansas Trip Coordinators at 001-913-384-6500 during office hours (8-5 Kansas time) or after office hours contact trip coordinators directly.

Kansas Contact List		
Karen Allemang	Trips Manager	913-707-7266
Stacy King	Trip Coordinator	816-729-8831
Diana Loera	Trip Coordinator	913-972-0846
Joanna Pergande	Trip Coordinator	913-951-1295
Leslie Hernandez	Trip Coordinator	816-588-5806

A (XX) will indicate that a participant does not have any specific dietary or medical needs.

If "none" is written, this means that we do not yet have this information.

Name	Age	Medical or Dietary Needs
Joe Costas	70	Dietary: xx Medical: Medications List: Ramipril (Altace), Aspirin, Dutasteride (Avodart), concentrated insulin glargine (toujeo) for diabetes, Duloxetine (Cymbalta), Furosemide, Gabapentin, Isosorbide mononitrate, Isosorbide mononitrate (Potassium Chloride), Atorvastatin (Lipitor), Nitroglycerin, Clopidogrel (Plavix), Silodosin (Rapaflo), Sitagliptin (Januvia), Ezetimibe (Zetia).  Joe has difficulties walking long distances.
Robin Costas	69	Dietary: xx Medical: Medications: Raloxifene (evista)  Medical Allergies: Allergic to the medication penicillin.
Leslie Herman	29	none
Robert Metlife	67	Dietary: XX Medical: MEDICATIONS: Simvastatin 40 mg 1/2 tablet daily; QVAR Redihaler (beclomethasone dipropionate HFA) 80 mcg/AC, 2 puffs twice a day; ProAir HFA (albuterol sulfate) 2 puffs as needed  CONDITIONS: Mild and occasional asthma.  SURGERIES: Eye cataract and hernia  He is allergic to mold and pollen.
Stephen Parolot	57	Dietary: FOOD ALLERGY: Stephen cannot eat shellfish, such as lobster, shrimp or crab (any sea animal with a shell). He can eat normal fish. Medical: XX

*The Medical and Dietary Needs report will give useful information to any special conditions or accommodation requirements that a participant might have during the AT*

*The Personal Notes Report indicates who each trip participant is "Traveling With". If no one is listed, the traveler is traveling solo.*

**2019 Trip-Uganda 20 JUL  
Personal Notes**

**Joe Costas**  
Traveling With: Robin, wife  
Personal Notes:

**Robin Costas**  
Traveling With:  
Personal Notes:

**Leslie Herman**  
Traveling With:  
Personal Notes:

**Robert Metlife**  
Traveling With:  
Personal Notes:

**Stephen Parolot**  
Traveling With:  
Personal Notes: Stephen has requested a single room. He will pay an additional fee for the single room to Unbound Kansas.

**Angie Schlafy**  
Traveling With: Julie Wilf, friends  
Personal Notes:

**Jayne Stratin**  
Traveling With: Joe, husband  
Personal Notes:

*The Personal Notes Report will list useful information about the participant, such as if they are a nurse or a doctor, or if they requested a single room.*

# Preparing for an Awareness Trip

## **4.1 SPONSORED FRIEND PROTECTION POLICY DURING AWARENESS TRIPS**

### **4.1.1 Protection of Sponsored Friends during Visits with Sponsors**

Encounters between sponsored friends and sponsors are highly anticipated and exciting experiences. On average, approximately 700 sponsored friends receive visits each year from 600-800 travelers. This is something to celebrate! Interactions between sponsors and their sponsored friends often result in the deepening of a friendship.

Each of these interactions represents a crucial responsibility for Unbound. Unbound is committed to providing a safe, chaperoned visit, in a non-threatening environment. The protection of sponsored friends is important to reduce the risk, in extreme cases, of physical, sexual or emotional abuse and to prevent direct contact through the exchange of social media contacts, phone numbers and email.

Unbound staff, volunteers and families can work to reduce these and other risks through adherence to the following policies. We acknowledge that these policies may increase costs during an awareness trip; however, investing in the protection of sponsored friends is a necessary expense.

**1. All Unbound staff has the responsibility to address behavior that is contrary to Unbound policy. Staff should feel prepared and empowered to enforce our sponsored friend protection policies, our policies for visitors, as well as their own country's cultural standards.** Staff should feel confident trusting their own judgement and instincts. Unbound Kansas will support staff actions and decisions during and after a trip. Keep in mind that policies are refined from year to year. Behavior that was once considered acceptable may not be acceptable today.

**2. Staff, interpreters and volunteers are required to intervene immediately if they witness a sponsored friend protection violation. Following are a few examples of when intervention/action is expected. For additional assistance, please reference the decision tree at the end of this section for guidance. The following are only some examples of when intervention is expected. This is not an exhaustive list.**

- An Unbound representative feels uncomfortable with a situation or a sponsor.
- A sponsored friend or their family member looks uncomfortable with a situation or a sponsor.
- Two adult rule: one or more of the required participants are absent, for any length of time, (sponsored friend's family representative, staff member) while a sponsor is with their sponsored friend.
- A staff member should be the last to leave a home visit. A sponsor or a person not related to the sponsored friend is the last to leave at the end of a home visit and was alone with a child or sponsored friend.

- When behavior, language or dress is not culturally acceptable.
- When someone is kissed inappropriately, anywhere on their body or is asked for a kiss.
- When a hug or a touch makes anyone feel uncomfortable or uncertain about its appropriateness.
- A sponsor friend or staff member is flirted with, receives suggestive comments or is given unwelcome flattery.
- Anyone disregards staff guidance related to sponsored friend protection or Unbound policy.
- Do not take anyone to the home of a sponsored member if staff does not feel comfortable taking a sponsor to a sponsored friend's home. Arrange for an alternative location for the visit between the sponsor and their sponsored friend.
- Do not proceed with a sponsorship if staff does not feel comfortable with a trip participant's request to sponsor a particular child or elder.

**3. Speak up! Share any concerns you have with the local trip organizers, project coordinator and the Kansas staff present on the trip.** If you have any doubts about the appropriate action to take, contact the trip coordinators on-call for support during the trip.

**4. Each sponsored friend, regardless of age, must be accompanied by an adult family member during the visit with their sponsor.** This family representative should actively participate in the visit. They must keep the sponsored friend within their view and must be able to hear the conversation. In the case of siblings, one family member or family friend per group of siblings is sufficient.

It is acceptable to invite a family friend when a family member cannot attend the visit or when the sponsored friend's close relatives are no longer living. A family representative could be a trusted neighbor or anyone the family is comfortable entrusting with this responsibility. For example, a sponsored elder might prefer that their social promoter serve as their family representative or one of the mothers that assist him/her in the sponsorship program.

**5. In addition, an Unbound staff member must accompany the visit.** The staff member should know the family so they can help answer questions and be a reassuring presence. This staff member should actively participate in the visit. They must keep the sponsored friend within their view and must be able to hear the conversation. Unbound staff interpreters can assume this role, but contracted/volunteer interpreters cannot. Traveling Kansas staff members could assume the role of either staff interpreter or staff member.

In the case a Headquarters staff member is visiting his/her sponsored friend, that staff member cannot act as the accompanying staff member to the visit with his/her sponsored friend. There must be a local staff member there to oversee the visit.

**6. A minimum of two adults must always be vigilant and monitoring the interactions between sponsor(s) and sponsored friend(s). The presence of an Unbound staff member and an adult family member satisfies this requirement.** At no time should a sponsored friend be alone with a sponsor. If a staff member or family member steps away, for example to use the restroom or take a telephone call, Unbound requires that a second

individual stand in while the staff member or family member is away. Other trip participants cannot fulfill this responsibility for the organization.

**7. Sponsored friends should sit with their family member or chaperone when they travel together on the same bus or in the same vehicle as sponsors. This is so all interaction between the sponsor and sponsored friend can be supervised by the family member.** Have sponsors travel on one bus, while sponsored friends and their families travel in another. Having separate modes of transportation will eliminate the need to supervise the interactions of sponsor and sponsored friend while on the road. Supervision in moving vehicles is difficult. Rearranging a full bus because a child is sitting in a place where his/her chaperone can supervise is time consuming and unnecessary.

**8. Sponsored friends who have to stay overnight to attend the visit day, must be lodged in a separate hotel from sponsors.** This will prevent sponsored friends and sponsors from visiting each other in their hotel rooms and provide separation and rest for each party. Any exceptions must be approved well in advance by a Kansas trip coordinator.

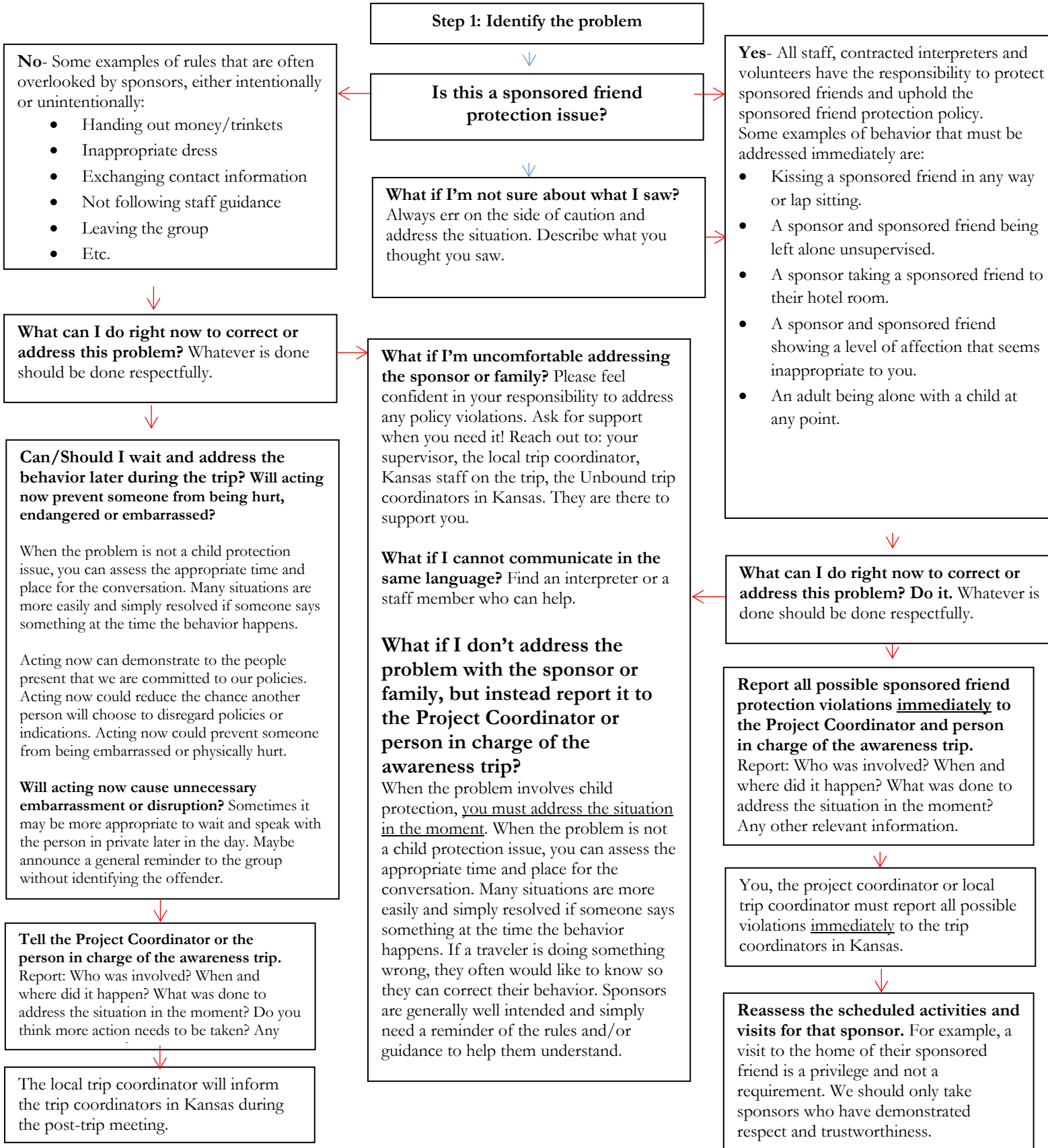
**9. In situations when Unbound staff travels with a sponsored friend, an additional adult must be present during the journey.** An Unbound staff member cannot be alone with a sponsored friend.

**10. There may be a trip participant who is not visiting a specific sponsored friend. Assign a staff member (and interpreter, if applicable) to accompany them during the visit day.** Be mindful of their needs and whereabouts and monitor their interactions with sponsored friends and families. This accompaniment also ensures the participant is included in the day's activities and they are able to interact with staff and families who may not speak the same language.

**11. Do not list detailed identifying information of sponsored friends in materials you give to the sponsors.** Examples of identifying information include full names, dates of birth and school names. Some projects have included sponsored friend testimonies or success stories in materials given to sponsors. This is acceptable as long as the sponsored friend's full name is not used and unnecessary identifying information is omitted.

**12. Do not provide sponsors' last names in materials you give to sponsored friends or to the communities hosting the group. Please be sure that sponsors' last names are not used on signs or in written messages. This includes names on hotel doors.** This practice is to reduce the potential for sponsored families, neighbors, and the community at large to identify and contact Unbound sponsors and travelers online and through social media sites such as Facebook, WhatsApp and other messaging services. As a reminder, the trips reports include travelers' full names. Therefore, it is important not to distribute the reports to people outside of the organization and to dispose of them properly after the trip. Contact a trip coordinator for assistance with identifying first names on the trip reports.

**Decision Tree: This is a resource for all staff, contracted staff and volunteers to help address problems during an awareness trip.**



#### 4.1.2 Visit of a sponsor to their sponsored friend's home

Planning a visit of a sponsor to their sponsored friend's home requires careful consideration. These home visits are neither expected nor required by Unbound Headquarters. This type of visit cannot not be demanded by a sponsor. Such visits are a privilege, and they are not necessary for a successful awareness trip.

Before arranging a home visit, follow these steps:

1. **Pre-assessment of sponsored family by the project.**

- a. This assessment may include:
  - i. Safety of the neighborhood of the family
  - ii. Accessibility of the home
  - iii. Distance from project or subproject offices
  - iv. Participation of the sponsored family in the program
  - v. Attitude and behavior of the sponsored family
  - vi. The health of a sponsored friend or his/her family and any additional risks
- b.
  - i. an elderly sponsored friend who is homebound
  - ii. a sponsored friend who is unable to travel due to illness or injury.

If this is the only way for them to meet, please consider organizing the visit.

2. **Pre-assessment of sponsorship relationship**

- a. The project should determine if the sponsor has visited the home before. **If the sponsor has visited the home previously, do not organize a second visit to the home without asking for prior approval from the trip coordinator.** While Unbound believes sponsorship can create friendships, there are boundaries and limits to the degree of involvement a sponsor should be allowed to have in a family. Staff should use knowledge gained through letters, speed letters and previous visits in their assessment.
  - b. Staff has the authority to decide against arranging a home visit.
3. If the project staff determines from the pre-assessment that the home visit is a possibility, then the project staff must **ask the sponsored family if they are open to receiving a visit in the home.** The sponsored family should never feel pressured or obligated to receive the sponsor in their home. If the sponsored family would prefer not to receive the sponsor in their home, for any reason, an alternative location should be arranged.
4. **Staff should notify the Kansas trip coordinator of plans to take any sponsor to their sponsored friend's home.**
5. **Staff may cancel a planned home visit for any reason, at any time, both prior to and during an awareness trip.**

On-site screening of sponsors



Every Unbound traveler must pass a criminal background check to travel. The background check only identifies criminal convictions. The Experience Integration team may or may not have many conversations or interactions with each sponsor before they travel. Projects, however, get to know a sponsor during the trip. **When assessing whether to continue with the planned visit to the sponsored friend’s home, project staff is expected to also consider the sponsor’s behavior during the trip and the sponsor’s ability to respect staff and policy. Again, staff should feel comfortable canceling a planned home visit for any reason. If a sponsor has been in violation of any sponsored friend protection policies prior to the home visit, trip coordinators recommend reassessing the home visit.**

#### Visits for home construction

When a sponsor assists their sponsored friend’s family with the purchase of land, building a home or adding to and improving the current home, the sponsor may request to see the new home. The sponsor could make this request prior to or during the trip. When the request is made prior to the trip, a Kansas trip coordinator will share the sponsor’s request with project staff for their consideration on a case by case basis. When the request is made during the trip, project staff should conduct an assessment and ask the family as described above. If the project staff’s assessment does not support a visit to the home by this sponsor, then verification of the work can be provided with a photos or video.

#### Prevention of sponsors returning to visit without permission

Home visits present an additional risk that the sponsor could return to the home without Unbound staff. If there is a concern the sponsor may return to the home without Unbound staff, the project staff should not arrange a home visit. The same risk could apply to a visit to the sponsored friend’s school. Again, staff should always feel comfortable trusting their own judgement and instincts.

Refer to the section, “Visits to Homes of Sponsored Friends in the Community” for additional, important guidance.

## **4.2      *PREPARING THE ITINERARY***

### **4.2.1      *Goals***

Each project hosting an awareness trip is encouraged to share its unique perspective about the work of Unbound and how it is being accomplished through its programs. We recognize that every project, subproject and community has a unique personality and that the creative spirit of each project will fill each trip with a unique style and grace.

An Unbound awareness trip should provide the opportunity for trip participants to do the following:

- Meet, communicate, and spend quality time with their sponsored friend and their family.
- Get to know Unbound as an organization and gain a deep personal knowledge of the Unbound movement.
- Meet the project staff and visit one of Unbound’s offices.  
(Project/Regional/Zonal/Subproject level)
- Travel to the subprojects in the surrounding area and learn about Unbound’s efforts to support and empower sponsored friends and families.
- Learn about the realities in which Unbound sponsored friends and staff live and work.
- Visit sponsored families in their homes.
- Learn from the diverse experiences and unique perspectives of sponsored friends and families.
- Attend presentations and join activities that explain the social conditions and obstacles that sponsored friends and families face in their lives.
- Learn about the culture, religion, social and economic history of the country.
- Share thoughts and reflections in a group setting about what they are experiencing during the trip.
- Have time for personal reflection in addition to group reflection time.
- Observe the unique natural beauty that defines a country.

An Unbound awareness trip should provide the opportunity for the project staff and sponsored families to:

- Meet and get to know the trip participants.
- Sponsors to meet their sponsored friends and some of their family
  - Gain an understanding of their sponsored friend’s goals for the future and potential challenges, as well as appropriate channels for them to further support their sponsored friend’s pursuit of their goals
- Share your unique cultures, ideas, and programs.
- Communicate to sponsors the program model used in your projects.
- Explain and show how services and benefits are received by the sponsored friends.
- Share the challenges, struggles, and joys that the sponsored families encounter in their everyday lives.
- Celebrate and educate the visitors through musical and cultural performances given by sponsored children and elders.

#### **4.2.2 Time Management**

Group travel requires additional time and preparation that individual travel does not require. Please keep in mind the following considerations while you prepare the daily schedule of activities.

Allow time for rest and breaks

- Please keep in mind the ages and physical limitations of the travelers. The majority of our travelers are in their 60s or 70s or older. Some travelers will need more rest

than others. Each participant is asked to describe any health concerns or medical conditions that the project staff should know about (for example, difficulty walking, diabetes, allergies, asthma, etc.) This information is found in the Trip Reports in portal shared by the trip coordinator.

- Please be sensitive to their abilities and try to end the day's activities by 7 PM. Many of our travelers are not accustomed to eating very late in the evening. Dinner as late as 7 PM would be considered acceptable to most, but do not schedule dinner for any later than 7 PM.
- One hour of rest after lunch and/or one to two hours of rest before dinner can be very helpful to maintain the health and energy of the participants. Travelers appreciate having time to clean up and rest before dinner. Occasional down time also gives them valuable personal reflection time.
- Be disciplined about the length of the activities to be on time for each commitment. An already full day becomes even longer when activities take longer than expected. Time for rest is necessary and shouldn't be compromised.
- Travelers' energy levels and general health are affected by long or particularly difficult journeys by bus. Remember that the travelers may require time to recover after a long or challenging journey.
- Travelers' energy levels and general health are also often affected when the group travels from a lower altitude to a significantly higher altitude. Upon arrival at the higher altitude location, please allow additional time for the travelers to rest. It is best to avoid physical activity (such as dancing or a lot of walking) for at least the first few hours at the higher altitude.
- Allow time in the schedule for the travelers to have restroom breaks.
  - It is common for a group to take 20 minutes at a rest stop.
  - Consider the number of restrooms available for men and for women. Plan more time for the stop if there are fewer stalls available.
  - Always allow time between the arrival of the sponsors and the start of an activity for the sponsors to use the rest room. This is true even if a mid-route rest stop was made.
- Although not everyone who travels with us is Catholic, please allow time for the group to attend Mass on Sunday or on Saturday after 4 p.m. It is important to allow time for the trip participants to observe their faith and spirituality. Refer to the section discussing Morning and/or Evening Reflection time.

#### Consider Weather and Road Conditions

- Weather conditions should be considered when selecting communities to visit. Extreme temperatures, for example, can cause participants to suffer from heat exhaustion and aggravate other health conditions.
- Rain might affect road conditions, making it difficult to reach certain areas or simply increase travel time.
- There should be no or limited road travel after dark.

### 4.2.3 Welcome at the Airport

Communicate to the Experience Integration Manager or trip coordinator if you would like to set any time restrictions on participant arrivals. Please keep in mind that participants arrive from many different cities and/or countries and some trips require multiple connections. We should make every effort to be flexible accommodating varying arrival schedules. However, it is appropriate to suggest that participants arrive before a certain time in the evening if there are safety or transportation concerns. This information needs to be communicated upon proposing trip dates for the upcoming year as some participants will need to research flight costs before committing to travel.

The trip coordinators will send a report through Portal to the project with the arrival and departure details for each participant. Flight arrival times and numbers change frequently as travelers book tickets months in advance. **Make sure the “final Flight Itinerary report” is the one referenced when scheduling to pick the participants up from the airport.** The participants should be wearing a name tag to help the project staff to find them.

To easily find travelers and anticipate travelers’ needs, the following is recommended:

- **Do not bring sponsored friends to the airport to meet their sponsors. Do not have sponsored friends meet their sponsors in the first few hours after arrival.** Sponsors must receive an orientation, including reviewing the **Traveler Code of Conduct, prior to the first encounter with the Unbound sponsored community.**
- Hold an Unbound sign that is easy to find in a crowd from a distance.
- Wear an Unbound shirt or uniform and nametag sent by Unbound Kansas.
- In large and busy airports, it is helpful to provide more detailed instructions guiding travelers to the project staff. We tell all participants: “When you arrive at your destination, proceed through immigration, to the baggage-claim area and through customs. Then, our local staff will meet you just outside the passenger exit. Please be sure your name tag is visible and look for local staff wearing Unbound name tags or holding an Unbound sign.”
- Please send the trip coordinators any alternative or additional instructions that the travelers should know about arrival into the local airport.
- Trip participants will want the opportunity to exchange currency soon after their arrival. Please notify the Kansas trip coordinators if there are any challenges with changing U.S. dollars for the local currency. Unbound prefers that participants exchange currency at a safe location capable of making exchanges for a number of travelers. The airport might be the best choice. Although some hotels offer currency exchange services, a hotel may not have enough local currency available to satisfy the needs of the entire group as well as other hotel guests.
- Please have bottled water available in the vehicle that will transport the trip participants from the airport to the lodging. Long flights dehydrate a person, so the travelers will need bottled water shortly after arriving in country.
- Some participants may arrive before the start of the trip or stay after the trip is over. In the event that a participant arrives prior to the beginning of the trip, the project staff should not meet them at the airport or assist them with tourist plans, translation assistance, etc. The Kansas trip coordinators will consult with project staff to arrange

for any trip participant(s) arriving a day or more early to meet the group. This will be discussed on a case-by-case basis. Suggested locations to meet would be at the place of lodging, at the airport, or at a central location preferred by project staff. If a traveler stays past the departure date, the staff is encouraged to help them arrange transportation, if needed, to their next hotel or destination. Trip participants are responsible for the costs of all food, lodging, and other expenses related to their additional days in the host country. This statement also applies to any additional costs due to flight delays or cancelation.

Immediately upon arrival, please give participants the following information **along with plenty of bottled water**:

- 1) Remind participants not to drink the tap water even if the tap water is potable. During the week they should not purchase food from street vendors. Share any other recommendations regarding water and food as well as details on where to find additional bottled water.
- 2) Any special instructions for the toilets. American toilets are built to handle the disposal of toilet paper. Most American travelers need to be reminded to place used toilet paper in the waste bin rather than in the toilet.
- 3) Any special instructions for the showers. For example, does hot water come out automatically or does it need to be turned on?
- 4) The time and location for the first activity or meal as a group.
- 5) Any restrictions about walking around outside the place of lodging. Some people may arrive several hours before the first scheduled activity. They may be curious to explore the area and unaware of the dangers of walking around alone.
- 6) Provide the room number that the staff will be staying in at the hotel in case of a sponsor emergency.

We recommend that this information be provided in writing, as well as given verbally. Staff has recommended providing this in writing to sponsors and including the hotel room number of bilingual staff on the sheet so all of the information is found in one place. This is especially convenient for sponsors who arrive later in the evening.

#### **4.2.4 Materials for the Trip Participants**

The trip coordinators in Kansas will mail the trip participants the following pre-departure information at least two weeks before the trip\*:

1. A copy of the daily schedule for the trip. See Appendix B for sample trip schedules
2. A name tag to wear upon arrival at the airport and during the week's activities
3. A list of the names of the other trip participants
4. Contact information for the lodging, one project staff member and two on-call contacts during the trip
5. A list for packing and important reminders

\*Sponsors who live outside of the United States will receive a digital packet and will not have their nametag leaving the airport. The traveling staff from headquarters will bring it with them.

Several projects choose to provide the trip participants with additional materials upon their arrival in the country. Some examples of the additional materials are:

- additional copy of the daily schedule of events for the trip
- welcome letter with the time and place of the first activity
- hotel room number of the local staff member and important reminders the travelers should know right away (see orientation), or a letter or small gift from their sponsored friend.

Other projects create an informational booklet for the trip participants with information about the host country, the project, and the subprojects that will be visited. For example, one project provided an orientation booklet as a keepsake. The cover page of each booklet was unique because a sponsored child designed and painted it. It proved to be a favorite souvenir among the trip participants yet it was not costly. Please contact the Kansas trip coordinators if you need help compiling or editing a booklet.

Trip participants also like to view a map of the area to have an idea of the distances traveled during the trip. A tourism office in your country might be willing to donate some simple regional maps that you could then provide to the trip participants.

#### **4.2.5 Orientation for the Trip Participants**

Participants must receive orientation before meeting sponsored members and visiting communities. Schedule it early in the trip to ensure maximum attendance, such as on the day of arrival or during the first group meal. Staff should review the orientation individually with those who miss the group session.

Refer to the Appendix for the Orientation Guide.

#### **4.2.6 Holy Mass and Morning/Evening Reflection Time**

Unbound works with people of all faith backgrounds and traditions and it is important to reserve time for people to practice their faith and their spirituality. Time for worship, praise, and reflection, whether it is in the morning or evening, should be planned so that all participants feel fully involved regardless of their personal religious background.

### **Mass**

Although not everyone who travels with us is Catholic, please allow time so that the group may attend Mass on Sundays. If the schedule does not allow time for Mass on Sunday, attending Mass on Saturday evening after 4 pm is acceptable per Canon Law.

### **Morning Reflection**

Before or immediately after breakfast, incorporate a short morning reflection, blessing, or song, to begin the day. On some trips, the staff leads the first morning reflection and then invites sponsors to volunteer to lead other morning reflections. Some ideas for morning reflection can include: sponsor led prayers, stories, parables, power point presentations that contain photographs and music, testimonies, videos and songs.

If there is a person on staff who sings or plays an instrument such as a guitar or drums, a group song is encouraged. The song does not need to be lengthy. If the song is not well known, provide the lyrics to encourage participation. Singing together helps to reinforce a sense of community within the group.

The morning reflections should not be too long, ten or fifteen minutes is sufficient. Encouraging participation from travelers will make the time more meaningful. After reflection is an opportune time to go over any important reminders for the day with the participants.

### **Evening Reflection**

It is essential that the participants have an opportunity to share, reflect on and process their experiences in an organized group setting almost every evening. Having evening gatherings creates a time for trip participants to ask questions and share experiences.

Evening reflections can be very simple! For example, the staff can ask each participant to share the highlight of their day, what impacted or surprised them the most and why, or invite them to share an observation or something they learned.

For some, meeting sponsored families and learning of their struggles generates emotions that are new and hard to process. Group reflection discussions help sponsors begin to process and express their feelings while hearing others do the same. We hope sponsors will talk about their experiences when they return home and encourage others to sponsor through Unbound. However, describing an experience to someone who did not share the experience is even more difficult when you yourself are struggling to process the experience. The group reflections can also further build comradery among group members.

You may also consider the opportunity to organize the sponsors into small groups. Sharing in small groups help promote a deeper interaction, build trust, and helps people feel comfortable sharing their thoughts and emotions.

Use this time to connect individual stories to broader themes or programs, such as “personal outreach”, “characteristics of the Unbound Program”, “Agents of Change” etc. The trips team will ask for time one evening to discuss how the sponsors can continue to support Unbound after this trip. A trip coordinator will request time in the agenda for this conversation.

In the case that the participants have had a long day full of events and travel, they will be tired. For the well-being of the group, it may be necessary to omit one evening’s meeting/reflection or to make it optional. This judgment is left to the staff members at that time.

It is important to keep in mind that morning and evening reflections are not intended to be used to request a critique of the trip or the local program. Reflections are a time to build community within the group and provide an environment for sponsors to share and ask questions.

#### **4.2.7 Time Between Sponsors and Sponsored Friends**

The primary purpose of an Unbound awareness trip is for sponsors to meet their sponsored friends. Beginning three months prior to the trip, the Unbound-Kansas trip coordinators will share a report with the host project(s) called the *Visit List*. This report details the sponsored friends that the travelers are requesting to meet during this trip. Staff must consider several factors when deciding how to structure the time shared between the sponsors and sponsored friends.

**Length: The time should range from as little as one day to as much as two days together.** Sponsors and sponsored friends should not spend more than two days together. Though sponsors and sponsored friends are very excited to meet, these days of interaction are emotionally and physically exhausting.

Always consider the sponsored friend protection policy and best practices while organizing visits between sponsors and sponsored friends. Refer to the Sponsored Friend Protection Policy During Awareness Trips.

**The following people are required to be present whenever an encounter happens:**

- Sponsored friend
- Sponsored friend’s family member or a family friend
- Sponsor or person visiting on behalf of the sponsor
- Unbound staff member who is familiar with the family, for example the social worker that attends to the family.

Interpreter, as necessary. In many cases the Unbound staff member may need to act as the interpreter to facilitate conversation. The staff member should be comfortable filling this role.



**Structure:** Most of the host projects choose to structure the visits between the sponsors and the sponsored friends as **one communal visit day**, or as **one communal visit day and a second visit** throughout the week. Each host project should consider how structuring the visit(s) would be most logical.

### **One Visit Day Event (Multiregional or Multi Project)**

Some projects have found it best to choose one day of the trip to be the visit day between sponsors and their sponsored friends. The sponsored friends are brought to a central location to spend a day with their sponsors.

The visit day is organized to allow sponsors, sponsored friends and their companions the time to sit and talk, play and interact, while not feeling rushed. Projects have organized the visit day to take place at a park, with space to sit and talk, at a water park or a site of historical significance. Organizing simple games and ice breaker games as part of the day's activities have been very successful at engaging participants of all ages. Some projects plan a talent show for the sponsored friends to show their gratitude toward their sponsor. Although these talent shows are special and appreciated by sponsors, keep in mind that the sponsors should be given quality time with their sponsored friend(s) so that they can talk with them, play together and get to know each other better.

During some trips, the group of sponsors sleeps at the same lodging each night and does not travel to different regions or far cities. As a result, the sponsors do not travel significantly closer or further away from the sponsored friend's community. In many of these cases, it works well for the sponsored friends to travel and meet their sponsors during one visit day.

### **Spending Time Together on Two Different Occasions**

Another common practice is to hold one visit day, as previously described, and then most or all sponsored friends see their sponsors a second time during the trip. The second visit might occur during a meal, at an Unbound office, or at a park.

Some projects prefer to bring the sponsor and sponsored friend together for couple of hours on one day and then have a second, full day visit. The short visit serves as an ice breaker. The sponsor and sponsored friend often feel more at ease with one another after the short visit. Then they feel less nervous and shy for the longer visit day.

Both short and long visits do require that a dedicated interpreter to be present for that sponsor, a family representative, and local staff member, such as the social worker. The highest motivation for a sponsor to sign up for an Unbound awareness trip is to meet and spend quality time with their sponsored friend. Sponsors and sponsored friends have questions for each other and want to get to know one another better.

**It is discouraged to organize visits between sponsors and sponsored friends to occur during a planned community activity.** Some sponsor travelers have felt dissatisfied with the time they had with their sponsored friends when their only time together was filled with presentations and assemblies. Some expressed that their attention was divided between being

respectful, participating in group activities with the community and spending time with their sponsored friend. Though they spent the day together, the sponsors did not feel they were given the chance to talk and interact with their sponsored friend, their parent(s) and get to know them better.

### **Visits Organized by Region or Project**

Organizing visits to be held throughout the trip when the group travels to different regions of the country may be most effective for time and cost when more than one region or project hosts the group. Consider the distances that the sponsored friends and their families must travel to meet the participants. The group of sponsors might spend the night in more than one city and travel long distances to get to the next one. In these situations, consider arranging communal visit days by region, inviting sponsored friends from one region to one visit day, and then arranging another communal visit day while in another region. This allows for the visit to happen while the group will be visiting that region. For example, in countries with multiple projects or distant regions, one might decide to arrange a single visit day for each project or one visit day for each region throughout the trip. This practice reduces the distances that the sponsored friends and families need to travel to meet the sponsors and provides a dedicated time and activities to facilitate their interaction.

An example of visits held in different regions or projects might look like the following:

- Sunday and Monday, four sponsored friends from Project or Subproject ABC will visit their sponsors (list sponsors' names).
- Tuesday and Wednesday, three sponsored friends from Project or Subproject DEF will visit their sponsors (list sponsors' names).
- Thursday and Friday, ten sponsored friends from Project or Subproject GHI will visit their sponsors (list sponsors' names).

In this case, it is recommended that on one of the two days is organized as a regional communal visit day.

When visit days are organized by region there will be travelers that do not sponsor in that specific region. We have received positive feedback from travelers to organize a community visit for those travelers, while at the same time, having a separate small communal visit day for those who do have sponsored friends in that region. This recommendation can be more costly and should be weighed against the other activities that are planned for the week. It may also be a good opportunity to provide a small group personal experience for those involved.

In cases of multiple regional or project visits, the staff should collaborate to decide the structure of the visit days.

- Will each project host their own, separate visit day or will projects combine visit days, or would some other arrangement work best?
- Combining visit days sometimes results in lower costs for projects because the cost of renting the visit space can be shared along with other visit-day costs.

If this visit model is used, it is important that **sponsors and sponsored friends in different regions spend equal amounts of time together**, so as not to cause jealousy among the sponsors.

**Other considerations:**

The protection of sponsored friends is a high priority. Do not organize a visit between sponsors and their sponsored friends to occur at the sponsor’s place of lodging or at the sponsored friend’s place of lodging (their hotel). Contact a Kansas trip coordinator to request or discuss any exceptions.

Please contact an Unbound-Kansas trip coordinator with any questions or concerns about organizing a quality visit for a sponsor who will be visiting multiple sponsored friends.

The presence of an interpreter is very important so that the time spent together is as meaningful as possible. In the case that the sponsor speaks the native language of the sponsored friend and does not need an interpreter to communicate, it is vital that a project staff member who understands the language stay with them at all times. All interpreters should be familiar with the child protection practices to help ensure the wellbeing of the sponsored families, sponsors and everyone present. Please refer to the appendix at the end of the manual for more specific considerations for interpreters.

#### **4.2.8 Farewell Visit**

A farewell visit is the last visit between a sponsored friend who is going to retire or has very recently retired from the sponsorship program. A farewell visit is viewed as a one-time chance to be able to celebrate the sponsorship and the family’s accomplishments. This visit is also intended to provide the opportunity for the family and sponsor to express their gratitude for the sponsorship relationship and say good-bye. For some families this is the only opportunity they have to meet their sponsor. Unbound will not be able to arrange further visits for this ex-sponsored friend after this one-time farewell visit.

These types of visits happen occasionally. This situation most commonly occurs before the preliminary trip reports are sent to the project staff and a sponsor who is already registered for a trip receives notice that the sponsored friend who is on the visit list, will be leaving the program before the AT dates.

Each farewell visit request is handled on a case-by-case basis. Most frequently a trip coordinator will document this in the trip reports and will notify the project staff by email that a farewell letter was received for a child on the trip visit list. This email may request the staff’s recommendation and ability to host this visit.

Considerations for hosting a farewell visit:

- The family’s relationship with the staff: Is it positive or negative? Does the staff believe that if the family were to be offered the opportunity to visit with their former sponsor, would the family follow the rules?

- The family and sponsors will be required to follow the same rules as the other families and visitors. This includes not exchanging contact information, phone numbers, email, text or social media handles.
- Reason for retirement: can the staff still communicate with the sponsored friend or the family to arrange a possible visit? A good example of when a visit is not possible would be if the family moved outside of the area where Unbound works.

Alternately, if project staff becomes aware of a retirement of a sponsored member who appears on the trip visit list. It is important to notify the trip coordinator of that fact by email.

#### 4.2.9 Subproject Visits

The project staff chooses the subprojects that the group will visit. In planning visits, staff should ask themselves such questions as:

- Which communities would benefit the most from a visit by a group of sponsors?
- Do several of the sponsors have a sponsored child in a particular subproject or community?
- Does the community have a strong sense of Unbound identity?
- Does the community know and understand Unbound and the core values?
- Will the community members appreciate a visit from a group of sponsors?
- Do the communities/subprojects chosen give an accurate representation of the variety of initiatives the project is involved with?
- Could the sponsors have a similar experience at a subproject or community that is nearby instead of visiting a subproject community that requires traveling a long distance?
- How far away is the nearest medical facility, clinic, or physician?

Most project teams plan the subproject community visits as daytrips where the group returns to the same place of lodging after visiting a community during the day. **If the community visit is organized as a daytrip, do not take sponsors to communities that are more than two and a half hours, one-way, from the place of lodging (no more than five hours round-trip).** Consider the distance to be traveled as well as the condition of the roads and the possible weather conditions. Please note that the distances covered in two and a half hours will not always be the same based on road conditions.

The number of distant subprojects that a group can visit is limited by factors such as time, distance, finances, and group energy levels. Making several long journeys to visit subproject communities during a trip is exhausting for the travelers, reduces the amount of time that can be spent in the community, and typically increases costs. If you are interested in visiting

a community more than two and a half hours, one-way, from the place of lodging, contact a trip coordinator. Together you can decide before planning to take sponsors to a distant subproject community requiring an overnight stay.

Local project trip coordinators should collaborate with the subproject coordinators regarding the format of the subproject visit. Subproject staff is encouraged to collaborate with and involve the parents, the scholarship students or sponsored youth in the activity planning.

The participants' experience during the trip should be balanced and varied. Scheduling a variety of different types of subproject visits will reduce repetition throughout the week. Each subproject visit can be unique. Some ways to vary the format of subprojects visits are to vary the activity and to vary the number of people present for the visit. The size of the subproject visits or gatherings will be addressed later in this section. Below are some suggestions for varying the activity.

Trip participants are very interested in **learning** more about the project, the program model utilized, the subprojects and the benefits that the sponsored friends are receiving. Brainstorm with the subprojects to identify what they believe makes them unique and how they might share that with the sponsors.

Some ideas may be:

- Has the community received an Agents of Change grant?
- Have they started a small business with the help of Unbound?
- Do scholarship students have an important role in tutoring sponsored children?
- Are benefits to elder friends building community?
- Is there a subproject activity that the sponsors could participate in that would help the sponsors become more aware of the program?

Sharing the unique ways that Unbound works in each subproject will help participants see the creativity and potential of sponsored friends as well as the diversity of ways that sponsorship impacts families.

Some subproject visits might occur at the subproject office and be smaller. Visits with smaller groups of people are unique and important because the sponsors can learn about the challenges and achievements of the community served by Unbound. During one trip, the group visited a subproject who demonstrated the results of their ongoing nutrition workshops. The trip participants learned about the struggles of this small community and how Unbound has empowered the friends to improve the situation for their families. In the smaller group setting, the participants had the opportunity to ask questions and personally meet community members. Participants are typically more comfortable asking questions in a smaller setting than they are at a large assembly.

Other subproject visits might include a larger number of people with local staff and some sponsored friends and their families who are not receiving a visit from their sponsor on the current trip. These gatherings might be held under a tent, at a community meeting space, or

an area central to the community. Often there are testimonies and performances by sponsored members within the community and parents. The sponsored friends might demonstrate talents, dance, recite a poem, or sing a song typical to the particular region. Sometimes the sponsored friends will perform a short skit about their lives and Unbound's impact on them. These demonstrations are not limited to the sponsored friends receiving a sponsor visit on the current trip. Depending on the size of the gathering and the conditions at the meeting place, it may be helpful to have a stage, microphone, and speakers.

increase the budget. We do not recommend activities that have more than 50 participants. **Any activity that involves meals, snacks or arrangements for more than 50 people should be discussed with an Unbound-Kansas trip coordinator prior to planning the event.**

Some projects invite travelers to special pre-planned program events that are already included in the project's annual work plan. Including the group of sponsors into pre-planned program activities is a great way of showing sponsors what some of the benefits are of the Unbound program. The awareness trip budget cannot assume the entire cost of the event; however, assessing a per-person cost on the trip budget for the presence of the travelers at the event is expected.

The length of time spent at each subproject visit can vary depending on the activities planned. It is generally more advantageous to visit one or two nearby communities in a day and have longer visits in each subproject community. This will give the trip participants more quality time to interact with the community members, instead of visiting several communities in a shorter span of time. Some subproject visits will take more time if the travelers will participate in an activity like a birthday party or visit homes of sponsored friends nearby.

Many projects take the group of sponsors to visit one subproject for an entire day, or they plan for the group to visit one subproject in the morning and then visit another nearby subproject in the afternoon. **Do not visit more than two subprojects in one day.**

It is not unusual to visit a home or a subproject and a sponsored person will inquire, "Which one is my sponsor?" This leads to unnecessary disappointment for everyone. To minimize confusion, follow the recommendations below.

Communication with the Community:

It is important to inform the sponsored friends early in the planning process that not everyone in the community is receiving a visit from their sponsor. Clearly communicate that only certain sponsored friends will be visited by their own sponsors and that others will not have a personal visit as part of this trip.

Communication with sponsored members that receive a visit from their sponsor:

Make sure any sponsored friends who will be visited by their own sponsors are individually notified in advance.

Listed below are some preparation that will contribute to the success of a subproject visit.

- Water or drinks should be available. If the visit occurs between meals then a simple, light snack may be appropriate.
  - Keep in mind that travelers are often uncertain of if they will fall ill from drinking prepared juices. All food and beverages should be prepared with purified water.
- The meeting place should have restroom facilities with toilet paper, soap, and water for hand washing.
- A microphone and speakers are necessary when there is a large group.
- Borrow or rent chairs.
- When there is a formal program, designate one or two masters of ceremonies for the gathering. This person should be connected to Unbound such as a subproject staff member, a parent of a sponsored friend, or a sponsored youth or scholarship student.
- An interpreter or two should be designated for the program. If there are performances planned, then the interpreter should be given a list of the activities and the names of the people presenting to help the flow of the event.
  - If the program is more than 30 minutes long and in a language other than English, designate a second interpreter to rotate with the first interpreter.
- Consider the time of day, venue and if whether materials should be used to create shade from the sun or protect people from rain.
- A few projects have chosen to designate a sponsored child to act as an “angel” or personal guide for each participant. This “angel” welcomes and accompanies the participant during the visit. Make sure the children involved are comfortable with the idea and willing to participate. Children should not be forced to accompany any specific sponsor if they do not want to. If this style of welcome is organized, it is important to keep the sponsor friend protection in mind and be sure to provide enough seating for both the sponsors and their “angels.” If unsponsored individuals act as “angels” please share this detail with a trip coordinator before the trip.
- If signs are made to welcome sponsors by name, use only the sponsor’s first name. Do not include sponsors last name on any signs. Contact a trip coordinator for assistance with identifying first names on trip reports if needed.

#### **4.2.10 Visits to Homes of Sponsored Friends in the Community**

This section discusses home visits by trip participants to sponsored families who live in the community, but do not appear on the Visit List Report.

*Note: Although the considerations discussed below also apply to visits by sponsors to their sponsored friend’s home during an awareness trip, please also refer to section 4.1.2, Visits by Sponsors to the Home of their Sponsored Friend, for important guidance.*

These home visits provide an opportunity for families of Unbound sponsored friends to meet and talk with sponsors in a more personal and relaxed setting. Home visits are unique opportunities for sponsors to gain a better understanding of the daily life, challenges, and realities of the local people. They also provide an example of the Unbound program at work. Limit visits to no more than two homes at a time. For example, if staff plan for the group to

visit four homes in a day, schedule two visits before lunch and the remaining two after lunch. This approach helps to space out the visits.

**Considerations for planning home visits:**

It is very important for the sponsored families and everyone involved in the home visits to understand that these visits are an opportunity to get to know each other in a mutually respectful way. Please explain to the families that the sponsors will be in small groups, accompanied by staff and an interpreter and they may spend 10 – 20 minutes visiting. The sponsored families may be asked questions about their family, their livelihood, and about their experience with Unbound. The family is encouraged to share about their experience in the Unbound program, their goals for their family and the struggles they face. The sponsored family is welcome to ask the sponsors questions as well.

Sponsored families should not be pressured into receiving sponsors in their home. Receiving a small group of sponsors for a brief visit is completely voluntary.

Sponsored families may invite their guests into their home if they choose, or simply spend some time talking in the yard. If there are any concerns regarding the dignity or comfort of families during home visits, please share these with the Kansas trip coordinators.

During a home visit, if the project staff feels that the home visit should end early, the project staff has the authority to end the visit or to take whatever action is in the best interest of the family and the group of travelers.

**Selecting the Families**

- **Schedule the opportunity to visit families in their homes in at least two different communities.** Try to visit both sponsored elders and children. Show the diversity of the families in the program by visiting families living in urban as well as rural areas. Visiting families living in different neighborhoods can help the sponsors understand that poverty has many forms.
- **Only arrange home visits to families who are part of the Unbound program.**
- **Always keep in mind issues of safety and accessibility when choosing communities and homes to visit.** Some sponsors will not be able to walk very far and will struggle to walk on uneven, rocky, or steep paths.
- **These home visits should help give the sponsors a better understanding of the local program and of local realities facing many families in your project.** Only visiting families who have impressive success stories, or who received a new home from their sponsor, could give trip participants the wrong impression regarding the economic reality of the families in the program.
- **Each group might visit one to two families at a time, but visiting more than two will begin to detract from the overall experience.**



## Organizing the Groups

- **No more than six travelers per group should visit a family in their home.** This is to maintain a more personal and less overwhelming experience for all involved.
- **Each group must be accompanied by an Unbound staff member and an interpreter when needed.** If a designated interpreter is not accompanying the group, the staff member should expect to fulfill that role if the family is not comfortable or is having difficulty expressing themselves in English.
- Minor travelers must stay in a group with their parent or adult chaperone. At no time should minor travelers be in a group without their chaperone.
- Most couples prefer to remain together in the same group as their spouse. Try to avoid placing spouses in separate groups for home visits and other activities.
- Make a list of the sponsors who have difficulty walking and group them together for the home visits. Arrange for those groups to visit families who live nearby and whose homes are more easily accessible. Put the travelers who are healthier and physically fit together. Their groups can visit families whose homes are more challenging to get to. Before the groups depart for the home visits, tell the travelers generally how far they are going to walk and if their group will likely encounter steep inclines or hills. Talk to the Kansas trip coordinator if you would like assistance with creating these groups.

## Preparation

- Interpreters, social workers, and other local staff should be prepared to assist with language differences and help the conversation. While some sponsors may have many great questions, others may not know what kinds of questions to ask. It is helpful for the interpreter or social worker to ask a few questions of the family members to start the conversation.
- Everyone involved in the home visits will have a more positive experience if they are well prepared. Earlier in the day or on the way to the home, explain to the travelers that the group will be visiting homes in the area. Please share the following with the travelers:
  - Local customs regarding greetings and hospitality
  - Explain to sponsors that they must stay with the staff member
  - Sponsors should only enter areas of the home where they are invited. Is entering different areas of the house inappropriate such as the bedroom or bathroom?
  - If it is local custom to offer refreshments to visitors, please confirm that the drinks and snacks provided are made with purified water or are packaged.
- Sharing just a few insights will help sponsors feel more comfortable in the new situation and help them be respectful to the families that they visit.

- If it is local custom to offer refreshments to visitors, then it is recommended the subproject provide each host family with drinks and cups that trip participants would feel comfortable accepting without fear of becoming ill. This also ensures that the sponsored family does not have to incur any costs due to the visit. The family should not feel obligated to provide refreshments to the visiting sponsors.

#### 4.2.11 Testimonies by Sponsored Families and Staff

**Inviting sponsored families, youth, and scholars to share their testimony of their experience with Unbound is an essential component of an awareness trip.** Visitors are most impacted by the stories of individual people and families. These testimonies give trip participants real examples of Unbound’s program and values. Visitors will remember their stories and, when asked about their trip, will likely share the stories of the people they met.

Testimonies are often incorporated into the morning or evening reflection or a subproject visit. Some projects invite a family to lead the morning reflection or share their testimony as part of the morning reflection. The family is invited to join the group for breakfast afterward. A social worker or staff member who knows the family should accompany them to help them feel more comfortable and supported.

It is recommended that only one testimony be shared during any given reflection. Each personal story deserves to have the time to share and for sponsors to ask questions.

Give sponsored families advanced notice so they can prepare what they will share.

A testimony should never be used as a platform to promote a particular agenda or request monetary support for individuals or specific projects. These testimonies should not solicit monetary support or petition direct action from sponsors. Personal realities should be presented in an honest, authentic, and dignified way.

Staff may also have opportunities throughout the trip to share about their own life experiences and work with Unbound. Many sponsors are most interested in how their sponsored friend experiences the Unbound program, and they are interested in hearing from a social promoter or other staff member about their work with sponsored families.

Projects should choose a culturally appropriate and respectful manner for sponsored families to share their Unbound experience with the trip participants. If there is a testimony that revolves around a cultural or historical event in the country please be sure to share with the sponsors some of this historical context to allow the sponsors to better appreciate the testimony as well as learn more about the country.

#### 4.2.12 Gifts and Shopping for Sponsored Friends by Sponsors

Prior to the awareness trip, the trip coordinators send sponsors a list of gift ideas, along with the following guidance about gift-giving. The complete information is found in the Trip Preparation Guide that we send to trip participants after they register for a trip.

*If you are visiting a sponsored friend on this trip, we understand you may want to bring a gift for them and their family. A gift that is simple, yet meaningful, is appropriate.*

*· Pack gifts in a sturdy bag or age-appropriate backpack to make it easy for your friend to transport. Your gift will have to be carried home by your sponsored friend, sometimes a great distance.*

*· **Please do not bring anything larger than what can fit in a small backpack**, and do not bring suitcases full of gifts for sponsored families. Excessive gift-giving can cause the sponsored friend to become uncomfortable, may cause jealousy among community members, or may be culturally inappropriate.*

*· Do not give gifts to small children that may present a choking hazard.*

*· Some gifts (for example pocketknives, etc.) or technologies may not be something the parent of the sponsored friend would allow or want their child to have.*

*· Do not wrap gifts. This can cause delays in airport security. Bringing a gift bag and tissue paper is a convenient way of traveling with gifts. You can put the gift together when you arrive at your destination. Or simply tie a gift tag or ribbon onto your gift.*

Project staff should contact a trip coordinator if a sponsor brings an inappropriate gift, such as a gift of high value or a gift that contradicts local, cultural norms. Trip coordinators discourage sponsors from bringing electronics such as laptop computers, tablets, and cameras as gifts. Each traveler also receives the following guidance about giving monetary gifts or valuable gifts:

*· Remember, all monetary or valuable gifts to your sponsored child, youth or aging and/or their families must be coordinated through the Unbound office in Kansas City. Review the Travel Agreement regarding the policy on monetary gifts to sponsored friends.*

During orientation, you might encourage the sponsors to ask local staff if they have any doubts regarding the appropriateness of a gift they brought for their sponsored friend. Staff can and should inform the sponsor when a gift is considered inappropriate. Staff may request to review the gifts for appropriateness before the visit day.

Project staff is encouraged to speak with a sponsor if excessive gift giving is making a sponsored friend, family, or the staff uncomfortable. Also, after the trip, please discuss the situation with the Unbound-Kansas trip coordinator.

**I**n rare cases, a sponsor may request to take their sponsored friend shopping during an awareness trip. The project may choose to accommodate this request only when the project feels it is appropriate. The sponsor and sponsored friend must be accompanied by Unbound staff and their parent or guardian.

The trip coordinators do not recommend scheduling a shopping trip for sponsors with their sponsored friends as a scheduled trip activity. Please keep in mind that even though one

sponsor asks to take a child shopping, there are also sponsors in the group who are not in the same financial position and cannot take their sponsored friend shopping. Shopping trips should only be offered as optional activity. Alternative activities should also be provided for those sponsors that cannot or do not want to take their sponsored friend shopping.

#### **4.2.13 Visit to Project or Subproject Office**

Trip participants are often interested in a visit to the project or subproject office. A visit to the office can help participants better understand and appreciate how the project functions, the workload, the organizational structure, the journey of a letter, accounting, etc. At the project or subproject office, the staff could give a presentation about the social, economic, cultural, and religious realities of the region. Other possible topics to present during a visit to the project office or throughout the trip are:

- Daily challenges faced by project staff
- The organizational structure of the project staff and each staff member's role
- Criteria used by the project to select new families
- Financial processes and procedures
- The personalization of benefits and services
- The benefits and services provided and how these have changed over the years, including any workshops or livelihood programs
- Show the subproject locations on a map and discuss the area that the project covers and the realities in each location
- Challenges surrounding child letters (literacy rates of parents, distances traveled to collect and deliver letters, translation time, etc.)
- The education system of the country (including grade levels)
- Work challenges for sponsored families—difficulty for elders to find work; temptation of youth to drop out of school and begin working; limited employment opportunities for graduating youth, difference between formal and informal workers

For additional ideas, please see the “Frequently Asked Questions” section of the manual. Sponsored friends and families could be involved in informal discussions about these and other similar topics that affect their daily lives.

#### **4.2.14 Participation in Project Activity**

If possible and appropriate, projects should look for a meaningful project activity that the travelers can participate in to help them become more aware of the Unbound program in that area. For example, the trip participants could be invited to attend a monthly mothers group or self-help group meeting, an Unbound youth group activity, or a subproject activity like a birthday celebration or recreation day.

Projects should not feel obligated to create an activity that was not already planned. Through involvement in a planned project activity, trip participants can achieve a greater awareness of Unbound's mission and the realities of the sponsored families.

#### 4.2.15 Details to Include in the Written Schedule

Please include the following details in the proposed written agenda/schedule and submit it to the trip coordinator by the agreed upon deadline. These details will help prepare sponsors for their experience in country.

Please provide the following details:

- Travel considerations:
  - Estimated lengths of journeys in hours and the mode of transportation (by road, train, or otherwise)  
Indicate if a restroom stop is available for longer journeys
  - Indicate if the road is rough, mountainous or winding.
  - Remember do not travel after sunset.
  
- Time shared with their sponsored friend: This information is also important to communicate to the sponsors during the trip so that they are aware ahead of time when they will be meeting and sharing time with their sponsored friend.
  - Are they meeting once or several times during the week?
  - What date and time will they first meet? What time that day will they say goodbye?
  - Include the date and time of arrivals and goodbyes for any additional time that a sponsor will have with their sponsored friend. Farewell visits warrant a conversation with the trip coordinator in regards to the length and number of visits
  
- Physical activity: Each group of sponsors is unique.
  - Will the trip participants be expected to walk distances greater than 400 meters at a time? If so, will there be in option to ride along in a vehicle or rest?
  - Keep in mind that some participants may not be physically able to walk long distances, climb hills or stairways or play sports. The sponsors' health information will be provided in the trip reports.
  
- The participants benefit from receiving brief descriptions of the communities and subprojects that will be visited. This information could be incorporated into the daily schedule that the project sends to the trip coordinators in Kansas.

The final itinerary that the Kansas trip coordinators mail to the participants usually does not include the exact times and lengths of each activity. Keeping the itinerary more general helps maintain the flexibility of the sponsors during the trip. **However, the itinerary that projects send to the Kansas trip coordinators should be *as detailed as possible*.**

Projects may either include the aforementioned details in the written schedule or send them in a supporting document along with the detailed trip itinerary. The supporting document could also include additional information about each day's activities.

#### 4.2.15 Standard Statements that Trip Coordinators will include in a Trip Agenda

The primary goal for including specific details in the written agenda is to provide travelers the necessary information to help them prepare for their travel experience with Unbound. The trip coordinator relies on the project to include these details; however, there are some standard statements that Kansas trip coordinators will add to all agendas. This information is intended to help travelers understand Unbound and the way that we work with families around the world. Here are examples of the most common standard statements that are included in agendas:

- **Introduction to the country and project.** Trip coordinators encourage a local staff member to write a short, general introduction; however, trip coordinators are happy to assist.
  - *Example: Welcome to Cartagena! The founders of Unbound began the organization in 1982 and the earliest program was here in Cartagena. Our Cartagena office now works with over 4,100 children, youth and elders living in the city and in rural communities near the city. The coordinating office is responsible for monitoring and supporting the many “subprojects,” or community-level locations, where the sponsored friends receive services and personal attention. During the next few days, you’ll have the opportunity to meet your sponsored friends as well as many other families who are part of the program.*
- **How we work.** Trip coordinators prefer a local staff member write a short description; however, trip coordinators can write the section using information provided by International Programs.
  - *Example: In 2017, benefits were typically either bulk purchases or vouchers (shoes, clothes, school supplies, uniforms, etc.). Today, ninety-three percent of sponsored friends participate in Unbound programs that utilize cash transfers as the primary way to deliver benefits. With this new structure, families have the flexibility to choose how they would like to use their benefits; they also have the option to save their benefits for any urgent family need. Cash transfers give sponsored friends and their families the most flexibility in how and when to use their benefits. They promote dignity, leverage the ingenuity of mothers in stretching their family budgets and create greater economic stability for families.*
- **Local challenges.** Trip coordinators prefer a local staff member write a short description; however, trip coordinators can write the section using information provided by International Programs.
  - *Example: Education in Guatemala has progressed slowly. Two of the challenges in the communities are school dropouts and illiteracy. Public schools have been very supportive of the communities but in rural areas there are only primary level schools (through grade 6). Most of the young people do not reach their goals because their communities do not have more institutions. Many parents cannot read and write, and this has influenced young people not to give importance to a goal in education. In Guatemala, Unbound has taken the education of sponsored members as a fundamental basis, promoting ways to reduce the dropout rate.*
- **Appropriate clothing.**
  - *Example: Keep in mind when packing: Dress modestly when you are in public, as you will be welcomed into homes of many locals in these communities throughout the week. Ladies, do not pack any spaghetti-strap tops or shorts that are above your knees. If you choose to wear shorts, wear Bermuda style shorts that hit your knees. The climate in El Salvador is hot and humid, with possible rain showers. Flip-flops and sandals will not*

*protect your feet well enough while visiting communities. Please wear closed-toe shoes when you leave the Unbound center. Bring a hat, sun block and a rain jacket in case of showers.*

- **Respect and prayer.**
  - Example 1, A general reminder: *During the trip, you will meet friends of the diverse Unbound family of sponsors, staff, and sponsored friends. We ask that everyone respect cultural and other differences, keeping in mind that an important subject within Unbound core values is to care for everyone with respect and dignity. During the trip, there will be prayer and reflections. Feel welcome to participate at the level you feel comfortable.*
  - Example 2, A country specific reminder: *We work side by side with sponsors, staff, children and families of diverse faith traditions. Catholicism is Costa Rica's official religion. This is reflected in the culture and in daily conversation. There will be daily prayer and an optional opportunity to attend Catholic mass. Feel welcome to participate at the level you feel comfortable. We ask that everyone respect cultural and other differences, keeping in mind that an important subject within the organization's core values is to care for everyone with respect and dignity.*
  
- **Respectful acceptance of gratitude.**
  - *Remember that your presence and participation is a symbol of love and solidarity on behalf of all Unbound sponsors. You will receive many expressions of gratitude throughout the trip, big and small. A common way of expressing gratitude is by treating your guests with honor, giving gifts and treating them to cultural talent shows. Although the honor and gratitude may feel overwhelming, remember that the promotion of dignity includes the respectful acceptance of gratitude. The people you meet will likely see their sponsors in you and will be excited to share about their lives with you.*
  
- **Reminders about Unbound policy.**
  - *Any monetary gifts or donations must be made through Unbound-Kansas. Monetary gifts given directly to sponsored friends are against Unbound policy as such donations are not consistent with the principles of the program and they challenge Unbound's efforts to provide complete transparency and credibility.*
  - *Each child comes with an Unbound staff member and family member or family friend. Your visit with your sponsored friend will be accompanied by a family member of your sponsored friend or a family friend, an interpreter, and an Unbound staff member. To provide a good experience for all, follow the rules outlined in the Travel Agreement.*

## **4.3 TRANSPORTATION**

### **4.3.1 Transportation for Trip Participants**

Safety is the highest priority when selecting a vehicle and transportation service.

1. When traveling by road choose a vehicle that will handle the terrain that you plan to travel while providing enough comfortable seating for all participants. Most trip participants are not accustomed to riding in pick-up truck beds, sitting on floors of vehicles, or standing for long distances. These solutions should only be used when necessary for short drives and avoided in urban or high traffic areas.
2. Double check the maintenance of the vehicle for all vehicles that will be used for the trip. When was the last time it was checked by a mechanic? When was the last tune-up and when was the oil last changed? How do the tires look? Do they have tread on them? Ensure that the maintenance of the vehicles is discussed.
3. Always seek out safe, knowledgeable, and courteous drivers. Although the driver may not be an Unbound staff member, his or her behavior contributes to the participants' experience and level of comfort traveling. In addition, it is extremely important that the driver uses caution and discretion when it comes to the speed of travel while navigating road conditions including weather and traffic.
4. Consider the travel distance and the condition of the roads. When traveling for more than two hours at once, plan a rest stop at a location with adequate bathrooms. Based on experience, Unbound prefers projects choose subprojects that can be reached in less than two and a half hours, including the rest stop. If the project wants to take the trip participants to a distant subproject (more than two and a half hours, one way) the project should research lodging options to spend the night. Traveling more than 5 hours round-trip for a day trip is not advised.
5. As a precautionary measure, Unbound prefers that groups do not travel after sunset. Please plan activities and to allow ample time to return to the lodging before dark.
6. Always be sure to carry bottled water and a first aid kit in the vehicles.
7. Before departing for a community visit, it is helpful to let participants know the conditions of travel so that they can better prepare and make the journey more comfortable for everyone.
  - a. What will the mode of transportation be?
  - b. Will it be an air-conditioned bus with a bathroom or a van without air conditioning?
  - c. Will the roads be mountainous and winding?
  - d. Will there be a rest stop along the way?
  - e. Tell them the approximate time it will take to travel.

Emphasize that these times may vary greatly, but it is important for participants to know that this will be a 3 hour journey through hills instead of a 15 minute drive through the city so that they can prepare appropriately (use the restroom, bring a snack, and/or be prepared with motion sickness remedies). Please include this type of information on the written trip itinerary so participants can plan for each day in advance.



8. Do not, under any circumstances, pick up unknown passengers when traveling with sponsors.
9. If airplane transportation is required during the trip, please discuss this option with the Kansas trip coordinators at the time the trip dates are scheduled. Depending on cost and logistics, we can determine whether the participants or the project will be responsible for making these arrangements.
10. **Airport drop-off. Drop off sponsors at the airport three hours prior to their international flight. If the flight leaves at 11 p.m., sponsors need to be at the airport at 8:00 p.m.** Participants need time to check baggage and check in for the flight. This is especially true when they are traveling together as a group. It takes groups longer than single travelers. In addition, all passengers must check-in with the airline, check baggage and pass through the screening checkpoint before receiving access to the airport's secure boarding area. In cases of international travel, travelers will also need to pass through customs and immigration and likely an additional security-screening checkpoint. Many airlines will not accept checked baggage less than two hours before a flight's scheduled departure.

Dropping off participants 3 hours before the flight's departure will allow the necessary time to navigate the always-changing requirements for air travel and will provide a less stressful travel experience.

#### 4.3.2 Transportation for Sponsored Families

The same vehicle maintenance and safety precautions mentioned above are applicable when arranging transportation for sponsored friends and their family. Seek out safe and knowledgeable drivers. It is extremely important that the driver use caution and discretion when it comes to the number of passengers permitted in the vehicle and the speed while navigating road conditions including weather and traffic. Sponsored friends, families, and staff who are traveling at the request of a sponsor should spend the night along the way, when necessary.

The transportation of sponsored friends traveling by request of a sponsor should be arranged and paid for by Unbound. The cost of transportation for sponsored friends and their family or chaperone, even those new sponsored friends sponsored during the trip, traveling to visit their sponsor is an expense generated by the trip and must be accounted for on the preliminary budget and submitted as an expense for Unbound-Kansas to reimburse. If sponsored families will be using public transportation, make sure they are provided with the necessary funds to cover the cost.

Please contact the Kansas trip coordinators if the coordination of transportation for a large group of sponsored families is needed for a trip activity.

Many sponsored friends and their family members may not be accustomed to traveling, especially by bus or car. Journeys by vehicle may take longer than expected if someone becomes ill from motion sickness.

## **4.4      *LODGING***

The Kansas trip coordinators provide each participant with information regarding the accommodations to be expected during an awareness trip. The following statement is generally used to describe where they will stay: “You will stay in simple accommodations, usually in a modest hotel or retreat center. Married couples and/or families will be assigned rooms together. For those traveling individually, we will assign a roommate of the same gender. While running water for showers is available, it might not be heated.”

### **4.4.1 Choosing accommodations**

When you are choosing the accommodations for the group, please stay mindful to the purpose of the trip. We strive for our trips to be an in-depth immersion experience between the sponsors and their sponsored friends and staff. We hope that the trips will intensify the sense of solidarity that trip participants develop with the sponsored families and the local Unbound staff. We feel that when accommodations are more extravagant than necessary that perhaps this draws the travelers away from the purpose of the trip. The important characteristics for the accommodations are safety, cleanliness, location/noise levels, and a restaurant that will prepare simple meals that are safe for the travelers. We certainly want them to feel safe, be comfortable, and have a nice place to sleep. Humble and simple accommodations are appropriate and adequate.

When choosing the lodging for the trip participants, it is important that someone from the planning team personally go to the hotel and see the facilities and a room before putting down any type of deposit. Please keep in mind the following considerations:

- Location – distance from the airport and the subprojects
- Cleanliness and simplicity
- Safety
- Noise levels
- Presence of a restaurant that can accommodate our group size
- Cost
- Availability of a meeting space for reflections in the morning and evening
- Some participants may need minimal stairs

A spreadsheet is provided in section 5 that can help compare lodging options and then select the best option. It lists these considerations as well as others. Sometimes the Kansas trip coordinator will ask the project to prepare and send a lodging comparison using the spreadsheet found in section 5.

Each project must email the trip coordinator copies of the quotes obtained for the group's lodging. Three quotes for each city/location are preferred but two quotes per city/location are acceptable when there are limited options.

Some hotels and retreat centers offer group or discounted rates for groups staying for several days. Sometimes it may be more cost effective to stay in the same hotel or retreat center throughout the trip. However, the additional transportation cost and time spent traveling may outweigh the cost savings of staying at one location.

Some participants might request a single room. Kansas offers trip participants the option to request a private room and pay any difference in cost to the Kansas office prior to the awareness trip; this guarantees this person a private room. The Kansas trip coordinators will send a suggested roommate assignment list to the project staff to use when making hotel reservations and estimating the costs of the accommodations.

Unbound policy requires that travelers under 18 years of age must be accompanied on the trip by a parent, guardian or adult chaperone that is able to take responsibility and make medical decisions for the minor child. No minor child may room without an adult chaperone. Additionally, travelers who are not part of the family or group of the minor child may not stay in the same room as any minor. When the Kansas trip coordinators make the rooming assignments, they will designate who is a minor and who is the adult chaperone for the room. If the hotel is unable to accommodate the rooming assignments as created, please speak with the trip coordinator.

**Sponsored friends who must travel and spend one or more nights to attend the visit day must be lodged in a separate hotel from sponsors.** This will prevent sponsored friends and sponsors from visiting each other in their hotel rooms and provide separation and rest for each party. Any exceptions must be approved well in advance by a Kansas trip coordinator. In the case that an exception is granted, under no circumstances may a sponsored friend or family member share a room with a trip participant.

At least one Unbound project staff member should stay with the group every night at the place of lodging. The trip participants should be made aware of the room number where they can find the designated Unbound staff member in case of an emergency or any special requests.

Participants may have made travel arrangements to stay in the host country after the trip. Other trip participants may arrive before the trip begins. In these cases, the Kansas trip coordinators will write a note on the *Flight Itinerary Report* that is sent to the projects involved. Trip participants are responsible for paying for any additional nights at the hotel as well as meals that take place outside of the Unbound awareness trip. Unbound does not pay for the cost of additional nights for awareness trip participants.

#### **4.5 MEALS AND DRINKS**

Each trip participant receives the following information before the trip regarding the food during the trip,

*“Meals are eaten with the group and will be simple fare from the local cuisine. Do not purchase food from street vendors. Alcoholic beverages are not included in the cost of the trip.”*

#### **4.5.1 Bottled Water**

Please provide bottled water frequently for drinking and for brushing teeth. Make the bottled water available as soon as the trip participants arrive in country, such as when they are boarding the vehicle at the airport or during the ride from the airport to the place of lodging. Long flights dehydrate travelers, so they will need bottled water shortly after arriving in country. During orientation, it is important to remind participants not to drink the tap water or brush their teeth with tap water.

#### **4.5.2 Hygiene before meals**

**Encourage travelers to regularly wash their hands with soap and water for at least 20 seconds, especially after being in a public place or after blowing their nose, coughing, sneezing or before eating. or use alcohol-based hand sanitizers, especially before eating.** Provide alcohol-based hand sanitizer and/or soap and water throughout the trip and especially before meals. Washing hands with soap and water is best. We suggest designating someone on staff to remind travelers to wash their hands before meals or to circulate the group offering hand sanitizer prior to eating.

#### **4.5.3 Menu Planning**

Please keep in mind that most trip participants will not be accustomed to eating local foods and may become ill. Agree on a menu with the hotel or the person preparing the meals and speak with them about our expectations for safe food preparation. You may also review the menu in advance with your Kansas trip coordinator.

To avoid illness caused by food, keep the following in mind when planning meals for the week:

- Do not serve raw salads, uncooked vegetables, and unpasteurized milk and milk products, such as cheese, mayonnaise, or cream. Avoid serving tomato or lettuce on hamburgers or sandwiches.
- Serve food that is fully cooked and is still hot. Keep hot foods hot and cold foods cold. Foods that are cooked earlier in the day and sit out for long periods are more likely to make people sick.
- Fruits and vegetables must be washed in purified water (not tap water).
- Do not serve travelers fruit drinks or other typical beverages when those drinks are made with tap water.
- Do not use tap water to rinse a utensil or knife and then use that same utensil or knife in food preparation or food serving.

- If a meal is planned for a certain time and the food is pre-ordered, arrive on-time so the cooked food is not sitting out for a long period of time.

Please keep in mind that most participants are accustomed to eating lunch around noon (12 pm) and dinner around 6 p.m. in the United States.

A cost-effective option is to hire local people to prepare meals for the travelers. For example, chairs could be rented and assembled in a common area of the community being visited and the travelers could enjoy a meal prepared by members of that community who have been hired to cook for the group. Some projects have hired parents of sponsored friends to prepare the meals.

When a meal will be eaten in the company of sponsored friends and their family, please consider the feedback received from travelers returning from previous awareness trips. “Several times we were fed a plentiful, special meal at the projects, while we could have eaten the simple meal that was served to the local mothers and children. We were embarrassed to have special food. We would have preferred to eat a simple lunch with the families.”

The trip coordinators will indicate any dietary restrictions or requirements of a trip participant by adding a note to the *Medical & Dietary Needs Report*. Please refer to these notes when planning the meals and provide alternative options for participants with special restrictions. If there is any question regarding the food limitations or allergies, please speak with a trip coordinator to clarify. If you have questions about what to include in the menu a trip coordinator is always willing to assist in any way.

### **4.5.3 Buffet and Family Style Serving**

Buffet-style dining is cost-effective, allows trip participants to choose the quantity of food and is favored by most travelers. Buffet-style meals do not require a large variety of food. It can be the same selection of food that would have been provided on a plated dish. Sponsors often prefer to select how much food they wish to eat so as not to waste. They can also select or avoid a dish that they do not want or cannot eat.

An alternative to buffet-style dining is “family style” dining. This is where the kitchen prepares the meal and serves it in bowls at the table, and each table serves themselves from these bowls, rather than having a prepared plate for each person. Family-style dining has the same benefit of buffet-style dining, where travelers can choose the quantity and items of food they wish to eat.

### **4.5.4 Snacks**

Trip participants are encouraged to bring their own snacks since each person may be accustomed to eating at different hours. Project staff is discouraged from providing excessive snacks to the travelers. Project staff should consider offering a light snack (such as packaged crackers, nuts, cookies or chips) and bottled water if the daily meals are more than five or six hours apart. Trip participants have mentioned feeling gluttonous and wasteful

when they are served a snack in a subproject community only a short time after eating breakfast, for example. Please do not feel offended if travelers do not participate in each snack.

#### **4.5.6 Alcoholic Beverages**

Sponsors are responsible for paying for their own alcoholic beverages.

The Traveler Code of Conduct emphasizes the importance of not consuming alcohol excessively and not consuming alcohol in the presence of sponsored members or their families. Please speak with the Kansas trip coordinator prior to the trip if you would like to discuss changed and/or additions to these limitations. Whenever possible, any adjustment to these expectations should be discussed prior to the trip so the Kansas trip coordinator can manage traveler's expectations in advance.

The host country's legal age for consuming alcohol should be followed by all trip participants. For example, if the host country's legal age for consuming alcohol is 18 years old, and a traveler is 17 years old, that traveler is not allowed to purchase nor consume alcohol during the trip.

Alcohol should not be made available during trips that are exclusively for a group of students, regardless of whether the students are in high school or in university. As stated in a later section of the manual, Unbound will not reimburse a project for the purchase of alcoholic beverages.

### **4.6 INTERPRETERS**

*Note to staff in Africa, India and the Philippines:*

*When English is a sponsored friend's second or third language, he/she may not feel completely comfortable communicating in English with a visiting sponsor. The same can be true for parents of sponsored children. The conversation could be much richer and more enjoyable for everyone if the sponsored friend and their family member could speak in the language they use at home. Each time a sponsor will spend time with their sponsored friend and his/her family, assign an interpreter to stay with that sponsor and facilitate the conversation. The role of interpreter could be satisfied by a staff member, scholarship student, volunteer, or hired interpreter. The interpreter should be confident with communicating in both English and the language the sponsored family uses at home.*

*Also, families who receive a sponsor or group of sponsors in their homes may feel more comfortable communicating with the group through the help of an interpreter, whether it is a staff member, scholarship student, etc. Always have someone present*

*who can interpret. Families deserve to have their voices accurately heard and sponsors have traveled a long distance to meet the families.*

*Unbound requires anyone who might facilitate communication between trip participants and sponsored friends or families to receive an interpreter training once a year prior to the start of the trip. Refer to Appendix A: Topics to Review with Interpreters, for guidance about facilitating this training.*

It is always required that the project have a sufficient number of Unbound-knowledgeable and quality interpreters available. It is especially important to make sure that when the sponsors are with their sponsored friend(s), there is a quality interpreter assigned to every sponsor or family of sponsors.

If a sponsor is visiting many sponsored friends, it is not necessary that every sponsored family have an interpreter, rather there should be an interpreter for each sponsor. Please assign a second interpreter to a couple who is visiting more than one sponsored friend. That way the wife can speak with one sponsored friend while the husband speaks with the other. Projects can make their own determination regarding the number of interpreters in cases where a couple/pair is visiting siblings.

When the sponsors are not with their sponsored friends, there can be fewer interpreters.

The role of the interpreter is to facilitate communication between the trip participants and their sponsored friends, while always staying within the policies and values of Unbound. Building relationships is a primary goal of the awareness trips. Too few interpreters, poor interpretation quality, or a bad attitude on the part of an interpreter causes frustration, disappointment and misunderstandings.

The most effective interpreters are those who are familiar with Unbound programs. These individuals should not only demonstrate a high proficiency in both languages, but also display an attitude that reflects friendliness, enthusiasm, and an understanding of Unbound values. When possible, please utilize project and subproject staff members who can serve as interpreters. This practice will reduce costs and improve the quality of the interpretation. If there are multiple projects involved and the sponsored children are meeting their sponsors on the same day, each project should agree on the number and source of the interpreters. In countries with multiple projects, each project might send an interpreter along with each group of sponsored members. It is also appropriate to propose contracting interpreters from other projects within the country even if they are not otherwise involved in the awareness trip.

In the “Traveler Summary” report that the Kansas trip coordinators send project staff, there are notes to indicate which travelers speak a different language than English or if they have specific needs that might be useful to an interpreter. Refer to this report to pair interpreters for cases in which sponsors have difficulty hearing or have speech impairment. For example, if a sponsor is very hard of hearing the project should pair the sponsor with an interpreter who speaks loudly, with a clear, strong, and confident voice.

Please verify if the visiting sponsored friend is more comfortable speaking an indigenous language that would require a special or additional interpreter. What language is spoken in their home? We want to choose an interpreter(s) who will make the sponsored friends and their families feel comfortable.

**All interpreters must review and sign the Unbound awareness trip Code of Conduct for Project, Subproject, Hired or Volunteer Staff. Remind the interpreters that they are not permitted to exchange contact information, such as email or Facebook contacts, with the trip participants. Refer to the appendix for specific topics to review with interpreters.**

If it is necessary to hire outside interpreters, extra attention must be given to their training and formation. Unbound staff is required to meet with the outside interpreters in advance to discuss the values of Unbound and the purpose of the awareness trip.

#### **4.7 ORGANIZING THE VISIT – SPEAKING TO EACH SPONSORED FAMILY IN ADVANCE**

Project staff should notify the subproject staff two months before the trip with the names of the sponsored friends receiving a visit from their sponsor. **Please wait until two months prior to the trip to notify the sponsored friends that their sponsor is visiting, even though the trip reports are available in Portal more than two months before the trip.** By waiting until two months before the trip, we can reduce the likelihood of disappointment by the sponsored friend if the sponsor must cancel their trip.

**Each sponsored friend, regardless of age, must be accompanied by an adult family member during the visit with their sponsor.** It is acceptable to invite a family friend when a family member cannot attend the visit or when the sponsored friend's close relatives are no longer living. A family representative could be a trusted neighbor or anyone the family is comfortable entrusting with this responsibility. For example, a sponsored elder might prefer that their social promoter serve as their family representative or one of the mothers that assist him or her in the sponsorship program. The total number of family members invited is up to the discretion of the project staff.

Project or subproject staff should meet with the family to discuss the logistics of the visit in advance. The project staff should provide useful information to the subproject staff so they can prepare the family and answer their questions. Here are some topics to discuss with the family:

- Which family member(s) will travel with the sponsored friend? Do they need to request time off from work?
- If a family member cannot travel, can a friend of the family travel instead?
- Does the sponsored friend need to obtain permission from school to attend the visit?
- Does the sponsored friend have permission to stay overnight if it is necessary?
- Where will the visit take place? What is the estimated time of arrival and departure?



- Describe the visit so the family knows what to expect. The family will be interested to know the type of activities planned.
- Tell the family whom they can contact with questions before the visit.

#### **4.8      *GIFTS FOR THE TRIP PARTICIPANTS***

Projects are not required to give gifts to the trip participants. If a project chooses to give a small gift, the project should keep it simple and inexpensive. The total amount spent on gifts for an awareness trip should **not exceed twenty dollars (\$20 USD) per traveler**, for trips that involve more than one project speak to a trip coordinator. Small items made by local persons or by the sponsored children are appreciated far more than a tourist item purchased by the project. Trip participants will be traveling by international air. Gifts they receive are subject to international rules, regulations, and weight limitations. Please be conscientious not to gift large, heavy or fragile items, food, plants or unprocessed products.

A group photo or a DVD with photos from the week is always appreciated. However, if sharing JPEG images, make sure to turn off location services on the phone or camera prior to taking the photo.

Some projects decide to have a shirt made for each traveler with the Unbound logo. Travelers enjoy this because they can then wear Unbound gear to promote the organization.

Subprojects are not required to give gifts to the trip participants. Unbound funds should not be used to purchase gifts for the trip participants from individual subprojects. If multiple subprojects will be visited, and each desire to present some type of a gift, suggest using the creativity of sponsored friends to prepare posters, decorations for the meeting place, or small hand-made crafts. Sponsored friends might use art supplies and natural materials to make small table decorations. This would be a simple token of their appreciation.

#### **4.9      *PREPARING AN EMERGENCY PLAN***

Plans for medical emergencies and other emergencies, including natural disaster, strikes or protests that prevent travel, and car accidents, should be in place and discussed with staff.

Before the trip begins, ensure that participating staff is aware of the closest emergency and medical facilities and a phone number for a local physician.

Carry a first aid kit with the vehicle to address any minor injuries during the trip and prevent them from becoming major. We recommend the first aid kit contain:

- antibiotic cream
- sterile bandages
- antiseptic wipes
- disposable non-latex gloves

- vomit bags
- pain reliever such as Acetaminophen, Aspirin or Ibuprofen
- anti-diarrheal medicine
- hard candies
- an automatic blood pressure cuff/monitor. The automatic blood pressure monitor is useful when a doctor or nurse is evaluating the severity of a patient's condition.
- thermometer

It is extremely important to carry the trip reports with you to provide health and medication information listed in the *Medical and Dietary Needs Report* to assist doctors or other emergency personnel.

Within the trip reports, the trip coordinators will note if a sponsor in the group has special medical training, such as a nurse or doctor. Although those sponsors do not come with the purpose of providing medical care, it is helpful to know who they are in case of an emergency.

If earthquakes are a common occurrence, inform travelers what one should do in the case of an earthquake.

In any emergency, such as natural disaster, car accident, injury or severe illness of a traveler, seek medical help immediately and notify the Kansas trip coordinators as soon as possible. The Kansas trip coordinators' phone numbers are printed on the last page of the trip reports and in the inside of your nametags. These numbers should be used 24 hours a day for emergency contact. Once the trip coordinator has been informed, he or she can help liaison issues of payment or insurance (in the case of major issues) and contact the participant's family members.

#### **4.10      *FREQUENTLY ASKED TRAVELER QUESTIONS***

Each group of travelers is unique. Some may be novice travelers who are leaving their home country for the very first time specifically to have this very special visit with their sponsored friend, while others may be experienced travelers; some may even have traveled on an awareness trip previously to another country. We should not assume how much people know about Unbound. It is important during the awareness trip to demonstrate Unbound's culture of learning and provide a foundation of understanding for what the group is going to witness and hear during community visits, home visits, and during planned programs.

Trip coordinators have gathered some frequently asked questions and topics of interest from trip participants to help prepare staff for the travelers' possible questions and to act as a resource while planning. The project staff is not expected to know all the answers and should not try to answer questions when the answer is uncertain. However, to prepare for the best experience possible, it would be good for the project staff, volunteers and interpreters to be aware that these questions are frequently asked by travelers during the trips. Contact a trip coordinator if you would like to talk about any of the frequently asked

questions listed below. Do not hesitate to contact the trip coordinator during the awareness trip if you would like assistance responding to a specific question.

For our purposes, these questions can be divided into three categories: general program/regional questions, general policy questions and questions specific to a sponsored friend.

### **GENERAL PROGRAM/REGIONAL QUESTIONS:**

Travelers often want to know how “things work.” They want to understand how different processes function and about the roles and responsibilities of staff in the offices and communities. Understanding how different systems in their host country work will help them understand the context in which Unbound works and in which the families live. Below are some topics to consider discussing during the trip orientation, evening reflections, during project office or subproject office visits, or even during bus rides.

1. School system in the country / education realities
  - a. How much does college/university cost?
  - b. When is the school year?
  - c. What are the grade levels?
  - d. Average number of school days
  - e. Average education attainment
2. What are the selection criteria for families entering the program? Do families approach you or do you find families to enter the program? How does a family find out about Unbound?
3. What are the requirements to be in the program?
4. How is Unbound able to provide so many programs (variety, personalization)?
5. Benefit Planning/Personalization of Benefits
  - a. Can you give me an example of how a family might use their sponsorship benefit during the year?
  - b. How are families involved in the decision-making process?
  - c. What options are there for my sponsored friend’s family to save (for example, saving for education expenses or livelihood programs)?
  - d. Do you require receipts? Why or why not?
6. How many sponsored friends does your project work with? How many people are on the waiting list in your project?
7. How many sponsored friends do most social promoters attend to?
8. Why does it take so long to get a letter? Why shouldn’t I send packages?
  - a. Discuss the journey of a letter. Show the sponsor what it takes to get the letter to a sponsored friend and for them to respond.
  - b. How do e-letters work? Do they really save time?
  - c. What does it mean to a child or elder to receive a letter from their sponsor?
  - d. Approximately what percentage of sponsored friends receives letters from their sponsors?
9. Higher education expenses
  - a. Does Unbound notify me when my sponsored child finishes high school and cannot afford college? (No)

- b. Must the sponsor keep track of where their sponsored friend is in school and inquire to Unbound-Kansas about future education plans and expenses?  
(Yes)
  - c. Can a sponsor help pay the higher education expenses for their sponsored friend? How?
10. Service Scholar (Scholarship) Program
- a. What is the scholarship program, and do you have scholars in your project?
  - b. Who chooses the scholarship recipients and what are the criteria and requirements?
  - c. How are these scholarships funded?
  - d. Are most scholarship students also sponsored?
  - e. What if the sponsored friend's grades are not good enough to become a service scholar and the student needs help to afford college?
11. Is there jealousy and competition amongst the sponsored families or mothers groups?
12. Do you work with fathers of sponsored friends?
13. Finance: What happens with the funds once I send them to Unbound in Kansas City? Or, can you walk me through how much is spent and what the sponsored child receives in the end?
14. Health care/dental system
- a. Can you explain on a high level what the health care system is like in your country? Private or public?
  - b. What is the accessibility of health clinics or hospitals for sponsored families?
  - c. What is the availability of medications/vitamins/anti-parasitic?
  - d. What access do families such as our sponsored families have to dental care and eye care?
  - e. Are most new babies born at home or are new mothers able to go to the hospital?
  - f. What prenatal care for mothers and unborn children is available? How easily does the average sponsored family access that care?

**GENERAL POLICY QUESTIONS:**

- 1. Is there an age limit for my sponsored friends to participate in the program? Such as, an age when they must leave the program?
- 2. Why are there projects that have many people in one family sponsored and other places that have a rule about only allowing one sponsored friend per family?
- 3. If a sponsored friend is pregnant, is she able to continue in the program?
- 4. What if a sponsored friend gets married? Can he or she continue to stay in the program if he/she is continuing to attend school?
- 5. Are you opening new subprojects?
- 6. I would like to help a family that I met during a home visit; can I do this?
- 7. I would like to donate the clothes that I brought; can I donate them through the project?

**SPONSORED FRIEND SPECIFIC QUESTIONS:**

Following are examples of questions that sponsors may ask about their own sponsored friends. The Project Coordinator and staff should decide the best way to address the questions of the sponsors. Would it be best and easiest to research the answers to the sponsor's question before the trip ends? Or is more extensive investigation required and more time needed in order to provide the sponsor with the complete answer? Oftentimes the decision is made on a case by case basis depending on the complexity of the question.

1. Can I buy my sponsored friend something at the store during the awareness trip? (for example, bicycle, food, furniture, dishes, bed, etc.)
2. Can I sponsor my sponsored child's brother/sister/relative?
3. How much does it cost to build a home? Can I build a home for my sponsored friend's family or help repair their home?
4. Can I purchase livestock for my sponsored friend's family?
5. Does my sponsored friend have special medical, physical or learning needs?
  - a. How can we find out, and is the family interested in extra assistance?
6. What religion is my sponsored friend?
7. Is there a way I can help my sponsored friend become a scholarship student?

Some of the answers to these questions may require additional follow up. Please document cases when a sponsor wishes to assist in an additional way and share them as soon as possible with the assigned trip coordinator. Unbound-Kansas can follow up with the appropriate speed letter or contact the sponsor for follow up.

## 5 Trip Budget and Expenses

### 5.1 *PRELIMINARY BUDGET WORKSHEET*

The Unbound awareness trip preliminary budget worksheet is a spreadsheet outlining the projected costs to the project (including subprojects) for the trip. Each project participating in a trip is required to prepare and submit a preliminary trip budget to the Trip coordinator. Each project has the responsibility of reviewing and authorizing expenses planned by each subproject.

Some trips involve multiple projects. Each project who anticipates incurring expenses related to the trip must submit a preliminary budget to the trip coordinator who is working with their trip. **Do not consolidate the estimated budgets of the other projects into one budget.**

The preliminary trip budget covers the projected costs listed on the worksheet and may include additional expense details. It is completed in local currency and submitted via email to the Kansas trip coordinator for comments and approval. Contact the coordinator if more information is needed to complete the worksheet on time

The Kansas trip coordinator will review the preliminary budget and reply to the project with feedback. Once the number of travelers is final, the trip coordinator and the project agree on the preliminary budget, the Kansas trip coordinator will send the project a copy of the approved, preliminary budget. The project is expected to follow the approved preliminary budget. However, some expenses are difficult to estimate, and other costs are unexpected. For example, the participants might drink more or less water than anticipated. Small variations from the approved, preliminary budget may be necessary. The project should call or contact the Kansas trip coordinator if they anticipate significant variations from the approved expenditures in each category. Unexpected expenses are addressed in more detail later in this section.

Projects frequently include a line item on the budget for unforeseen expenses. For trips less than 10 days, it is acceptable to estimate up to \$100 in unforeseen expenses on the preliminary budget. For trips more than 10 days in length, it is acceptable to estimate up to \$150 in unforeseen expenses on the preliminary budget.

After this section, there is a sample preliminary budget for reference.

## ***5.2 REQUESTING AN ADVANCE OF FUNDS***

Unbound Kansas may advance a portion of the approved budget if the project staff requests it. On the preliminary budget template, the project accountant or staff member should state the specific amount or percentage of the advance.

In the case that an awareness trip is cancelled after the project receives the advancement of funds, Unbound Kansas will deduct the advanced funds in the financial memo of the month immediately after the cancellation of the awareness trip. For additional information, see section 2.5.1 of the Financial Manual.

## ***5.3 PROVIDING QUOTES FOR LODGING OPTIONS***

Each project must email the trip coordinator copies of the quotes obtained for the group's lodging. Three quotes for each city/location are preferred but two quotes per city/location are acceptable when there are limited options. A project may send the quotes prior to sending the preliminary budget, or, the project may send the quotes with the preliminary budget as accompanying documentation. Sometimes the Kansas trip coordinator will ask the project to prepare and send a lodging comparison using the spreadsheet found at the end of this section.

## ***5.4 APPROPRIATE VERSUS INAPPROPRIATE EXPENSES***

Expenses from an Unbound awareness trip will be reimbursed by Kansas following receipt of the detailed expenses after the trip. The project staff is expected to make responsible decisions regarding the types of expenses that are incurred. Note that Kansas might not reimburse the project for expenses that are considered inappropriate. Following are examples of some appropriate and inappropriate expenses.

Appropriate:

- Cost for lodging in a safe, reasonably priced hotel or retreat center for the trip participants
- Cost for lodging in a safe, reasonably priced hotel or retreat center for project staff members (if necessary).
- Cost for lodging in a safe, reasonably priced hotel for the sponsored friends and their families (if necessary).
- Cost of food, water, and snacks for the trip participants.
- Cost for in-country ground transportation for the trip participants.
- Reimbursement for transportation expenses and meals of sponsored friends and families traveling to meet their sponsor.
- Cost of equipment rental and venue rental necessary for a subproject visit.
- Fees for interpreters.
- Cost of T-shirts or other small gift for the trip participants, if the project decides to purchase a gift. The total amount each project spends on gifts should not exceed ten (\$20 USD) dollars per traveler.

- Cost of matching t-shirts for project staff and sponsored friends, in certain circumstances. For safety reasons, it may be wise to have matching t-shirts for the project staff, sponsors and participating sponsored friends for a particular day or activity in order to keep the group together and identify everyone. This would be an acceptable awareness trip expense when justified by safety concerns.
- During the trip, a traveler might decide to sponsor someone who is on the available list. The staff is encouraged to consider the possibility of bringing the newly sponsored friend to meet their new sponsor. The expenses for this visit, including transportation, lodging and meals, is appropriate although they were not included on the approved preliminary budget.

Inappropriate:

- Cost for lodging in an overly expensive hotel when there are safe, less expensive alternatives.
- Cost for lodging of staff members when it is logical for them to sleep in their own homes rather than in a hotel. In most cases, the Experience Integration team asks that one or two staff members stay at the place of lodging with the sponsors to be available in case of health problems or any emergency.
- Expensive gifts for the trip participants. Again, the total amount each project spends on gifts should not exceed twenty dollars (\$20 USD) per traveler.
- During subproject visits, the travelers might share a meal with members of the community. To manage costs please refrain from inviting more than 50 community members (families, children) to a meal or snack with the trip participants unless you obtain prior approval from the Kansas trip coordinators. Considerations regarding the cost of the meal and the overall cost of the trip should be kept in mind when organizing events.
- Some projects invite travelers to attend pre-planned program events that are already included in the project's annual budget. Including the group into pre-planned program activities is a great way of showing sponsors what some of the benefits are of the Unbound program. The awareness trip budget cannot assume the entire cost of the event; however, assessing a per-person cost for the presence of the travelers at the event is reasonable.
- Alcoholic beverages for the trip participants. The trip participants should purchase their own alcoholic beverages.
- Hotel incidentals such as room service, international phone calls, internet connection fees or other incidentals that are charged to a hotel room.
- Cost for additional nights stayed in Unbound awareness trip accommodations by a trip participant.

## ***5.5 FINANCIAL CONFLICTS OF INTEREST***

Project staff should be mindful of potential financial conflicts of interest regarding the service providers utilized during an Unbound awareness trip. A potential conflict of interest could arise when a family member of a project staff member is hired to provide services for the trip. Examples include services such as transportation, drivers, restaurants, lodging, or equipment rental. Unbound recognizes the benefits of supporting the local economy.



Unbound also recognizes the importance of the convenience, trust, and confidence that a well-known service provider offers. It is not forbidden to hire a family member of a project staff member to perform services related to the trip. Instead, open communication between the project and the trip coordinator is expected regarding any potential conflicts of interest.

## ***5.6 UNEXPECTED EXPENSES***

The project should contact the trip coordinator if they anticipate significant variations from the approved expenditures in each category. Emergencies usually generate unexpected expenses, and these expenses must be reported with all other trip expenses to Unbound-Headquarters.

If an illness, injury, or emergency requires medical care for a participant, these medical costs should be covered by that participant. When a trip participant needs medical treatment, the participant should pay for his or her own medical care at the time of treatment. If that participant is unable to pay at the time of care, the project may temporarily cover the expense. The participant will reimburse Kansas and Kansas will reimburse the project. We urge each traveler to purchase personal travel medical insurance. Contact the trip coordinators as soon as possible if a trip participant receives medical treatment.

The potential for other unexpected expenses can be reduced by carefully planning the trip itinerary. For example, if the group spends the first night or two close to the airport, the cost of arranging travel and accommodation for a participant whose flight was delayed will be much less. In addition, providing an address for luggage delivery can also avoid the cost of returning to collect delayed bags.

During the awareness trip, a traveler might decide to sponsor someone who is on the available list. The staff is encouraged to consider the possibility of bringing the newly sponsored friend to meet their new sponsor. The expenses for this visit, including transportation, would be approved although they were unexpected expenses.

When applicable, travelers who request a single room pay an additional fee to Unbound-Headquarters to help cover this additional expense. The fee is calculated based on the cost of single and double rooms at each place of lodging. The trip coordinator will note these requests on the room assignment suggestion document. For example, “John Doe requested a single room and has paid a supplemental fee to the Kansas office prior to the trip in order to guarantee his single room.”

If a sponsor requests to change their rooming assignment in order to have a single room, please accommodate the request if possible and explain to the sponsor that they may need to pay a supplemental fee to Kansas after the trip. If the sponsor prefers or insists, the sponsor may pay the hotel directly for the full cost of the single room. The travelers should not pay the project.

## ***5.7 SUBMITTING EXPENSES TO KANSAS***

To comply with Unbound policy, Kansas must reimburse projects for all awareness trip-related expenses. The projects may not share the cost unless the costs are deemed as program-related expenses. Projects are required to propose any cost sharing arrangement for the trip to Kansas in advance of the trip. Sponsorship funds or reserve funds may need to be used to pay for trip expenses initially, but these withdrawals must be reimbursed by Kansas.

Expenses from an awareness trip will be reimbursed by Kansas following receipt of the detailed expenses after the trip. The month following the trip, photocopies of the invoices and receipts together with a summary page must be submitted to the project's regional accountant at Kansas, preferably by email. The project should keep the original invoice/receipt copies for project records. The project should create an office voucher for any trip-related expenses where an official receipt or invoice was not obtained. These office vouchers should be submitted and included on the summary page as well. The summary page should include the trip-related expenses listed by categories such as Lodging, Food, Transportation, and Other. The summary page should also include the currency shown and the exchange rate. Note that Kansas may not reimburse the project for expenses that are considered inappropriate. Refer to Section: 5.2 Appropriate Versus Inappropriate Expenses in this manual.

Some trips involve multiple projects. After the trip each project will submit copies of receipts and a detailed report to their regional accountant at Kansas. Each project will be reimbursed separately.

## Unbound Awareness Trip Preliminary Budget

Project:

Trip Dates

Exchange Rate:

### Lodging

#### Sponsors/Awareness Trip Travelers

Anticipated Dates	Hotel Name and City	Number of Trip Participants	Number of Rooms Per Style			Number of Nights	Cost per Room, per Style			Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
			Single	Double	Triple		Single	Double	Triple			
											-	
											-	
											-	
											-	
											-	
											-	
<b>Subtotal</b>										-	-	

*Please indicate if Meals are included in cost of Lodging.*

### Project Staff and Hired Assistants

Anticipated Dates	Hotel Name and City	Number of Staff/Hired Assistants	Number of Rooms Per Style			Number of Nights	Cost per Room, per Style			Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
			Single	Double	Triple		Single	Double	Triple			
											-	
											-	
											-	
											-	
											-	
											-	
											-	
<b>Subtotal</b>										-	-	

*Please indicate if Meals are included in cost of Lodging.*

### Sponsored Members and Families

Anticipated Dates	Hotel Name and City	Number of Sponsored and Families	Number of Rooms Per Style			Number of Nights	Cost per Room, per Style			Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
			Single	Double	Triple		Single	Double	Triple			
											-	
											-	
											-	
											-	
											-	
											-	
											-	
<b>Subtotal</b>										-	-	

*Please indicate if Meals are included in cost of Lodging.*

### Total Lodging

-

-

Meals								
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
							-	
							-	
							-	
							-	
							-	
							-	
<b>Total Meals</b>						-	-	

Transportation									
Anticipated Dates	Description of Estimated Expense	Number of Vehicles	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Vehicle (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
								-	
								-	
								-	
								-	
								-	
								-	
<b>Total Transportation</b>						-	-		

Activities <small>Including, but not limited to: Translators, Entrance Fees, Venue Fees, Chair Rental, Sound System Rental</small>								
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
							-	
							-	
							-	
							-	
							-	
<b>Total Activities</b>						-	-	

Materials/Supplies <small>Including, but not limited to: Printing Costs, Decorations</small>								
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
							-	
							-	
							-	
<b>Total Materials/Supplies</b>						-	-	

**Project Gifts to Sponsors** Not to Exceed \$20 USD per Person Including but not limited to: Gifts, Souvenirs, T-Shirts, DVDs, etc.

Anticipated Dates	Description of Estimated Expense	Number of Trip Participants	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
					-	
					-	
					-	
					-	

**Total Gifts to Sponsors** - -

**Other Expenses** Budgeting for Unforeseen Expenses should not exceed \$125 USD Any other expenditure related to the trip.

Anticipated Dates	Description of Estimated Expense	Number	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
					-	
					-	
					-	
					-	

**Total Other Expenses** - -

**Total Estimated Trip Budget**

-

Estimated number of Sponsored Children from this project receiving a visit from their sponsor

**Estimated Number of Sponsor Travelers**

-

**Estimated Cost per Participant**

-

Are you requesting a budget advance? (Yes/No) \_\_\_\_\_

Indicate the amount requested for budget advance \_\_\_\_\_

Indicate the percentage of the budget the advance represents \_\_\_\_\_

Preferred month to receive advance \_\_\_\_\_

<b>Submitted By:</b>	
<b>Date:</b>	
<b>Reviewed By:</b>	
<b>Approval Date:</b>	

**Unbound Awareness Trip  
Preliminary Budget**

Project: **Kampala**

Trip Dates: **19th July -23rd July 2019**

Exchange Rate: **3710**

Lodging Sponsors/Awareness Trip Travelers															
Anticipated Dates	Hotel Name and City	Number of Trip	Number of Rooms Per Style				Number of Nights	Cost per Room, per Style				Total Estimated Expense (Local)	Total Estimated Expense (US)	Observations/Notes	
			Single	Double	Twin	Triple		Single	Double	Twin	Triple				
19th July 2019	Innophine Hotel 790 Ltd	19	5	3	4		1	177,000.00	200,600.00	236,000.00	-	2,430,800.00	655.20	5 travellers will occupy 5 single rooms, 8 travellers will have 4 twin rooms, 3 couples will have 3 Matrimonial double rooms. Breakfast is inclusive on the lodging cost.	
20th July 2019	Kakiri Gardens & Hotel Ltd	11	3	2	2		1	70,000.00	90,000.00	90,000.00	-	570,000.00	153.64	3 travellers will occupy 3 single rooms, 2 couples will occupy 2 matrimonial rooms and 4 travellers will occupy 2 twin rooms. Breakfast is not inclusive since they take the bed to be a single one so they provide breakfast for only 1 person despite being a couple of 2 in a room	
20th July 2019	Greenville Country Resort Ltd	9	7	1			1	70,800.00	70,800.00		-	566,400.00	152.67	7 travellers will occupy 7 single rooms and 1 couple will have 1 Matrimonial double room. Breakfast is inclusive on the lodging cost.	
21st-22nd July 2019	Kakiri Gardens & Hotel Ltd	20	6	3	4		2	70,000.00	90,000.00	90,000.00	-	2,100,000.00	566.04	6 travellers will occupy 6 single rooms, 8 travellers will have 4 twin rooms, 3 couples will have 3 Matrimonial double rooms. Breakfast is not inclusive on the lodging cost.	
23rd July 2019	Innophine Hotel 790 Ltd	20	4				1	177,000.00			-	708,000.00	190.84	We shall avail 4 rooms where sponsors can freshen up from 2 for male and 2 for female	
											-	-	-		
<i>Please indicate if Meals are included in cost of Lodging.</i>															
<b>Subtotal</b>											<b>6,375,200.00</b>	<b>1,718.38</b>			

Project Staff and Hired Assistants															
Anticipated Dates	Hotel Name and City	Number of Staff/Hired	Number of Rooms Per Style				Number of Nights	Cost per Room, per Style				Total Estimated Expense (Local)	Total Estimated Expense (US)	Observations/Notes	
			Single	Double	Twin	Triple		Single	Double	Twin	Triple				
19th July 2019	Innophine Hotel 790 Ltd	2	2				1	177,000.00				354,000.00	95.42	2 single rooms for, (1 AT coordinator and project driver). Breakfast is inclusive on the lodging cost.	
20th July 2019	Kakiri Gardens & Hotel Ltd	3	3				1	40,000.00				120,000.00	32.35	3 single rooms for (1 for Project coordinator & 2 for the driver)	
20th July 2019	Greenville Country Resort Ltd	2	2				1	70,800.00				141,600.00	38.17	2 Single rooms for 1 AT coordinator and 1 for the drivers. Breakfast is inclusive on the lodging cost.	
21st-22nd July 2019	Kakiri Gardens & Hotel Ltd	5	5				2	40,000.00				400,000.00	107.82	5 single rooms for 1 Project coordinator, AT coordinator, 1 Project driver and 2 Bus drivers	
											-	-	-		
<i>Please indicate if Meals are included in cost of Lodging.</i>															
<b>Subtotal</b>											<b>1,015,600.00</b>	<b>273.75</b>			

Sponsored Members and Families															
Anticipated Dates	Hotel Name and City	Number of Sponsored	Number of Rooms Per Style				Number of Nights	Cost per Room, per Style				Total Estimated Expense (Local)	Total Estimated Expense (US)	Observations/Notes	
			Single	Double	Twin	Triple		Single	Double	Twin	Triple				
<i>Please indicate if Meals are included in cost of Lodging.</i>															
<b>Subtotal</b>											<b>-</b>	<b>-</b>			

**Total Lodging** **7,390,800.00** **1,992.13**

Meals									
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes	
19th July 2019	Snacks for Sponsors through out the trip	20	3	-	50,000.00	1,150,000.00	309.97	Snacks for sponsors through out the trip	
19th July 2019	Lunch at Innophine Hotel 790 Ltd	5	3	-	35,400.00	283,200.00	76.33	Lunch for 5 travellers & 3 staff	
19th July 2019	Evening tea at Innophine Hotel 790 Ltd	5	3	-	11,800.00	94,400.00	25.44	Evening tea for 5 travellers & 3 staff	
19th July 2019	Dinner at Innophine Hotel 790 Ltd	19	3	-	35,400.00	778,800.00	209.92	Dinner for 19 travellers & 3 staff	
20th July 2019	Break tea at Innophine Hotel 790 Ltd	20	5	-	11,800.00	295,000.00	79.51	Break tea for 20 travellers & 2 staff & 3 drivers	
20th July 2019	Lunch at Kakiri Gardens & Hotel Ltd	11	4	-	25,000.00	375,000.00	101.08	Lunch for 11 travellers & 2 staff & 2drivers	
20th July 2019	Evening Tea at Kakiri Gardens & Hotel Ltd	11	4	-	6,000.00	90,000.00	24.26	Evening tea for 11 travellers, 2 staff & 2 drivers	
20th July 2019	Dinner at Kakiri Gardens & Hotel Ltd	11	4	-	25,000.00	375,000.00	101.08	Dinner for 11 travellers, 2 staff & 2 drivers	
20th July 2019	Lunch at Greenville Country Resort Ltd	9	3	-	20,000.00	240,000.00	64.69	Lunch for 9 travellers & 2 staff & 1 driver	
20th July 2019	Evening tea at Greenville Country Resort Ltd	9	3	-	6,000.00	72,000.00	19.41	Evening tea for 9 travellers, 2 staff & 1 driver	
20th July 2019	Dinner at Greenville Country Resort Ltd	9	3	-	20,000.00	240,000.00	64.69	Dinner for 9 travellers, 2 staff & 1 driver	
21st July 2019	Break fast at Kakiri Gardens & Hotel Ltd	11	3	-	10,000.00	140,000.00	37.74	Break fast for 11 travellers, 1 staff & 2 drivers	
21st July 2019	Evening Tea at Kakiri Gardens & Hotel Ltd	20	6	-	6,000.00	156,000.00	42.05	Evening tea for 20 travellers, 3 staff & 3 drivers	

21st July 2019	Dinner at Kakiri Gardens & Hotel Ltd	20	6	-	25,000.00	650,000.00	175.20	Dinner for 20 travellers, 3 staff & 3 drivers
22nd July 2019	Break fast at Kakiri Gardens & Hotel Ltd	20	5	-	10,000.00	250,000.00	67.39	Breakfast for 20 travellers, 2 staff & 3 drivers
22nd July 2019	Lunch in the field (Bukalango area)	16	10	50	20,000.00	1,520,000.00	409.70	Lunch for 16 travellers, 7 staff, 3 drivers and 50 sponsored members of FAL class
22nd July 2019	Evening Tea at Kakiri Gardens & Hotel Ltd	20	6	-	6,000.00	156,000.00	42.05	Evening tea for 19 travellers, 3 staff & 3 drivers
22nd July 2019	Dinner at Kakiri Gardens & Hotel Ltd	20	6	-	25,000.00	650,000.00	175.20	Dinner for 20 travellers, 3 staff & 3 drivers
23rd July 2019	Break fast at Kakiri Gardens & Hotel Ltd	20	6	-	10,000.00	260,000.00	70.08	Breakfast for 20 travellers, 3 staff & 3 drivers
23rd July 2019	Dinner at Innophine Hotel 790 Ltd	17	5	-	35,400.00	778,800.00	209.92	Dinner for 17 travellers before departing to the airport in their respective intervals & 2 staff and 3 drivers.

**Total Meals**

**8,554,200.00 2,305.71**

**Transportation**

Anticipated Dates	Description of Estimated Expense	Number of Vehicles	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Vehicle (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes
19th July 2019	Fuel for Project Vehicle	1	20	5	17	900,000.00	900,000.00	242.59	Fuel for the Project vehicle through out the trip
19th -23rd July 2019	Local transport for Christine Naluyima (AT Coordinator)	1	20	1	-	45,000.00	45,000.00	12.13	Local transport for Christine Naluyima to and from Rakai office during AT preparations and to and from the Entebbe to welcome sponsors
20th -23rd July 2019	Bus Hire	2	20	5	17	2,400,000.00	2,400,000.00	646.90	2 Buses hired to transport Sponsors for 4 days through out the trip. This includes drivers allowances
20th -23rd July 2019	Fuel for Hired Bus to MSK	1	9	1	7	800,000.00	800,000.00	215.63	Fuel for the hired bus to transport MSK & RKI sponsors through out the trip
20th -23rd July 2019	Fuel for Hired Bus to BNJ	1	11	1	10	500,000.00	500,000.00	134.77	Fuel for the hired bus to transport BNJ & SKY sponsors through out the trip
21st July 2019	Car hire for sponsors to visit their sponsored family in BNJ Nansomba	1	2	1	-	170,000.00	170,000.00	45.82	Vehicle Hire in BNJ to families(Nansomba)
21st July 2019	Car hire for sponsor to visit her sponsored family in BNJ Mugoye	1	1	1	1	170,000.00	170,000.00	45.82	Vehicle Hire in BNJ to families(Mugoye)
21st July 2019	Car hire for sponsor visit her sponsored family in BNJ Katungulu	1	1	1	1	170,000.00	170,000.00	45.82	Vehicle Hire in BNJ to families(Ktungulu)
22nd July 2019	Car hire for sponsors to visit their sponsored family in BNJ Kaijii	1	2	1	1	170,000.00	170,000.00	45.82	Vehicle Hire in BNJ to families (Kaijii)
21st July 2019	Fuel for project vehicle to transport sponsors to visit their sponsored family in SKY	1	3	1	1	-	-	-	
21st July 2019	Car hire for sponsors to visit her sponsored family in SKY Butalaale	1	2	1	1	150,000.00	150,000.00	40.43	Vehicle Hire in SKY to families(Butalaale)
21st July 2019	Car hire for sponsor to visit her sponsored family in SKY Gombe	1	1	1	1	150,000.00	150,000.00	40.43	Vehicle Hire in SKY to families(Gombe)
21st July 2019	Car hire for sponsor to visit his sponsored family in SKY Kabyuma	1	1	1	1	200,000.00	200,000.00	53.91	Vehicle Hire in SKY to families(Gombe)
22nd July 2019	Fuel for the project vehicle to transport sponsors to visit their sponsored family in	1	1	1	1	-	-	-	Vehicle Hire in MSK to families(Kasooka-Kisosso)
21st July 2019	Car hire for sponsor to visit 2 of their sponsored family in MSK Nakayiba via their	1	2	1	1	150,000.00	150,000.00	40.43	Vehicle Hire in MSK to families(Nakayiba)
21st July 2019	Car hire for sponsors to visit their sponsored family in MSK Kasooka-Kisosso	1	1	1	1	80,000.00	80,000.00	21.56	Vehicle Hire in MSK to families(Kasooka-Kisosso)
21st July 2019	Car hire for sponsor to visit his sponsored family in MSK Kkingo	1	1	1	1	80,000.00	80,000.00	21.56	Vehicle Hire in MSK to families(Kkingo)
21st July 2019	Car hire for sponsor to visit her sponsored family in MSK Lwaggulwe	1	1	1	1	150,000.00	150,000.00	40.43	Vehicle Hire in MSK to families(Lwaggulwe)
21st July 2019	Car hire for sponsor to visit his sponsored family in RKI Kasekere Bethlehem	1	1	1	1	150,000.00	150,000.00	40.43	Vehicle Hire in RKI to families(Kasekere Bethlehem)
21st July 2019	Car hire for sponsor to visit their sponsored family in RKI Kalungi Kimukunda	1	1	1	1	150,000.00	150,000.00	40.43	Vehicle Hire in RKI to families(Kalungi-Kimukunda)
21st July 2019	Local transport for BNJ sponsored Resty to and from her school to home to meet her sponsor twice	1	0	1	1	60,000.00	60,000.00	16.17	Transport to Resty and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for BNJ sponsored Yuda to and from her school to meet the sponsor twice	1	0	1	1	50,000.00	50,000.00	13.48	Transport to Yuda Tadeo and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for BNJ Joseph and his parent to meet with their sponsor in Kakiri	1	0	1	2	20,000.00	20,000.00	5.39	Transport to Joseph Mukisa Sserugo and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for SKY sponsored Sarah to and from school to home to meet her sponsor twice	1	0	1	1	30,000.00	30,000.00	8.09	Transport to Sarah and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for SKY sponsored Edrine to and from school to home to meet her sponsor twice	1	0	1	1	30,000.00	30,000.00	8.09	Transport to Sarah and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for SKY sponsored Florence to and from school to home to meet her sponsor twice	1	0	1	1	40,000.00	40,000.00	10.78	Transport to Sarah and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for SKY sponsored Jackie to and from her school to home to meet the sponsor twice	1	0	1	1	30,000.00	30,000.00	8.09	Transport to Noeline and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for SKY sponsored Hildah to and from her school to home to meet the sponsor twice	1	0	1	1	15,000.00	15,000.00	4.04	Transport to Hildah and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for SKY sponsored Maureen to and from her school to home to meet the sponsor twice	1	0	1	1	25,000.00	25,000.00	6.74	Transport to Maureen and parent from school to home and to the graduation celebration at Kakiri
21st July 2019	Local transport for MSK 5 children to and from their schools to home to meet their sponsors twice	1	0	1	10	50,000.00	50,000.00	13.48	Transport to 5 sponsored members of MSK plus their parents to and from school and the graduation celebration at Kakiri
21st July 2019	Local transport for RKI children Joseph & Steven plus their parents to and from their schools to home to meet the sponsor twice	1	0	1	4	60,000.00	60,000.00	16.17	Transport to 2 sponsored members of RKI plus their parents to the graduation celebration at Kakiri
21st July 2019	Local transport for 3 staff in BNJ to Kakiri to pick sponsor escorting them to sponsored families	1	0	3	2	8,000.00	24,000.00	6.47	Local transport for 3 BNJ staff to pick up sponsors from Kakiri Gardens Hotel to the sponsored members homes and back
21st July 2019	Local transport for 4 staff in SKY to Kakiri to pick sponsors & escorting them to sponsored families	1	0	4	1	16,000.00	64,000.00	17.25	Local transport for 4 SKY staff to pick up sponsors from Kakiri Gardens Hotel to the sponsored members homes and back

21st July 2019	Local transport for 2 staff in RKI to Green Ville Coutry Resort Ltd to pick sponsors & escorting them to sponsored families	1	0	2	1	10,000.00	20,000.00	5.39	Local transport for 2 RKI staff to pick up sponsors from Green Ville Resort Ltd to the sponsored members homes and back
21st July 2019	Local transport for staff to Kakiri for 3 days to follow up programs at hotel	1		1	1	20,000.00	20,000.00	5.39	Local transport for 1 BNJ staff to follow up on the AT program at Kakiri Gardens prior to the Awareness Trip (Alice)
<b>Total Transportation</b>							<b>7,123,000.00</b>	<b>1,919.95</b>	

<b>Activities</b> Including, but not limited to: Translators, Entrance Fees, Venue Fees, Chair Rental, Sound System Rental										
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes		
20th July 2019	Hall Hire at Innophine Hotel 790 Ltd	20	5	15		413,000.00	111.32	Hall hire at Innophine Hotel 790 Ltd for sponsor orientation		
20th July 2019	Parking fees for hired vehicles	20	5	15		30,000.00	8.09	Parking fees for all vehicles at airport		
20th July 2019	Talk time for use during Awareness trip	20	5	15		140,000.00	37.74	Talk time for Coordinating awareness trip activities for BNJ-30,000, MSK-20,000, SKY-20,000, KA-50,000, AT coordinator-20,000		
20th July 2019	Internet subscription	20	5	15		350,000.00	94.34	Internet subscription for Sponsors while at Makan hill hotel		
21st July 2019	Tents & Chairs hire (Bukalango area)	16	10	50		150,000.00	40.43	Payment for tent and chairs hire during exhibition at Bukalango		
21st July 2019	Public Address Sytem	16	10	50		150,000.00	40.43	Payment hiring a public address system during exhibition at Bukalango		
<b>Total Activities</b>							<b>1,233,000.00</b>	<b>332.35</b>		

<b>Materials/Supplies</b> Including, but not limited to: Printing Costs, Decorations										
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants	Number of Staff/Hired Assistants	Number of Sponsored and Families	Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes		
20th July 2019	Name tags for sponsored beneficiaries that are being visited			30	5,000.00	150,000.00	40.43			
							-			
							-			
<b>Total Materials/Supplies</b>							<b>150,000.00</b>	<b>40.43</b>		

<b>Project Gifts to Sponsors</b> Not to Exceed \$10 USD per Person Including but not limited to: Gifts, Souvenirs, T-Shirts, DVDs, etc.										
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants		Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes			
20th July 2019	Sponsor T. Shirts	23		37,000.00	851,000.00	229.38	Each participant will have get a gift of a T-shirt			
						-				
<b>Total Gifts to Sponsors</b>							<b>851,000.00</b>	<b>229.38</b>		

<b>Other Expenses</b> Budgeting for Unforeseen Expenses should not exceed \$100 USD Any other expenditure related to the trip.										
Anticipated Dates	Description of Estimated Expense	Number of Trip Participants		Cost Per Person (where applicable)	Total Estimated Expense (Local Currency)	Total Estimated Expense (US Dollar)	Observations/Notes			
19th -23rd July 2019	Unforeseen Circumstances	20			304,000.00	81.94	Emergency to cater for unforeseen expenses during the trip			
						-				
<b>Total Other Expenses</b>							<b>304,000.00</b>	<b>81.94</b>		

<b>Total Estimated Trip Budget</b>	25,606,000.00	6,901.89
Estimated number of Sponsored Children from this project receiving a visit from their sponsor	17	17
Estimated Number of Sponsor Travelers	20	20
Estimated Cost per Participant	<b>1,280,300.00</b>	<b>345.09</b>

Are you requesting a budget advance? (Yes/No) Yes  
 Indicate the amount requested for budget advance 23,000,000.00  
 Indicate the percentage of the budget the advance represents 90  
 Preferred month to receive advance Jun-19

Submitted By:	XXXX
Date:	20-May
Reviewed By:	
Approval Date:	

Advanced US 6,123 on 18 June 2019, which is 90% of the anticipated budget.



## Unbound Awareness Trip Lodging Proposal

Project	
Dates of awareness trip	

Name of Hotel/Lodging	Convenience of the location (this might include the distance from the airport and/or the distance to the Unbound communities where activities will take place.)	Cost per room type (In the event the lodging charges a flat, per-person rate, instead of a unique rate based on the type of room, then note the per-person rate in the 'single' field and leave the double and triple fields blank.)	Does this hotel offer discounts for groups?	Is a private meeting room available for group reflections?	Is there an onsite restaurant?	Are any meals included in the room rate (such as breakfast)? What meals would be eaten at the hotel? How much is that meal(s) per person?	Is the hotel clean, comfortable, humble and quiet?	Is the hotel located in a safe neighborhood? (Required)  Optional: Can sponsors leave the hotel and walk around? Is the area easy and safe to walk around?						
Option 1		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%;">Single</td><td style="width: 50%;"></td></tr> <tr><td>Double</td><td></td></tr> <tr><td>Triple</td><td></td></tr> </table>	Single		Double		Triple							
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Single														
Double														
Triple														

Name of Hotel/Lodging	Is the hotel located in a noisy area? (traffic, discos/clubs, or nearby stadiums)	Is there security? What measures do they have (enclosed with a gate? Is there 24/7 security?)	Additional Observations
Option 1			
Option 2			
Option 3			

Staff recommendation of Lodging & Why:

When choosing the lodging for the trip participants, it is important that someone from the local planning team personally go to the hotel and see the facilities and a room before putting down any type of deposit.

## 6 Carrying Out a Trip

### 6.1 *PROJECT AND SUBPROJECT STAFF PRESENCE*

At no time should a sponsored friend or their family be left alone with a sponsor or visitor without a project staff member present. At least one social worker or staff person should accompany each sponsored friend during the visit with his or her sponsor. Ideally, this staff person would be familiar with the family's life and their participation in the program. If a sponsor is visiting more than one sponsored friend from the same subproject, it is acceptable to have only one social worker or staff member present for all members being visited.

In addition to the social worker or staff member, the project should provide a qualified interpreter to assist with communication when necessary. In some cases, a staff may serve as both the interpreter and staff representative. If they cannot, then an external interpreter should be acquired.

Teams should balance the participation during the trip of accountants, Abila contacts, IT/support staff and other team members who are essential to the daily operations of the project. Their participation in the trip is encouraged, yet also needs to be balanced or limited so their work is not negatively impacted. Project coordinators should contact their Kansas project director with any doubts.

All trip participants should always remain with the group. There are two exceptions to this rule:

1. First, if the group is given free time to shop or explore a designated area. In this case, each trip participant is not required to be accompanied by a staff member, unless they are with a sponsored friend.
2. Second, if a trip participant chooses to stay at the place of lodging for some of the days' activities, due to illness for example, it may not be necessary for a staff member to stay with them. Keep in mind that the trip participant's health could decline, or they might unexpectedly require the assistance of project staff. If you decide to leave the trip participant at the lodging without an Unbound staff member, the lodging staff should be given contact phone numbers for the project staff in case the trip participant's health declines or there is a problem.

Carefully consider each case.

- Will the group be nearby or far away?
- Would it take a long time for a staff member to return to the lodging in case of a problem?
- Does the lodging have someone available who speaks the same language as the trip participant?

- Does the KS representative have access to their cellphone? If so, confirm that they are available to be contacted by the trip participant in the case of an emergency.

## ***6.2 REASONS TO CONTACT KANSAS TRIP COORDINATORS FOR SUPPORT***

### ***6.2.1 IN CASE OF EMERGENCY***

Staff is always welcome to contact the Kansas trip coordinators that are on-call for the trip at any time for any reason. It is required that project staff call the Kansas trip coordinators in the case of any kind of emergency, such as hospitalization of a trip participant, accident, any illness that forces them to stay in their room during the day, natural disaster or other major incident. In the case of a natural disaster or a major social or political incident that does not directly affect the trip participants but may be in international news, a staff member should contact the trip coordinators to notify them of the group's wellbeing.

Trip participants are responsible for paying their own medical expenses. We ask projects to supply a first aid kit. When a trip participant needs medical treatment or to get tested for COVID, the trip participant should pay for his or her own medical care or tests at the time of treatment. If the trip participant is unable to pay for the treatment or tests at the time of care, the project may temporarily cover the expense. The trip participant will reimburse Kansas and Kansas will reimburse the project. Prior to the trip we recommend travelers purchase personal travel medical insurance.

Not only is it important for Unbound-Kansas to be able to assist in emergency situations, but the Kansas trip coordinators must be aware of the participants' location and wellbeing, in case friends or family contact the Kansas office seeking information about their loved ones. Close teamwork between the staff at the project office and at the Kansas office is necessary to bring about a positive outcome during difficult situations.

### ***6.2.2 OTHER REASONS***

The Kansas trip coordinators and Kansas traveling staff will provide all possible support both during and after the trip. Two trip coordinators are available by phone 24 hours a day throughout the duration of the trip. Specific examples when staff should reach out for support include:

- Any issue related to the Sponsored Friend Protection Policy. Take any violation to all of our policies seriously.
- Any traveler that is not adequately chaperoning a minor child in their care. Minor child travelers should remain with their chaperone at all times.
- If a traveler is being disrespectful or rude to staff and/or other travelers or are not following project staff instructions. If this becomes a pattern of behavior, it will surely have a negative impact the rest of the group, the staff and the families.

- If a traveler wants to leave the group, leaves the group or returns home early for any reason.
- If a traveler is feeling ill or having problems with confusion, memory or balance.

### 6.3 *IT IS OKAY TO SAY NO*

While all hosts would like to meet the needs of their guests, guests often do not understand the impact of their request. In some cases, sponsors can be demanding about what they think should be done during the trip and how it should be done. Project staff should deny a request if meeting that request would have a negative impact on the staff, a sponsored family, the sponsor or the group. **It is okay to say no to a sponsor's request, especially if that request will affect the daily itinerary, which has been carefully planned by staff. If a trip coordinator is present on the trip, contact them for assistance and support if necessary.**

The safety of the sponsored families, the trip participants, and the staff must be kept in mind when considering special requests by trip participants. It is the responsibility of all Unbound project staff to deny any requests that a sponsor makes during a trip that are inappropriate or could be harmful to sponsored friends, their families, staff, the group of travelers or future groups of travelers.

Inappropriate requests include requests that are unreasonable, infeasible, or not in the best interest of those involved. Project staff who will be involved in the trip should be familiar with topics covered in the Traveler Code of Conduct (Travel Agreement). This document describes Unbound policies and expectations of behavior that the trip participant has agreed to observe during the trip. A copy of the Code of Conduct is in Section 8: Forms.

The awareness trip program is run on a tight budget and may not allow for extra expenses or loss of staff or participant time. For example, on one trip, a sponsor made a request to go to the bank or automatic teller machine (ATM) every day to obtain cash. The project staff accommodated her request. The delays caused by her frequent trips to the distant ATM caused the entire group to be inconvenienced every day.

**Unbound project staff is expected to address violations of any Unbound policy by the trip participants.** As hosts, it can be uncomfortable to confront a guest regarding their behavior. However, the integrity of Unbound as an organization is challenged if participants are not held accountable for inappropriate behavior. Unbound-Kansas asks project staff to address these problems immediately. As mentioned, when present, a staff member from the Kansas office is there to support during these conversations. The conversation should be done privately if possible, so as not to embarrass the trip participant. The conversation with the participant is an opportunity for project staff to explain the reason for the policy and perhaps to help the trip participant learn more about the realities of the country, culture, and Unbound's mission.

Any policy violation that is not addressed immediately will cause future violations to be more difficult to address. Trip participants who are told after the trip that their behavior was inappropriate usually respond that they wish someone had told them in the moment that something was wrong. Sponsors deserve the opportunity to correct their actions. Otherwise, the trip participant might join a future trip to the same project or to another project and

continue to demonstrate inappropriate behavior. Thank you for guiding the trip participants to be positive ambassadors by addressing policy violations immediately.

## ***6.4 CURRENCY EXCHANGE BY TRAVELERS***

Unbound prefers that trip participants exchange currency prior to travel or at the airport, if this is a safe option. Project staff should not risk their own safety to exchange currency for the trip participants. Project staff should notify the Kansas trip coordinators if there are any concerns regarding currency exchange. Project staff should use their discretion in evaluating the most appropriate location for currency exchange by participants. If the group stays at a hotel that will exchange currency, please notify the hotel to expect to exchange a large quantity of currency. Then the trip participants may be encouraged to take advantage of this hotel service upon arrival. Some projects choose to take the group to a shopping center or other public place for an hour at the beginning of the trip to exchange currency. Project staff should contact the Kansas trip coordinators if there are special instructions that should be given to trip participants regarding currency exchange prior to the trip.

## ***6.5 NEW SPONSORSHIP REQUESTS DURING THE TRIP***

During an Unbound awareness trip, some sponsors are inspired to begin a new sponsorship. The sponsor and project staff must complete a “Request to Sponsor During an Awareness Trip” form for each request of a new sponsorship. If a new sponsorship request is denied by project staff it is important to communicate clearly to both the trip participant and the Kansas staff member on the trip.

Requests can only be considered in accordance with one of the following scenarios:

- A. The folder was brought by a Kansas staff member
- B. The child or elder is already in Portal and is currently available to be sponsored.

### **Scenario A: A visitor decides that he or she wishes to sponsor any of the children or elders from the folders that the Kansas staff member brings:**

1. Complete the "Request to Sponsor During an Awareness Trip" form with the visitor. The visiting Kansas staff member will bring several copies of this form.
2. Follow the instructions outlined on the new sponsorship form.
3. After completing the form, please give the folder to the new sponsor.
4. Consider organizing a meeting for the sponsor and the new sponsored friend during this trip. Inform the KS staff member and the sponsor if the visit is or is not possible.

### **Scenario B: A visitor wants to sponsor a child or elder who is already in the Portal and is available:**

1. Complete the "Request to Sponsor During an Awareness Trip" form with the sponsor. Their signature is required to confirm their commitment to sponsor.
2. **If the child or elder's information is already on the Portal, immediately contact an Unbound-Kansas trip coordinator before proceeding with the sponsorship.** The

trip coordinator will need to verify that he child or elder are still available for sponsorship. If the child is available for sponsorship, Unbound-Kansas may be able reserve him or her for the sponsor.

3. Follow the instructions and complete a “Request to Sponsor During an Awareness Trip” form.

**If a sponsor would like to find a sponsor for someone from the folders that the Kansas staff brings:**

1. Notify the Kansas staff member on the trip or the trip coordinator in Kansas. They will keep track of which folders are taken and by whom.
2. The sponsor may take a folder or folders home, along with a Welcome Guide and any additional materials provided by the Kansas traveler.
3. It is very important to document who took which folder home to find a sponsor. This is important information for the Kansas staff member on the trip. If there is not a Kansas staff on the trip, inform the Kansas trip coordinator by e-mail or in the post trip meeting.
4. Because the trip participant is not the sponsor, do not arrange a meeting between the sponsored friend and the trip participant.

***6.6 DAILY UPDATES FOR THE PARTICIPANTS (DURING THE TRIP)***

Explaining the daily planned activities to the group, both in the evening and in the morning, will help the participants to be prompt and prepared. Every day should begin with an explanation of what the group will see and do, what is unique about the community or people they will visit, and what you hope the trip participants will learn from the day’s activities. It is important that during or after the evening meal, the project staff tell the group what time to meet the next morning, explain what the group will do the next day and give any special instructions. For example, remind the participants to prepare their luggage if the group will leave the accommodations the next day. Also, tell them if they should be prepared for warmer/cooler temperatures, rain, or if there will be a lot of walking, winding roads, a long bus ride or difficult travel the next day. Communicate if there are any last-minute changes in the itinerary. Communicate in advance any time that a sponsor will meet with their sponsored friend.

Throughout the day, provide the group at least a 15-minute warning before departure to allow them to use the restrooms and be prepared to get on the bus.

Before getting off the bus, always review what time the next activity will start, approximately how long it will last, and where it will be.

Some projects have found it helpful to designate one person to communicate the daily updates to the sponsors. This person will represent the project staff and will be responsible for providing the trip participants with the daily updates and reminders. They should either speak English or always have an interpreter available. The project coordinator, trip coordinator, or an interpreter may be the person occupying this role. It is important that this person is familiar with the responsibilities outlined in this section. If an external interpreter will be in this role, please review the above information with them so that they are aware of their responsibilities.

The project staff involved with the trip coordination is encouraged to be in contact with each other through a brief, informal meeting each evening. Each team member should share any concerns about the travelers, if someone is not feeling well, or if one of the travelers has shared a concern. This way, all project staff involved with the participants and the trip are aware of any special circumstances for the next day. If a Kansas representative is on the trip, please invite them to participate as well.

## ***6.7 SPONSORS AS OUTREACH VOLUNTEERS FOR UNBOUND***

Unbound was started by individuals who believed in the ability of one person to influence the world around them. Today, our sponsors help continue this grassroots movement by offering their time and energy to help Unbound find new sponsors. Some tell others about their sponsorship experience, explain how it has impacted their lives, and invite others to join the Unbound movement. The weeks after a trip provide a very special and unique opportunity for sponsors to share about Unbound while they are motivated by the excitement and impact of their trip and the deepened relationships they created. They are eager to share their photos and their stories and can share stories they heard about the Unbound and the impact of sponsorship.

During the trip, the traveling Kansas staff will give a presentation asking travelers to further help Unbound once they return home. This presentation generally is 20-30 minutes long. Please clearly highlight the preselected time in the agenda. We have seen the most impact if the presentation takes place after the visit day with sponsored members.



## ***6.8 SELLING PRODUCTS TO TRIP PARTICIPANTS***

Many parents of sponsored children make and sell handmade crafts to support their family. Trip participants sometimes wish to purchase items, and Unbound views this as an appropriate opportunity for the trip participants to support sponsored families. Through the purchase of goods, the trip participants have an opportunity to support a family in a dignified and respectful manner. Trip participants should not be made to feel obligated to buy goods, so the quantity of these types of opportunities should be limited based on the judgment of the local staff.



Project staff are not permitted to market or sell their own products to the trip participants. The Unbound awareness trip cannot be used by project staff as a platform or opportunity to promote a personal agenda or sell a product or service. Family members of project staff are also not permitted to use the trip as a platform to sell products (such as handmade goods) to the trip participants.

## **6.9 UNUSUAL CIRCUMSTANCES**

### **6.9.1 When a Participant Does Not Arrive as Scheduled**

Projects should refer to the Flight Itinerary report found in Portal and contact the Kansas trip coordinators on-call if there is a question regarding the arrival of a sponsor. It is possible that the sponsor's flight is delayed, or a miscommunication has occurred.

**It is crucial that project staff reference Portal for the most up-to-date version of the flight itinerary report.** Kansas trip coordinators will verify and update this report within days of departure of the trip.

The Kansas trip coordinators on-call for the trip will contact the designated project staff when they learn that a flight is delayed. However, travelers sometimes fail to inform the trip coordinator of flight arrival changes.

### **6.9.2 Visit Frequency**

A sponsor is permitted one visit per calendar year with each sponsored friend, either as an ISV or during an awareness trip. Do not coordinate an ISV between an awareness trip participant and their sponsored friend to occur immediately before or immediately following the awareness trip. If there are any questions or concerns regarding a situation, contact a Kansas trip coordinator.

### **6.9.3 Not Accepting Cash from Sponsors**

The trip participants agree, by signing the Travel Agreement prior to the trip, that all monetary gifts must be made through the Kansas City office. Trip participants may not give monetary gifts directly to a sponsored person, family member or Unbound staff member. Nor is a sponsored person, family member or Unbound staff member able to accept a monetary gift. If a sponsor wishes to give a cash donation, please remind them of this policy.

Among the reasons for this policy are financial transparency and accountability, appropriate use of funds and local laws regarding accounting practices.

We understand that occasionally a sponsored friend or their family is in a time-sensitive, urgent medical situation, which needs to be addressed before the next month’s transfer. Projects should consider using Sponsored Most in Need funds first. When no funds are available, consult with the on-call [trip](#) coordinators. Please refer to “Donations from Sponsors Received by Project Office” in Section 3.2.2 of the Unbound Financial Policies Manual.

#### **6.9.4 Volunteering**

An awareness trip is not a long-term or short-term volunteer opportunity for the sponsor. Visitors are not allowed to volunteer at the project or subproject office without prior approval from Kansas. If there are any questions or concerns, contact a Kansas trip coordinator.

## **7 After the Trip**

### ***7.1 REPORTING POLICY VIOLATIONS TO KANSAS***

Unbound project staff is expected to address any violations of the Traveler Code of Conduct by the trip participants. As hosts, it can be uncomfortable to confront a guest regarding their behavior. However, the security and safety of Unbound sponsored members, staff, and travelers are challenged if participants are not held accountable for inappropriate behavior.

For example, if a sponsor were to exchange personal contact information with their sponsored friend there could be a range of consequences. A child's personal safety could be threatened if an address or email were used with malicious intentions, subjecting them to child endangerment. In addition, Unbound would be unable to defend sponsored friends or sponsors against any false accusations of misconduct or harassment. However, even if all those involved use the information in well-intentioned ways, any communication made through outside methods would not be documented by Unbound. Then if a sponsor requests clarification or follow-up on an issue addressed in outside communication, Unbound staff would not be able to provide any documentation or assistance.

Unbound would like project staff to address any violation of the Code of Conduct in a respectful yet prompt manner. Addressing policy violations is an opportunity for project staff to explain the reason for the policy and to help the trip participant learn more about the realities of the country, culture, and Unbound's mission. Addressing the behavior promptly will prevent similar occurrences by the participant and the others in the group. **Project staff should contact the trip coordinators immediately if a sponsor will not follow project staff instructions.** The trip coordinators can work alongside the project staff as a team to help determine the best course of action. Project staff always should notify local authorities whenever necessary if a law has been broken.

The trip coordinators must be informed of any policy violations and special situations as soon as possible. The trip participants often contact the Headquarters office immediately upon their return from a trip and it is necessary for Headquarters to be aware of any situations in advance. While certain policy violations may not seem severe, it is important for these issues to be addressed before the sponsor requests to sponsor an additional friend, registers for another trip, or is asked to promote Unbound and their experience on a trip. The project's feedback regarding policy violations is extremely valuable.

### ***7.2 PROJECT(S) EVALUATION OF TRIP***

The host project's thoughtful evaluation of the recently completed trip is vital for improving the coordination process, identifying best practices, and maintaining the integrity of relationships in the Unbound community. Before the trip, the trip coordinators will schedule a time to speak with the host project(s) after the trip. The trip coordinators will also send a

set of reflection and evaluation questions for the project to respond to in writing. Please submit the written answers to these questions prior to the scheduled post-trip call.

### ***7.3 SHRED AND DELETE ALL TRIP REPORTS***

Please remember the information found in the trip reports contains sensitive and private data about the sponsors. After the trip, please shred all paper report copies and room assignments list and delete all electronic copies. Please delete or shred any document that includes a sponsor's age, full name or medical information.

### ***7.4 SPONSORS EVALUATION OF TRIP***

Shortly after the trip, the trip coordinator(s) will send each sponsor an online survey to collect their feedback. The trip coordinator(s) will share this feedback with the staff after approximately a month.

### ***7.5 SUBMITTING EXPENSES TO KANSAS***

Refer to the Trip Budget and Expenses section for guidance.

### ***7.6 COMMUNICATION WITH SPONSORS***

All communication, during and after the awareness trip, must follow Unbound's regular correspondence guidelines. Project staff, subproject staff, hired assistants and interpreters should never provide personal contact information. This includes addresses, phone numbers, e-mail addresses, and social media contacts (such as Facebook) to a sponsor or other visitor. Nor should you ask for, accept, or record such information from the trip participants. Utilizing social media such as Facebook with awareness trip participants is prohibited. Within the pre-trip correspondence, the trip coordinators remind the awareness trip participants of Unbound's regular correspondence guidelines.

Trip participants are permitted to send a thank you note or photos to project staff. However, project staff should not reply. After the trip, if a trip participant contacts a project or subproject staff member directly with a question, the staff member should forward the communication to their correspondence specialist in International Programs at Unbound Headquarters. All questions regarding projects and sponsored friends should be addressed through Headquarters.

## 8 Forms

The forms and other documents listed below are related to awareness trips. Examples of these forms and documents are included in this section.

### **Request to Sponsor During an Awareness Trip**

This form is provided to the projects by Kansas. Instructions for this form are included on the form and in this manual. Project staff may request additional copies of these forms as needed by contacting the Kansas trip coordinators or their correspondence specialist.

### **Travel Agreement**

During the application process, each awareness trip participant is required to sign the travel agreement. It is required that project staff review the following sections of the travel agreement with all the participants during the trip orientation before any community visits or interactions with sponsored members: Behavioral Policies and Guidelines for Travelers and the Protection and Privacy of Sponsored Members, Travelers and Staff.

### **Code of Conduct for in-country staff**

This code of conduct is for projects to use with project staff, subproject staff, and contracted individuals who will interact with the trip participants.



Request to Sponsor During an Awareness Trip
Solicitud de Apadrinamiento durante un Viaje de Unbound

Sponsor Information / Información del Padrino

Sponsor name / Nombre del padrino

Member ID / Numero de Membresía

I would like to sponsor this child or elder. / Me gustaría apadrinar a este niño o mayor.

Child or Elder Information / Información del Niño o Mayor

Child or elder full name / Nombre completo del niño o mayor

CH# Project / Proyecto Subproject / Subproyecto

Note/Nota

Child/elder with CH# in Portal (folder not brought by Kansas staff): Immediately contact the trip coordinator on-call to confirm child's availability.

Niño/mayor con #CH en El Portal (folder no traído por Kansas): De inmediato confirme con el coordinador de viajes en Kansas que todavía se encuentra disponible.

I'm already an Unbound sponsor. Please add to my existing autopay. Ya apadrino con Unbound. Favor de agregarlo a mi cuenta.

Sponsor/Padrino

Date/Fecha

Unbound Staff/Personal de Unbound

Date/Fecha

Staff Instructions / Instrucciones para el personal:

For all cases: Complete the form and give a copy to sponsor and to traveling Kansas staff. After the trip, inform trip coordinator of all new sponsorships.

En todos los casos: Complete el formulario y entregue una copia amarilla al padrino y otra al personal de Kansas. Después del viaje, notifique al coordinador de viajes de todos los nuevos apadrinamientos.

# Travel Agreement

A relationship of mutual respect between sponsor and sponsored person is central to Unbound's mission. - Unbound Core Value IV

We have developed the following agreement and guidelines for the protection of each sponsored person, the safety and privacy of travelers, and the integrity of Unbound as an organization. We require that all trip participants adhere to these standards to ensure a positive and fulfilling experience for all involved. Unbound reserves the right to determine whether a participant's behavior is considered offensive or inappropriate and has instructed the local staff to notify Unbound's Kansas City office if there is a violation of any policy and to notify local authorities when necessary. This agreement provides standards of behavior including, but not limited to:

## I. Unbound Visit Standards

- a. Sponsors may visit with a specific sponsored friend/family once per calendar year. This visit can occur either on an awareness trip or through an individual sponsor visit (ISV) scheduled through Unbound's Kansas City office.
- b. Travelers age 18 and older are required to authorize and clear a criminal background check in order to travel.
- c. Unbound reserves the right to prioritize first-time travelers visiting their sponsored friend for the first time.
- d. In an effort to offer the awareness trip experience to as many sponsors as possible, Unbound may ask trip participants who have attended awareness trips to the same destination in consecutive years to refrain from applying for that destination for one year. Instead, we will invite these travelers to schedule an individual sponsor visit, apply for an awareness trip to another destination, or wait until the following year before returning to that country on an awareness trip.
- e. Unbound has the right to deny participation on awareness trips for any reason.

## II. Behavioral Policies and Guidelines for Travelers

- a. Traveling to another country and with a group requires an extra level of behavioral sensitivity. Treat everyone with respect, patience, courtesy, dignity and consideration.
- b. Always follow the directions of Unbound staff members.
- c. For security reasons, trip participants must stay with the group and follow the planned itinerary at all times. All personal engagements must take place prior to the start of the awareness trip or after the trip concludes. No personal itineraries, agendas, or unregistered guests are permitted during the trip.
- d. Be culturally sensitive when choosing your clothing. Revealing or immodest clothing is inappropriate. Clothing must cover the knees and shoulders unless otherwise stated in the trip's pre-departure materials. Do not bring excessive or expensive looking jewelry.
- e. Sponsors are welcome to bring simple gifts for their sponsored friend and family. However, never give monetary gifts or other valuable gifts directly to a sponsored person, family member or Unbound staff member. All monetary gifts must be made through Unbound's office in Kansas City. Unbound works hard to provide complete transparency and credibility, and monetary gifts given directly are an obstacle to those efforts. Giving cash can place the family or staff member in danger.

## II. Behavioral Policies and Guidelines for Travelers continued

- f. If a sponsored friend or a family member asks for additional monetary or material assistance, please speak with a local Unbound staff member before agreeing to provide any additional assistance. Remember, monetary gifts may not be given directly to a sponsored friend or family member. Please be aware that we discourage sponsored friends and their families from initiating these types of requests. Sponsors interested in learning about additional needs of their sponsored friend may initiate this conversation with their sponsored friend and family, ask the local staff during the trip and/or inquire with Unbound's office in Kansas City.
- g. Randomly distributing gifts in public, including candy and money, is not permitted. Such actions are disrespectful to the dignity of community residents and can create chaotic situations. Gifts for your sponsored friend and family can be given when you visit with your sponsored friend.
- h. Do not consume alcohol in the presence of sponsored members or their families. Excessive consumption of alcohol and/or public drunkenness is not acceptable.
- i. The possession or use of illegal drugs is prohibited at all times. This is a serious offense, subject to the laws of the country visited.
- j. If you are a minor or traveling with a minor, you have agreed to the expectations for minors, parents and chaperones outlined in the Travel with a Minor pages of the registration packet. Refer to the packet for a detailed reminder of our expectations.

## III. Protection and Privacy of Sponsored Members, Travelers and Staff

- a. A staff member of Unbound must accompany you at all times when visiting with sponsored members. For your and everyone's protection, you should never be alone with a sponsored member. While visiting with your specific sponsored friend, a representative of his or her family must accompany you in addition to the staff member of Unbound.
- b. Be sensitive to another's need for space. Sponsored members should not be touched or hugged in a manner that a reasonable person might construe as inappropriate, prolonged or excessive. Do not allow a sponsored member to sit on your lap.
- c. You may not kiss a sponsored member anywhere on their person or request a kiss from them.
- d. Unless otherwise stated during your trip preparation, a handshake or brief hug is appropriate. However, appropriate greetings vary by region, culture and personal preference. Refer to the pre-trip materials for more guidance.
- e. Flirting, unwelcome flattery, suggestive comments, or intimate relationships with members of our community or staff is unacceptable.
- f. Never provide, ask for, accept or record personal contact information (including addresses, phone numbers and email) to a sponsored friend, family member, or directly to local Unbound staff including interpreters. All communication during and after the visit must follow our regular correspondence guidelines found at [www.unbound.org/letters](http://www.unbound.org/letters).
- g. Do not locate or connect with sponsored friends, their families or local Unbound staff, including interpreters, through tools such as Facebook, Twitter, Instagram, Skype, instant messaging, etc. Violation of this policy goes against Unbound's sponsored member protection and communication policies and may jeopardize your friend's eligibility for sponsorship and your eligibility to sponsor.
- h. For the protection and well-being of our sponsored families, do not geotag your locations. Please make sure location services on your GPS enabled devices, such as smartphones and cameras, are turned off. Refer to your user's manual for information on how to disable geotagging. For example, a geotagged photo includes specific geographical data, which can then be pulled from the photo when posted to social media, emailed or shared in any other digital format.



- i. Unbound encourages you to write about your trip and share it with others. Refer to sponsored members by first name only and by their country without naming a specific city, school, etc.
- j. Do not ask for or accept accommodation with the family of a sponsored friend or staff member during or following a trip. Do not offer or accept a petition to bring a sponsored friend to visit or reside in the U.S. or your country of origin.

Non-compliance with the aforementioned standards or recommendations of local Unbound staff could result in the loss of visiting privileges or termination of sponsorship. If, during your visit, you observe others acting inappropriately or inconsistent with these standards, please report this activity immediately to the local Unbound staff.

I have read, understand and agree to abide by the aforementioned Travel Agreement. I have also read and understand the Awareness Trip Payment and Cancellation Policy.

Printed name

Date

Signature



**UNBOUND AWARENESS TRIP  
CODE OF CONDUCT  
FOR PROJECT, SUBPROJECT, CONTRACTED STAFF OR VOLUNTEERS**

During an Unbound awareness trip, we require that **all** participants adhere to certain standards of conduct. The people who organize and facilitate awareness trip activities and/or accompany the visitors during the trip should read, understand and sign this document at least once annually. These policies should be followed in addition to local, project policies.

Unbound developed the following Code of Conduct as well as another, similar Code of Conduct which is written specifically for sponsors and visitors. Both documents exist to protect the integrity of Unbound as an organization and for the protection and privacy of each person who participates in an awareness trip, including sponsored members and their families, staff members, contracted and volunteer staff, sponsors and visitors.

This Code of Conduct provides standards of behavior including, but not limited to:

**I. Behavioral Policies and Guidelines**

- a. Traveling with a group requires an extra level of behavioral sensitivity. Treat everyone with respect, patience, courtesy, dignity and consideration.
- b. Always follow the directions of your Unbound supervisors.
- c. **Never provide personal contact information, including addresses, phone numbers and e-mail addresses, to a trip participant, nor should you ask for, accept or record such information from them. In addition, do not locate or communicate with trip participants through tools such as: Facebook, Twitter, Instagram, Skype, instant messaging, etc.**
- d. No personal itineraries, agendas, or unregistered guests are permitted during the trip.
- e. Be culturally sensitive when choosing your clothing. Revealing or immodest clothing is inappropriate. For most trips, Unbound requires sponsors wear clothing that covers the knees and shoulders. Follow the project's indications regarding appropriate dress.
- f. **Do not accept cash from a trip participant. All monetary donations must be made through Unbound-Kansas.**
- g. Never permit trip participants to give monetary donations or other valuable gifts directly to a sponsored member or to their family. If a trip participant would like to make a monetary gift, guide them to make the donation through Unbound-Kansas.
- h. Unbound discourages sponsored members and their families from initiating requests for additional monetary or material assistance from sponsors. However, discussing additional monetary or material assistance for the sponsored member and or family is permissible if the sponsor initiates the topic. The sponsored family can honestly answer the question. A project staff member should participate in the conversation. The project staff member can determine the appropriateness of the request and guide the sponsor to make the donation through Unbound's Kansas City office.

UNBOUND AWARENESS TRIP CODE OF CONDUCT  
FOR PROJECT, SUBPROJECT, CONTRACTED OR VOLUNTEER STAFF

- h. The consumption of alcohol in the presence of sponsored members and their families is prohibited during an awareness trip. Excessive consumption of alcohol and/or public drunkenness is not acceptable at any time during the Unbound awareness trip.
- i. The Unbound awareness trip should not be used by project staff as a platform or opportunity to promote a personal agenda or sell a product or service of a staff member. Family members of project staff are also not permitted to sell products (such as handmade goods) to the trip participants.
- j. Flirting, unwelcome flattery, suggestive comments, or intimate relationships with trip participants, sponsored members or other staff members is unacceptable.

**II. Protection and Privacy of Sponsored Members, Sponsors and Staff/Contracted/Volunteer**

- a. For everyone’s protection, trip participants should never be alone with sponsored members. As an Unbound staff member, contracted staff, or volunteer you are responsible for accompanying trip participants at all times when sponsored members are present.
- b. A minimum of two adults must always be vigilant and monitoring interactions between a sponsor and a sponsored member.
- c. Each sponsored member, regardless of age, must be accompanied by an adult family member or family friend at all times when spending time with his or her sponsor.
- d. In situations when Unbound staff travels with a sponsored member, an additional adult must be present during the journey. An Unbound staff member cannot be alone with a sponsored member.
- e. Do not offer lodging in a private home to a trip participant during or following a trip.
- f. Do not petition a trip participant or accept an offer from a trip participant to visit them or reside in their home country.
- g. During your interactions with the sponsors and visitors, guide them to follow Unbound policies.
  - a. Refer to the **attached** Sponsored Member Protection during an Awareness Trip policy.
  - b. Refer to the **attached** Travel Agreement, which serves as our awareness trip code of conduct for sponsors and other visitors.

I understand that Unbound reserves the right to determine if a behavior is considered offensive or unacceptable. Failure to comply with the aforementioned standards or with the recommendations of your supervisor or local project coordinator could result in consequences including termination of your services. If, during the trip, you observe trip participants or other staff members acting inappropriately or inconsistent with these standards, report this activity immediately to the local Unbound staff.

I have read and understand and agree to abide by the aforementioned Code of Conduct for Project, Subproject, Contracted or Volunteer Staff and the following Sponsored Member Protection during an Awareness Trip policy.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

## **4.1 SPONSORED MEMBER PROTECTION POLICY DURING AWARENESS TRIPS**

### **4.1.1 Protection of Sponsored Friends during Visits with Sponsors**

Encounters between sponsored friends and sponsors are highly anticipated and exciting experiences. **On average, approximately 700 sponsored friends receive visits each year from 600-800 travelers.** This is something to celebrate! Interactions between sponsors and their sponsored friends often result in the deepening of a friendship.

However, each of these interactions represents a crucial responsibility for Unbound. Unbound is committed to providing a safe, chaperoned visit, in a non-threatening environment. The protection of sponsored friends is important to reduce the risk, in extreme cases, of physical, sexual or emotional abuse and to prevent direct contact through the exchange of social media contacts, phone numbers and email.

Unbound staff, volunteers and families can work to reduce these and other risks through adherence to the following policies. We acknowledge that these policies may increase costs during an awareness trip, however investing in sponsored friend protection is a necessary expense.

**1. All Unbound staff has the responsibility to address behavior that is contrary to Unbound policy. Staff should feel prepared and empowered to enforce our sponsored friend protection policies, our policies for visitors, as well as their own country's cultural standards.** Staff should feel confident trusting their own judgement and instincts. Unbound Kansas will support staff actions and decisions during and after a trip. Keep in mind that policies are refined from year to year. Behavior that was once considered acceptable may not be acceptable today.

**2. Staff is required to intervene immediately if they witness a sponsored friend protection violation.** Following are a few examples of when intervention/action is expected. For additional assistance, please reference the decision tree at the end of this section for guidance. The following are only some examples of when intervention is expected. This is not an exhaustive list.

- Any staff feels uncomfortable with a situation or a sponsor.
- A sponsored friend or their family member looks uncomfortable with a situation or a sponsor.
- While a sponsor is with their sponsored friend, one or more of the required participants are absent, for any length of time, (sponsored friend's family representative, staff member).
- A sponsor is the last to leave at the end of a home visit and was alone with a child or sponsored friend.
- A sponsor's behavior, language or dress is not culturally acceptable.
- A sponsor hugs or touches a sponsored friend in a way that makes anyone feel uncomfortable or uncertain about its appropriateness.
- A sponsor flirts with, makes suggestive comments or gives unwelcome flattery to anyone, including staff.
- A trip participant disregards staff guidance or Unbound policy with regard to sponsored friend protection.

- If staff does not feel comfortable taking a sponsor to a sponsored friend's home, then arrange for an alternative location for the visit between the sponsor and their sponsored friend.
- If staff does not feel comfortable with a trip participant's request to sponsor a particular child or elder, then don't proceed with the sponsorship.

**3. Share your concerns with the Kansas staff present on the trip and with the trip coordinators on-call.** Also, if you have any doubts about the appropriate action to take, contact the trip coordinators on-call for support during the trip.

**4. Each sponsored friend, regardless of age, must be accompanied by an adult family member during the visit with their sponsor.** This family representative should actively participate in the visit. They must keep the sponsored friend within their view and must be able to hear the conversation. In the case of siblings, one family member or family friend per group of siblings is sufficient.

It is acceptable to invite a family friend when a family member cannot attend the visit or when the sponsored friend's close relatives are no longer living. A family representative could be a trusted neighbor or anyone the family is comfortable entrusting with this responsibility. For example, a sponsored elder might prefer that their social promoter serve as their family representative or one of the mothers that assist him/her in the sponsorship program.

**5. In addition, an Unbound staff member must accompany the visit.** The staff member should know the family so they can help answer questions and be a reassuring presence. This staff member should actively participate in the visit. They must keep the sponsored friend within their view and must be able to hear the conversation. Unbound staff interpreters can assume this role, but contracted/volunteer interpreters cannot. Traveling Kansas staff members could assume the role of either staff interpreter or staff member.

In the case a Kansas staff member is visiting his/her sponsored friend, the Kansas staff member cannot act as the accompanying staff member to the visit with his/her sponsored friend. There must be a local staff member there to oversee the visit.

**6. A minimum of two adults must always be vigilant and monitoring the interactions between sponsor(s) and sponsored friend(s). The presence of an Unbound staff member and an adult family member satisfies this requirement.** At no time should a sponsored friend be alone with a sponsor. If a staff member or family member steps away, for example to use the restroom or take a telephone call, Unbound requires that a second individual stand in while the staff member or family member is away. Other trip participants cannot fulfill this responsibility for the organization.

**7. Sponsored friends who have to travel to attend the visit day must be lodged in a separate hotel from sponsors.** This will prevent sponsored friends and sponsors from visiting each other in their hotel rooms and provide separation and rest for each party. Any exceptions must be approved well in advance by a Kansas trip coordinator.

**8. In situations when Unbound staff travels with a sponsored friend, an additional adult must be present during the journey.** An Unbound staff member cannot be alone with a sponsored friend.

**9. There may be a trip participant who is not visiting a specific sponsored friend. Assign a staff member** (and interpreter, if applicable) **to accompany them during the visit day.** Be mindful of their needs and whereabouts, and monitor their interactions with sponsored friends and families. This accompaniment also ensures the participant is included in the day's activities and is able to interact with staff and families who may not speak the same language.

**10. Do not list detailed identifying information of sponsored friends in materials you give to the sponsors.** Examples of identifying information include full names (first name or first name last initial is acceptable), dates of birth and school names. Some projects have included sponsored friend testimonies or success stories in materials given to sponsors. This is acceptable as long as the sponsored friend's full name is not used and unnecessary identifying information is omitted.

**11. Do not provide sponsors' last names in materials you give to sponsored friends or to the communities hosting the group. Please be sure that sponsors' last names are not used on signs or in written messages.** This practice is to reduce the potential for sponsored families, neighbors and the community at large to identify and contact Unbound sponsors and travelers online and through social media sites such as Facebook, WhatsApp and other messaging services. As a reminder, the trips reports include travelers' full names. Contact a trip coordinator for assistance with identifying first names on the trip reports.

### **Visit of a sponsor to their sponsored friend's home**

Planning a visit of a sponsor to their sponsored friend's home requires careful consideration. These home visits are neither expected nor required by Unbound Kansas, nor can they be demanded by a sponsor. Such visits are a privilege and they are not necessary for a successful awareness trip.

Before arranging a home visit, follow these steps:

1. **Pre-assessment of sponsored family by the project.**
  - a. This assessment may include:
    - i. safety of the neighborhood of the family
    - ii. accessibility of the home
    - iii. distance from project or subproject offices
    - iv. participation of the sponsored family in the program
    - v. attitude and behavior of the sponsored family
    - vi. sponsored friend's health and any additional risks
  - b. There are unique cases when a home visit is the only way for a sponsor to meet their sponsored friend, such as an elderly sponsored friend who is homebound or a sponsored friend who is unable to travel due to illness or injury. If a home visit is the only way that a sponsor and sponsored friend can meet, please consider organizing the visit.

## 2. Pre-assessment of sponsorship relationship

- a. The project should determine if the sponsor has visited the home in a previous visit. In the event the sponsor has already visited the home, in most cases a second visit to the home is unnecessary and is discouraged. While Unbound believes sponsorship can create close friendships, there are boundaries and limits to the degree of involvement a sponsor should be allowed to have in a family. **Prior to arranging a home visit for a second time for a sponsor, have a conversation with a Kansas trip coordinator.**
  - b. Staff should use knowledge gained through letters, speed letters and previous visits in their assessment.
  - c. Staff has the authority to decide against arranging a home visit.
3. If the project staff determines from the pre-assessment that the home visit is a possibility, then the project staff must **ask the sponsored family if they are open to receiving a visit in the home.** The sponsored family should never feel pressured or obligated to receive the sponsor in their home. If the sponsored family would prefer not to receive the sponsor in their home, for any reason, an alternative location should be arranged.
  4. **Staff should notify the Kansas trip coordinator of plans to take any sponsor to their sponsored friend's home.**
  5. **Staff may cancel a planned home visit for any reason, at any time, both prior to and during an awareness trip.**

### On-site screening of sponsors

Although every Unbound traveler must pass a criminal background check, the background check only identifies criminal convictions. Also, Kansas trip coordinators may or may not have many conversations or interactions with each sponsor before they travel. Projects, however, get to know a sponsor during the trip. **When assessing whether to continue with the planned visit to the sponsored friend's home, project staff is expected to also consider the sponsor's behavior during the trip and the sponsor's ability to respect staff and policy. Again, staff should feel comfortable canceling a planned home visit for any reason. If a sponsor has been in violation of any sponsored friend protection policies prior to the home visit, trip coordinators recommend reassessing the home visit.**

### Visits for home construction

When a sponsor assists their sponsored friend's family with the purchase of land, building a home or adding to and improving the current home, the sponsor may request to see the home. The sponsor could make this request prior to or during the trip. When the request is made prior to the trip, a Kansas trip coordinator will share the sponsor's request with project staff for their consideration on a case by case basis. When the request is made during the trip, project staff should conduct an assessment and ask the family as described above. If the project staff's assessment does not support a visit to the home by this sponsor, then verification of the work can be provided with a photo.

### Prevention of sponsors returning to visit without permission

Home visits present an additional risk that the sponsor could return to the home without Unbound staff. If there is a concern the sponsor may return to the home without Unbound staff, the project staff should not arrange a home visit. The same risk could apply to a visit to the sponsored friend's school. Again, staff should always feel comfortable trusting their own judgement and instincts.

Refer to the section, "Visits to Homes of Sponsored Friends in the Community" for additional, important guidance.



## Appendix A

# Orientation Guide

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# Guide to the Orientation for the Trip Participants

Participants must receive orientation before meeting sponsored members and visiting communities. Schedule it early in the trip to ensure maximum attendance, such as on the day of arrival or during the first group meal. Staff should review the orientation individually with those who miss the group session.

**Important reminders to share upon arrival** and to repeat again during orientation:

- 1) Do not drink the tap water, even when the water is potable. Do not purchase food from street vendors. Share any other recommendations regarding water and food as well as details on where to find additional bottled water.
- 2) Any special instructions for the toilets. American toilets and plumbing are built to handle the disposal of toilet paper. Most American travelers need to be reminded more than once to place used toilet paper in the waste bin and not in the toilet.
- 3) Any special instructions for the showers. For example, does hot water come out automatically or does it need to be turned on?
- 4) The time and location for the first activity or meal as a group.
- 5) Any restrictions about walking around outside the place of lodging. Some people may arrive several hours before the first scheduled activity. They may be curious to explore the area and unaware of the dangers of walking around alone.

**Orientation content should include the following:**

- 1) Clearly identify who are the project staff members. These are the people who the participants can bring questions or problems to during the trip. If the staff changes during the week, introduce each new staff and clearly state when new staff will take over.
- 2) Ask the trip participants to tell a staff member if they are experiencing a health problem. If there are travelers who have special dietary restrictions, remind them to ask a staff member if they have questions about the contents of a dish.
- 3) Provide everyone with the room numbers of the project staff staying at the lodging and any visiting Kansas staff. Provide the instructions for dialing the rooms by phone. If the group will be staying in different places during the trip, please give these instructions for every new place of lodging.
  - a. Suggestion: remind the travelers that there are contact phone numbers printed in the interior of their nametags!
- 4) **Demonstrate the appropriate way to greet their sponsored friend and other adults they will meet.**
- 5) Explain other cultural norms
- 6) The project staff should make a statement about safety, appropriate photography etiquette, and not drawing unwanted attention to the group in public places such as artisan markets or train stations.
- 7) Please explain if there are extra expenses such as mini-bar expenses or items on the restaurant menu that are not part of the pre-ordered menu. For example, alcoholic beverages and are not included in the cost of the trip. Unbound will not pay or reimburse for the purchase of alcoholic beverages.
- 8) Remind the participants again of any special instructions for the toilets and showers.

- 9) Provide any necessary instructions regarding mosquito nets and notification of any hours when electricity or plumbing may be turned off at the place of lodging. If the group stays in more than one place of lodging, give these instructions for every new place of lodging.
- 10) Trip participants should be advised of the safest manner of exchanging currency. Project staff should not be expected to involve themselves in the currency exchange process except for providing a safe opportunity for the participants to exchange currency.
- 11) Explain special instructions if there is a computer connected to the Internet at the place of lodging that the travelers may use to contact their families. Advise if the lodging offers Wi-Fi and how to obtain the password if it is password protected.
- 12) Sponsors are very excited and anxious to meet their sponsored friend. During the orientation, review when each sponsor can expect to see their sponsored friend(s) during the trip. Sponsors like to be prepared for the initial meeting.
- 13) Allow a moment for the traveling Kansas staff member to explain the procedure for sponsoring someone from the waiting list, while on the trip.
- 14) The project staff is required to review the **Traveler Code of Conduct** with the participants, providing specific examples to help explain the uniqueness of the specific country, such as local greetings. There is a copy of the Traveler Code of Conduct in the “Forms” section of this manual. The Kansas trip coordinators ask the participants to read these pages, and each participant signs the Traveler Code of Conduct when they applied for the trip. However, it is necessary for the participants to be reminded of the expectations that Unbound has for their behavior while on the trip. Providing the participants with some specific scenarios will help them to behave more appropriately during their stay in your country. We hope that by taking the time to review these policies, the participants will have a better understanding of appropriate and inappropriate conduct and that this will also ease the work of project staff during the trip. If a Kansas staff member is present, he or she can assist with portions of this piece. However, the project staff is encouraged to contribute as well.

### Example 1

**“For the safety of your group, future groups, staff and sponsored families, it is prohibited to give cash or other valuable gifts to people you meet, including your sponsored friend, a member of their family, other sponsored members or an Unbound staff member.”**

Explain to participants that monetary gifts can cause jealousy and division within the community and other families. These feelings can erode confidence in the Unbound program and leave a lasting impression of expectations of future sponsor visits. Unbound strives to create stronger bonds in communities. If a participant is interested in helping a family or a project monetarily or in a substantial way, please direct him/her to contact Unbound-Kansas.

### Example 2

**“If a sponsored friend or a family member asks for additional monetary or material assistance, please speak with a local Unbound staff member before agreeing to provide any additional assistance. All monetary gifts must be made through Unbound’s office in Kansas City. Please be aware that we discourage sponsored friends and their families from initiating these types of requests.**

**Sponsors interested in learning about additional needs of their sponsored friend may initiate this conversation with their sponsored friend and family, ask the local staff during the trip and/or inquire with Unbound's office in Kansas City at any time."**

Although Unbound discourages sponsored friends from requesting things from their sponsor, sponsors are welcome to ask the sponsored friend, their social worker, or their family member if there is anything additional that the sponsors can do to help them. Still, before committing to pay for things like home repair, land purchase, medical or dental assistance, etc., the sponsor should speak with a project staff member.

During orientation, projects should prepare the sponsors for the possibility that they could be approached by their sponsored friend or a family member and asked for additional financial assistance or asked to sponsor a sibling or relative. While Unbound strongly discourages this practice, a family might ask anyway. It has been Unbound's experience that sponsors have been asked to build a home, buy land, buy a bicycle or motorbike, among other things.

**Example 3.**

**"Be sensitive to another's need for space. Sponsored members should not be touched or hugged in a manner that a reasonable person might construe as inappropriate, prolonged or excessive. Do not allow a sponsored member to sit on your lap."**

Use this opportunity to explain or demonstrate the appropriate way to greet their sponsored friend during their visit. Trip participants can have different ideas about what may be appropriate or inappropriate and explaining some specifics will help to clear up any misconceptions a sponsor might have. What is culturally appropriate in the U.S. might be offensive in another country. In the U.S., children are accustomed to interacting directly with adults. Sponsors may assume that this is true in every country and not be aware that a child may need more personal space. The orientation is an opportunity to educate sponsors about what is culturally suitable in the specific country.

**Example 4.**

**"Randomly distributing gifts in public, including candy and money, is not permitted. Such actions are disrespectful to the dignity of community residents and can create chaotic situations."**

Remind the trip participants that they are each a representative of Unbound and of all Unbound sponsors. Explain that Unbound's mission is to walk with the poor and marginalized, to build community and to promote dignity and respect. This rule is not referring to giving gifts to their specific sponsored friend, but rather randomly handing out candy, money, or other items. Doing this does not promote the dignity and respect that is central to Unbound's mission. In addition, the participants should understand that randomly distributing gifts can put the entire group as well as the gift recipient in danger. **Explain to the participants that if they have brought along extra gifts, they can give them to Unbound project staff to be appropriately distributed by Unbound staff after the conclusion of the trip.**

**Example 5.**

**“Never provide, ask for, accept or record personal contact information (including addresses, phone numbers and email) to a sponsored friend, family member, or directly to local Unbound staff, including interpreters. All communication during and after the visit must follow our regular correspondence guidelines found at [www.unbound.org/letters](http://www.unbound.org/letters).”**

**“Do not locate or connect with sponsored friends, their families or local Unbound staff, including interpreters, through tools such as Facebook, Twitter, Instagram, Skype, instant messaging, etc.”** Violations of Direct Contact policies could also jeopardize a sponsored friend’s eligibility for the program.

Explain to participants that Unbound policy prohibits exchanging of contact information between sponsors and sponsored friends as well as between sponsors and local staff, including interpreters. Contact through social media such as Facebook is also prohibited. This policy is to protect the privacy of our staff, sponsors, and sponsored families. Unbound takes child protection very seriously and it is every participant’s responsibility to respect this policy above any personal desire or convenience. Although we are partnering with people of goodwill, personal information is easily compromised or misused, placing all those involved with the shared information at risk. When communication between the sponsored friend and the sponsor takes place through the sponsorship program, Unbound is responsible for the content of the correspondence. It is Unbound’s responsibility to assure that healthy relationships are formed between the child or elder and the sponsor. Accordingly, all communications to the sponsor from the sponsored friend shall be monitored by the project for appropriateness and sent through Unbound–Kansas.

## Appendix B

# Sample Trip Itineraries

- Madagascar itinerary example
- Uganda itinerary example



# UNBOUND<sup>®</sup> Awareness Trip

## Madagascar Daily Schedule September 21-26, 2019

### Unbound in Madagascar

Unbound started working in Madagascar in 2000. Due to the support of individual sponsors, Unbound is able to offer programs and support to nearly 4,000 children, youth, and elders in Antsirabe, Madagascar.

The Unbound program in Antsirabe works with children and youth to take advantage of educational opportunities, empower parents of sponsored children to develop income-generating projects, help elders to live with dignity, and inspire and direct young people to make positive choices in their lives. Each sponsored member and their family form goals for their future and create annual and monthly budgets for how they anticipate spending the monetary support they receive through sponsorship. Most families choose to use the funds to help with tuition and other school costs. Many times one sponsorship in a Malagasy family can help not only the sponsored member, but also a sibling, to go to school. Sponsored elders usually choose to use their sponsorship support for food and medical care.

Mothers and guardians of Unbound sponsored children have formed support groups. The goal is for every sponsored member to have a parent or guardian participating in a group. These groups are referred to as Support Mothers Groups (SMGs).

Madagascar's education system is known as "5-4-3"; five years of primary school, four years of secondary education and three years of college or university. The school year is October through July. Private schools are highly preferred. Public schools are free of charge. Families at every economic level commonly make the sacrifices necessary to send their children to a private school. From high school, each family starts saving a portion of their sponsorship for university studies.

Once a French colony, the two primary languages spoken here are Malagasy and French. Madagascar is among the poorest countries in the world; according to the World Bank in 2018, 75% of the population lives on less than \$1.90 per day. Nearly 80% of the country make their livelihood from agriculture, which has shown volatility and low growth. However, there has been a positive trend in steady economic growth, and peaceful presidential elections were held in January 2019; they marked the first political transition of power in the country's independent history.

Madagascar is the fourth largest island in the world, and is known for the diversity of its plants and animals. In fact, 5% of all known plant and animal species in the world are endemic to only Madagascar. What many don't know is that the Malagasy have a rich and complex culture as it has been a cultural melting pot of diverse peoples coming from different corners of the Indian Ocean and Africa. For example, the Malagasy people have a unique and intricate set of cultural beliefs and norms or taboos called *Fady*. These norms change depending on where in the country one is. Luckily, foreigners are not held to the local standard.

The Unbound program in Madagascar works with people from different ethnic groups, and with people of many religious backgrounds. We ask that everyone respect cultural and other differences, keeping in mind that an important subject within the organization's values is to care for everyone with respect and dignity. During the trip, there will be prayer and reflections. There will be prayer and the opportunity to attend Mass on Sunday, Sept. 22. Feel welcome to participate at the level you feel comfortable.

## **Saturday, Sept. 21: Tonga soa! Welcome! Antsirabe team warmly greets you!**

All travelers will need to apply for their entry visa and go through immigration. You will not have access to your checked luggage before applying for your visa. Have all of your visa paperwork and the required documents in your carry-on or day-bag that is with you on the airplane. After passing through immigration, you will pick up your luggage and go through customs. If you do not want assistance with your luggage from a porter firmly say “no” and do not allow someone to take your luggage. Porters and vendors can be quite determined. If you would like their assistance, payment will be expected. Our local staff will be waiting for you right outside the exit of the secured area of the airport. Wear your nametag to help them recognize you. Once the whole group has made it through visa processing, immigration, customs and currency exchange, everyone will travel to the hotel together.

**Visa payment must be made in U.S. dollars or Euro. Ariary are not accepted in the airport.**

**Currency Exchange:** US dollars or Euros to ariary: Most travelers will choose to exchange \$100 -\$200 for souvenirs, snacks, beer or wine with a meal. Entrance into Lemurs Park is at each traveler’s expense. Madagascar is a cash driven economy. You will need cash. Within the airport proper ariary are not accepted. Purchases in the airport can only be made in USD or EURO.

- The airport is the ONLY opportunity to exchange money in Madagascar.
- ATM at the airport.
- Exchange house or bank at the airport.
- We do not recommend waiting to see if the hotel will have cash on hand to exchange.

While in Tana you will stay at Asia & Africa Hotel, about 5 to 10 minutes from the airport. **Hotel phone: +261 34-05-989-99\_ Mamory Ivato, Antananarivo 105, Madagascar.**

Upon arrival at the hotel, you will check in and you may request a Wi-Fi password to connect to the internet. **For your safety, remain within the grounds of the hotel except for activities led by local Unbound staff.**

**5:30PM** Evening tea will be available at the hotel.

**7:00PM** Dinner at the hotel.

### **Travel Overview:**

**September 16** Arrive in Nairobi

**September 17-20** Nairobi

**September 21** Fly from Nairobi, Kenya to Antananarivo (Tana), Madagascar. Stay the night in Tana at Hotel Asia & Africa

**September 22** Travel to Antsirabe. Stay at the Lovasoa Retreat Center

**September 23 & 24** Antsirabe

**September 25** Travel from Antsirabe to Tana. Stay at Hotel Asia & Africa

**September 26** Depart Tana or continue on your own journey.

**Gratitude:** Your presence and participation is a symbol of love and solidarity on behalf of all Unbound sponsors. You will receive many expression of gratitude throughout the trip, big and small. A common way of expressing gratitude is by treating guests with honor, giving gifts and treating them to cultural presentations and talent shows. Although the honor and gratitude may feel overwhelming, remember that the promotion of dignity includes the respectful acceptance of gratitude. The people you meet will likely see their sponsors in you and will be excited to share about their lives.



## Sunday, Sept. 22: Travel from Tana to Antsirabe & Meet Unbound Antsirabe!

*Pack your bags! You will travel from Tana to Antsirabe. The roads in Madagascar are winding, inconsistently paved and challenging. Have a daypack with you in the van and have your personal documents, medications and other important items at hand. If you have ever had even the slightest case of motion sickness in the car, bring remedies and medication. The journey can generally take between 4 to 6 hours. There is only one opportunity mid-way for a restroom and snack break at a gas station. Any additional stops will be on the side of the road as there aren't other locations to accommodate rest-stops. Travel tip: Travel pillows aren't only for the airplane. They work great on long rides in vans too!*

<u>Time</u>	<u>Activity</u>	<u>Place</u>
6:30 AM 7:30 AM	Breakfast Orientation: The Antsirabe staff would like to introduce the Unbound Antsirabe sponsorship program, Madagascar and review the plans for the week.	Asia & Africa Hotel
9:00AM	Bring your luggage down to load it on the vans. Keep your travel documents and medications with you in your day-pack. Checkout of your room. Make sure you have everything out of your room. Depart for Antsirabe. Estimated travel 4+ hours. Please note that traffic can cause significant, unanticipated delays. There will be one planned rest-stop midway. Arrive in Antsirabe and check in to the Lovasoa Center. Lunch will be served once the group is checked in.	Green Park
5:00PM	Walk to Green Park Garden for a large group welcome to the Unbound Antsirabe Community! Though everyone is looking forward to meeting their sponsored friend, this event is for the Unbound community at large. All of 4,000 sponsored members and their families who are looking forward to celebrating your arrival! Return to Lovasoa for afternoon tea. For those who wish to attend, Mass is celebrated at the local church. It will not be in English. Bring your readings for the day if you would like to. Dinner will be served after Mass. After dinner, the team would like to prepare you for tomorrow's visits with your sponsored friend.	Lovasoa Center Local Church Lovasoa Center

- ✓ **Social Media:** Find us on Twitter, Instagram and Facebook! Tag your trip posts with #unboundadventure  
 Twitter: <https://twitter.com/UnboundOrg>; @UnboundOrg  
 Instagram: <http://instagram.com/UnboundOrg>; @UnboundOrg  
 Facebook: <http://www.facebook.com/sponsorachild>
  
- ✓ **Child and Elder Protection note:** We encourage you to write about your trip and share it with others! For the protection of Unbound families, refer to them by their first name only and by their country without naming a specific city, school, etc. Do not geotag your locations. Please make sure the location services on your GPS enabled devices, such as smartphones and cameras, are turned off. Connecting with a sponsored child, youth, elder or their family, or local Unbound staff or interpreters, via social media or any form of direct communication is prohibited.

## **Monday, Sept. 23: Office Visits & Gathering with sponsored friends!**

NOTE: Everyone will visit one of the Unbound local offices. After the office visits we will return to Lovasoa and have a moment to gather your things and clean up. Everyone will meet with their sponsored friend(s) today.

Here are a few reminders to help the day go smoothly:

- According to our Sponsored Member Protection Policy, while visiting with your sponsored friends a staff member and a representative of your sponsored friend’s family must be present at all times and you must stay in the public areas of the center.
- You will be assigned an interpreter. Please see the *The Journey Begins* guide provided in this packet for tips for communicating through an interpreter.
- Sponsored friends will be at the Lovasoa center starting by 10:00am. You will want to go to your room to retrieve whatever gifts or games you have brought for today’s encounter. If you have brought any gifts for your friend(s) and their family, today will be your opportunity to give them to them.
- **You are encouraged to bring age-appropriate games or activities to share with your sponsored friends during this time (jump ropes, puzzles, memory games, bubbles, crayons & coloring books, etc.)**
- Wait, then proceed to the meeting space together as a group. Staff will provide instructions.

<u>Time</u>	<u>Activity</u>	<u>Place</u>
7:00AM	Breakfast starts	Lovasoa Center
8:00AM	Divide into groups for the office visits. Each group will visit one of the following offices: DAN/Coordinating office, HOP, FFF, or TAF. Please listen to the staff for group divisions. Each group will have about one hour at the respective office.	One of the Unbound offices
10:00AM	Arrive a Lovasoa Center. Tea and prepare for meeting your sponsored friend(s).  Meet your sponsored friend(s)!	
4:00PM	Enjoy lunch and the afternoon with your sponsored friend and their family. Please listen for instructions regarding the afternoon visit.  Say farewell to your sponsored friend and their family until tomorrow!	

<b><u>Monday, Sept. 23: continued</u></b>		
4:30PM	Afternoon tea.	Lovaso Center
6:00PM	Reflection and a briefing on tomorrow's program with the elders. Dinner to follow.	

## **Tuesday Sept. 24: Unbound Elders & Andraikiba with Sponsored Friends**

*NOTE: Prepare a daypack with everything you might need for the day, including motion sickness remedies if needed. Today closed toe shoes are required as we will visit Unbound communities. Do not wear sandals; they are not appropriate for our community visits.*

Unbound Antsirabe's program for the elderly is known affectionately as "Happy Endings". Each month the elders come together and have a space for sharing their talents, this often involves a lot of singing and dancing. Some dances are folkloric while others may have a less traditional style; however, looking smart and in costume is very important for all talents. They spend a lot of time and energy on practicing their talent, singing, dancing or reciting poems. This gathering is when they receive their monthly benefit. Each person carefully works with the social promotor to set goals and budget how they will use their Unbound sponsorship benefits throughout the year. Many often use theirs for nutrition, housing repair, kitchen supplies, bedding, etc... to help live a life of dignity in their golden years.

<b><u>Time</u></b>	<b><u>Activity</u></b>	<b><u>Place</u></b>
7:00AM	Breakfast	Lovaso Center
8:30AM	Join the Unbound elders for their monthly gathering. The location is a short walk, approx.. 10 minutes. If you need alternative transportation, please let a staff member know at breakfast.	Tsarasaotra
10:00AM	Return to the Lovaso Center and have morning tea.	Lovaso Center
	After tea, the group will divide into two groups to visit communities where Unbound works in Antsirabe. The families and staff will welcome you and want to share about what they have been doing with Unbound to reach their goals.	Unbound Communities
Early Afternoon	Lunch	Lovaso Center
	Travel about 15 minutes to nearby Andrikiba Lake. You, your sponsored friend, and a family member will have a few hours there this afternoon to enjoy the lake. There will be activities such as boat rides, and walking around the lake amongst other activities. Some activities are for a fee. If you want to do an activity you will want to have cash on hand.	Andrikiba Lake
	Remember, you and your sponsored friend should never be alone, and always be accompanied by a staff member and their family member.	

<u>Tuesday, Sept. 24:</u> <u>Continued</u>	Say farewell to your sponsored friend and their family at the lake. This is the last time you will see them on this trip.	
7:00PM	Dinner and closing	Lovaso Center

Tonight is our last night in Antsirabe. Make sure you have everything with you for travel tomorrow. You will need to have all of your travel documents (passport) and medication. Keep your valuables with you in the bus.

Tomorrow, the group will depart early for the return trip to Tana. We will be up early to try to beat some traffic. Have your passport and medication with you in your travel bag on the bus. Have a hat, bug spray, sunscreen, fully charged camera, and extra memory cards! We will stop at Lemur Park and do some souvenir shopping at the Digue Artisan Market for any artisan crafts. Each traveler is responsible for entry into Lemur Park. The entry fee is 40,000 Ar (10 Euro) and includes a naturalist guide for the group. You will want cash for the market; credit cards are not likely to be accepted. The park is a private reserve with about 50 Lemurs including Coquerel, ring-tail lemurs and black-and-white ruffed lemurs. They are free ranging, and accustomed to visitors, you are likely to see them up close.

### Wednesday, Sept. 25: Lemurs Park & Marché Artisanal de la Digue,

*NOTE: Double check your room to make sure you haven't left anything behind. Prepare your daypack for a full day of activities. Bring a warm layer for the morning. If you take medication, please be sure to bring it to take at your normal time. **Keep your passport with you today. Do not put it in your luggage.** Have motion sickness remedies and/or medications with you, and whatever you will need to have a comfortable ride back to Tana.*

<u>Time</u>	<u>Activity</u>	<u>Place</u>
6:00AM	Breakfast. Bring your luggage to be loaded on the bus.  There will be a stop on the way to Tana. You may want some snacks on the bus, as we will have a late lunch today.  Lemur Park. Entry fee is 40,000 Ar (about 10 Euro) Depart Lemur Park and stop for lunch at a local restaurant.	Lovaso Center
Mid-afternoon	Lunch  After lunch, on our way to Asia & Africa Hotel, we will have the opportunity to stop at Marché Artisanal de la Digue (Digue Artisanal Market). There will be an hour or so to shop.  Travel to Asia & Africa Hotel.	
7:00PM	Farewell dinner at the hotel. Some will be leaving very early in the morning. Unbound staff will announce the airport transport schedule for the next day.	Asia & Africa Hotel

## **Thursday, Sept. 26: Misaotra Antsirabe Team! Mandrapihaona! (see you later!)**

*Carefully check your hotel room for any personal items before checking out. Please keep items of value and personal documents (your passport and travel itinerary), medications, house/car keys, etc... with you while you travel. Do NOT pack them in your checked luggage. Unbound staff will shuttle travelers to the airport. You will need to arrive 3 hours early for international flights.*

<b><u>Time</u></b>	<b><u>Activity</u></b>	<b><u>Place</u></b>
12:00PM	<p>Breakfast is included at the hotel. Staff will confirm the start time.</p> <p>Depart for the airport. Estimated 10 minutes or less.</p> <p>You will need your passport and a copy of your flight itinerary with your name on it in order to enter the airport.</p> <p>Lunch at the hotel for travelers whose flights are departing after 2:30pm.</p> <p>Travelers whose flights are leaving after 4:30pm will be taken to the airport on the last shuttle around 1pm. Antsirabe staff will need to travel home to Antsirabe this afternoon.</p> <p><b>Misotra! Thank you for your visit, come back soon!</b> <b>Veloma! Goodbye!</b></p>	Asia & Africa Hotel

### ***Reminder: Unbound's No Direct Contact Policy***

*We have a significant obligation to protect you, our field staff, sponsored friends and their family. To do that best, we don't allow communication with sponsored friends, their family, interpreters or Unbound's field staff via Facebook, Twitter, Skype, instant messaging, phone, email or any other form of direct communication.*



**Uganda  
Awareness Trip  
July 19- July 23, 2019**

## **Unbound in Uganda**

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Unbound has a central coordinating office or “project” in Uganda which is our Kampala Project. Kampala project works through 5 sub-offices: Masaka (MSK), Busunju (BNJ), Ssekanyoni (SKY), Rakai (RKI) and Siyooni (SON).

Most of Uganda is at a fairly constant altitude, with mountains only in the East (Mt. Elgon) and West (Rwenzori Mountains). Most of the country has a tropical climate, with the temperature averaging about 80°F during the day and 60°F at night. The hottest months are December through February with temperatures up to 86°F.

Uganda has a 7-4-2-3 education system, with seven years of primary school; four years of secondary at the Ordinary (O) level; two years of secondary at the Advanced (A) level and three years of college or university, for those who can afford it. There are both private and public schools. As the public schools are relatively new and quality is low, the majority of parents prefer to send their children to private parochial schools.

Many sponsored families live in rural areas and are subsistence farmers. The current estimated population of Uganda is 44 million people. Approximately 80% of Ugandans live in rural areas. Uganda is predominately a Christian country; about 81% identify themselves as Christians of varying denominations. Roman Catholics claim the largest proportion of Christians at about 41%. Muslims make up about 5% of the population, while indigenous traditions make up about 4%. The remaining 10% practice other religions or claim no affiliation with a particular religion.

During the trip, you will meet members of the diverse Unbound family of sponsors, staff, and sponsored members. We ask that everyone respect cultural and other differences, keeping in mind that an important subject within Unbound core values is to care for everyone with respect and dignity. During the trip, there will be prayer and reflections. Feel welcome to participate at the level you feel comfortable.

Please remember that this agenda is written to help prepare you for the trip, but keep in mind and prepare yourself ahead of time that not everything will go as planned.

In Ugandan culture, children interact mostly with other children and are not accustomed to conversing with adults. Keep in mind that your sponsored child may be a little shy or timid at first. Bring games or activities to help break the ice! ***Although your sponsored child might write to you in English, it is common for the children to feel intimidated about speaking in English, especially to a foreign adult they are meeting for the first time.***



## Friday, July 19

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*Please note: Travelers will be arriving at different times and are being picked-up accordingly.*

**Group 1:** You will have the opportunity to exchange currency at the airport.

- 2:30pm Arrivals at Entebbe Airport  
Travel approx. 15 minutes to Innophine Hotel for check in and enjoy a late lunch.  
You will have time for rest after lunch. For your safety, do not leave the hotel.
- 6:00pm Evening tea. This normally involves instant coffee, tea and small snacks, such as samosas or chapati. You will have time for rest after.
- 7:00pm Dinner  
Rest time

**Group 2:** You will have the opportunity to exchange currency at the airport.

- 8:30pm Arrivals at Entebbe Airport  
Travel approx. 15 minutes to Innophine Hotel for check in and enjoy a late dinner.  
You will have time for rest after dinner. For your safety, do not leave the hotel.

**Group 3:** You will have the opportunity to exchange currency at the airport.

- 10:30pm Arrivals at Entebbe Airport  
Travel approx. 15 minutes to Innophine Hotel for check in and enjoy a late meal.  
For your safety, do not leave the hotel.

## Saturday, July 20

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*Today you will be split into two groups after lunch.*

- 8:00am Breakfast  
Check out will be at 9am. Complete your check-out before orientation at 9:30am.
- 9:30am Orientation: You will learn more about the Unbound program in Kampala, review the Code of Conduct, as well as learn about Unbound's founders.
- 11:00am Break for breakfast tea.

**Visit to local market for souvenirs.**

**Group 1:** Rich, Jane, Robin, Elizabeth, Geri, Robert, Elizabeth, Mary & Beverly.

## Sat, July 20 cont.

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- 11:30am Group 1 will travel to the Greenville Country Resort Ltd in Masaka. Please take all of your luggage with you, as you will not return to the Innophine Hotel until the end of the trip. Travel time is approx. 4 hours. There will be a stopover at the equator.
- 3:30pm Check in at Greenville Country Resort Ltd in Masaka. Please have your passports ready for checking in. Lunch will be served at the Greenville Country Resort.  
Rest
- 6:00pm Evening tea and dinner.  
You will be checking out in the morning and joining the group at Kakiri Gardens Hotel.

Group 2: Jayne, Doris, Joseph, Angie, Julie, Mary Kay, Donna, Cliff, Leslie, Armando, Judith, Adriana & Casey.

- 11:30am Group 2 will travel to the Kakiri Gardens. Please take all of your luggage with you, as you will not return to the Innophine Hotel until the end of the trip. Travel time is approx. 2 ½ hours.
- 1:30pm Check in at Kakiri Gardens. Please have your passports ready for checking in.
- 2:00pm Lunch.
- 5:00pm Evening tea.
- 7:00pm Dinner.

## Sunday, July 21

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*Today you will be split into four groups.*

Group 1: Joseph & Jayne, Angie, Mary Kay.

Group 2: Cliff & Donna, Julie, Leslie, Armando, Doris, Judith, Casey & Adriana.

Group 3: Rich & Jane, Robin, Elizabeth, Geri, Elizabeth.

Group 4: Robert, Mary & Beverly.

Everyone: 7:00am Breakfast

### Group 1:

- 8:00am Depart to communities for visits with sponsored families. (Approximately 1-1/2 hours)
1. Sponsors Joseph & Jayne will travel to visit Joseph.
-



**Sun., July 21 cont.**

2. Angie will travel to visit, Resty at Mugoye.
3. Mary Kay will travel to visit, Yuda at Katungulu.

Once you arrive you will have time with your respective family, and then enjoy lunch in the respective family's community.

2:00pm Travel back to Greenville Country Resort Ltd in Masaka.

**Group 2:**

8:00am Depart to communities for visits with sponsored families.

1. Cliff & Donna will travel to visit Sarah.
2. Julie will travel to visit Jackie Noeline.
3. Leslie and Armando will travel to visit Hildah.
4. Judith will travel to visit Maureen.
5. Casey will travel to visit Edrine Okumu.

Once you arrive you will have time with your respective family, and then enjoy lunch in the respective family's community.

2:00pm Travel back to Kakiri Gardens.

**Group 3:**

7:45am Check-out of Greenville Country Resort Ltd.

8:00am Depart to communities for visits with sponsored families.

1. Rich and Jane will travel to visit Alphonse and Pascal. You will have lunch with both of your sponsored friends in Pascal's home.
2. Robin and Elizabeth will travel to visit Maria.
3. Geri will travel to visit Jorvan.
4. Elizabeth will travel to visit with Rosemary.

1:00pm Travel back to MSK subproject office to meet group 4.

**Group 4:**

8:00am Depart to communities for visits with sponsored families.

1. Robert will travel to visit Joseph.
2. Mary and Beverly will travel to visit Steven.

1:00pm Travel back to MSK subproject office to meet group 3.

**Group 3 & 4:**

2:00pm Depart to the Kakiri Gardens Hotel. (Estimated travel time is 3-3 ½ hours)

**Everyone:**

5:30pm Evening tea followed by dinner.

*Today you will be split into two groups.*

**Monday, July 22**

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Everyone: 7:00am Breakfast

Ambassador Presentation by Leslie. Leslie will talk about more ways you can help Unbound when you return home.

**Group 1:** Mary and Beverly, Elizabeth and Robin.

8:30am Depart to communities for visits with sponsored families.

1. Mary and Beverly will travel to visit Gerald.
2. Elizabeth and Robin will visit Florence.

Once you arrive you will have time with your respective family, and then enjoy lunch in the respective family's community.

2:00pm Travel back to Kakiri Gardens and rest until evening tea at 6pm.

**Group 2:** Group 2 will be grouped into subgroups as follows:

1. Joe & Jayne, Cliff & Donna, Jane & Rich, & local staff.
2. Robert, Angie, Julie, Doris, Leslie, Armando & local staff.
3. Mary Kay, Elizabeth, Judith, Geri, Casey & Adriana & local staff.

9:00am Depart to visit Sponsored Self-Help Groups (SSGs), learn about their role in enhancing self-sufficiency and well-being of sponsored families.

1:00pm Lunch in the community with sponsored families.

2:00pm Travel to local schools and learn about the education system in Uganda.

4:00pm Travel back to Kakiri Gardens and rest until evening tea at 6pm.

**Everyone:**

7:00pm Dinner.

## Tuesday, July 23

### Final day in Uganda

- 8:00am Breakfast. Departure times for the airport later today will be announced. Check out will be at 9:30am.
- 10:00am Depart for celebration with recent graduates.
- 1:00pm Lunch in the community.
- 3:00pm Depart for Innophine Hotel in Entebbe. Some travelers will leave for the airport before dinner. They will be provided with shared rooms to freshen up before proceeding to the airport for their departure. Everyone else will receive a room assignment.
- 6:00pm Dinner.
- 8:30pm Depart for Entebbe airport.

### Have a safe flight home!

#### *Please write about and share your experience!*

**Twitter:** <https://twitter.com/UnboundOrg>; @UnboundOrg  
**Instagram:** <http://instagram.com/UnboundOrg>; @UnboundOrg  
**Facebook:** <http://www.facebook.com/sponsorachild>

For the protection of families and staff please refer to them by first name only and by their country without naming a specific city, school, etc.

#### *Reminders about contact with Unbound staff, families & friends*

We know you'll understand that we have a significant obligation to protect you, our field staff and sponsored members. To do that best, we don't allow communication with sponsored children, their family, or Unbound's field staff members or interpreters via Facebook, Twitter, Skype, instant messaging, phone, email, or any other form of direct communication.

## Appendix C

# Topics to Review with Interpreters

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# Topics to Review with Interpreters

## I. Review of the two Codes of Conduct

Review with the interpreters the Code of Conduct for Staff. This document applies to permanent project and subproject staff, as well as contracted employees and volunteers.

In addition to reviewing the Code of Conduct for Staff, please review the Travel Agreement and discuss how it relates to Unbound policies for staff and contracted interpreters. The travel agreement is a document that outlines expectations for travelers' behavior, as well as the sponsored friend protection policy. This document is signed by trip participants before the trip. On awareness trips, the project staff or visiting Unbound-Kansas staff member will review the travel agreement with the trip participants before they have contact with sponsored friends.

**Below are a few additional notes:**

**Gifts section of the Travel Agreement:** If a sponsored friend or a family member asks for additional monetary or material assistance, please speak with a local Unbound staff member before agreeing to provide any additional assistance. All monetary gifts must be made through Unbound's office in Kansas City. Please be aware that we discourage sponsored friends and their families from initiating these types of requests. Sponsors interested in learning about additional needs of their sponsored friend may initiate this conversation with their sponsored friend and family, ask the local staff during the trip and/or inquire with Unbound's office in Kansas City at any time.

*Note to project staff and interpreters: Sponsored families should not petition a sponsor to help them in a particular way; however, a sponsor is permitted to ask the family if there is anything that he/she can help with in addition to continued sponsorship and the sponsored family can honestly answer the question. Some examples are medical or dental needs, purchase of land or a home, and improvements to a home. Any plan for additional monetary or material assistance must involve project staff.*

**Direct Contact section of the Travel Agreement:**

Never provide, ask for, accept or record personal contact information (including addresses, phone numbers and email) to or from a sponsored friend, family member, or directly to local Unbound staff, including interpreters. All communication during and after the visit must follow our regular correspondence guidelines found at [www.unbound.org/letters](http://www.unbound.org/letters).

Do not locate or connect with sponsored friends, their families or local Unbound staff or interpreters through tools such as Facebook, Twitter, Instagram, Skype, WhatsApp, instant messaging, etc. Violations of Direct Contact policies could also jeopardize a sponsored friend's eligibility for the program.

*Note to project staff and interpreters: During an awareness trip, the sponsors view interpreters (whether external or not) as staff. Contact information should not be shared between the interpreters and the sponsors. If a sponsor attempts to contact you after the trip via e-mail, mail, Facebook, or any other way, do not reply. The best response is no response. Please inform the project coordinator of any attempted contact after a trip. The trip coordinators in Kansas can tactfully and politely remind the sponsor of the communication policy.*

## **II. Discuss the responsibilities of the interpreter on the visit day**

An Unbound staff member must accompany each visit and help to facilitate conversation between the sponsor and the sponsored friend/family.

The role of the interpreter, whether full time staff member or temporary employee, is to facilitate and monitor communication between the trip participants and their sponsored friends. It is very disappointing when the feeling of the conversation is lost or hindered due to poor translation or a poor attitude on the part of the interpreter. The interpreter represents Unbound during the visit and therefore must be familiar with Unbound's program, beliefs and values, as well as the organization's policies during awareness trips.

The primary reason that sponsors join an awareness trip is to meet and visit with their sponsored friends. Interpreters should maintain a professional relationship with the sponsors. Sponsors might begin conversations with the interpreters if they do not know what else to discuss with their sponsored friend. The interpreter should be prepared to introduce new ideas when the flow of conversation slows down and direct the conversation to the sponsored family. The interpreter must remember that the sponsor wants to know more about the sponsored family such as the family dynamics, living conditions, and daily life. Therefore, it is important to be prepared with potential conversational topics. Imagine yourself as a visitor; what would you like to know about the family and their country? The interpreter can do this by compiling a list of topics that can be used to promote a healthy conversation between sponsors, sponsored and staff members. The list should not include topics where the sponsor is asked about wealth or material possessions. Ideas include, but are not limited to:

- Family pets
- Family members. Learn about each other's family. Tell family stories from childhood.
- Hobbies (sports, music, books, etc.)
- School and work. How is school? How are the student's grades and classmates? What kind of job does the sponsor have? What does she/he like about it? If the sponsor is retired, what was the sponsor's former career? When speaking of jobs, avoid the topic of salary.
- Holidays and other family traditions

It is important to remember that the work of an interpreter is to facilitate conversation between the sponsor and the sponsored friend and their family. The conversation between interpreter and sponsor should focus on that and always include the family. Do not discuss topics that are inappropriate for the context such as debating religion or politics, and one's private life.

A few other key points:

- We coach sponsors to keep in mind they are speaking **through the interpreter, not with the interpreter**. Sponsors are encouraged to engage the person they are speaking to in a direct manner by showing interest and maintaining focus and eye contact.
- **The interpreter is the voice of the person for whom they are interpreting. Always interpret in first person.** If someone says, “I am Angie and I’m 16 years old,” please interpret “I am Angie and I’m 16 years old,” into either English or the native language. This is easier and faster for the interpreter.
- **During presentations, interpret for a maximum of 20 to 30 minutes at a time.** After 20 to 30 minutes, the interpretation suffers. You should alternate with another interpreter for long presentations.
- The interpreter should avoid sharing personal stories. The sponsor is specifically there to learn about his/her sponsored friend, the culture and about the country.
- Identify your Unbound contact person. This will make it easier for you to channel questions or concerns during the visit.
- The interpreter must be sensitive to what is being said and avoid interpreting comments that could create conflict, are prohibited by Unbound or would be offensive. Examples of these comments include:
  - Can you take me to the U.S. with you?
  - Can I find you on Facebook (or any social media)?
  - How much do you earn in a typical month?
- Avoid interpreting insinuations regarding gifts, money, for example cell phone, camera, or any other object that the sponsor might have. Additionally, if excessive flattery or flirting is apparent, report it immediately.

### III. Ask for help

This is especially true for situations when the interpreter feels uncomfortable or is unsure how to proceed. Some interpreters may have interpreted for past Unbound awareness trips. Procedures continue to change and improve over time. It is better to ask than to make assumptions.

### IV. Emergency Plan

Each interpreter should know what to do in case of an emergency or medical or natural disaster.

### V. Discuss protection of sponsored friends

In addition to signing the Staff Code of Conduct, all external interpreters need to be given an orientation of Unbound-Kansas policies and any project policies regarding shared time between sponsors and sponsored friends, including the Sponsored Friend Protection during Awareness Trips policy found in this manual.

Designate a project staff member as a main contact for any child protection concerns. Report every doubt immediately.

## **VI. Report any person who is not supposed to be there**

Some visits occur on private property or in an area reserved only for the group. If someone is not a member of the group, a sponsored friend or family member or a staff member and you do not think they should be in the area with the group, please report this to a staff member.

## **VII. Discuss the interpreter's responsibilities during home visits**

What is the goal of a home visit? The role of the interpreter is to facilitate communication between the trip participants and their sponsored friends.

Interpreting during home visits is very important, because it allows the visitors to understand more about the reality of the family and the impact Unbound has had on the family. It can also be a challenge because you must interpret for both the family and the sponsors while being a facilitator of the conversation. Here are some important points that may help facilitate the interpretation and deliver an appropriate message:

- Home visits are NOT a chance for sponsors to observe families and be spectators. They are, on the other hand, a way for trip participants to connect with the sponsored families, learn from their reality and appreciate the gifts and faith of the families. We do not see poverty, we see potential.
- As an interpreter, you should introduce yourself to the sponsors and the family and explain what role you will play during this meeting. Making the people that you interpret for feel comfortable is very important for good communication.
- Remember to always introduce the speaker to the audience and tell the audience about him or her.
- Stand by the speaker. This makes it easier for the audience to see you both instead of forcing them to move their heads from side to side.
- Be confident and speak loudly. Sometimes a good interpretation is limited by the volume of our voice. People want to hear what we say and even if the interpretation is not perfect; people will recognize and congratulate the effort.
- Speak slowly. Sometimes interpretations are done too quickly. When this happens, words are not pronounced correctly, and the final message is not well communicated.
- By standing next to the person speaking, you can have some signals to let the speaker know that she/he needs to stop talking so that you can interpret. Talk to the speaker beforehand to make sure you both understand the signals you will use. Some of those signals could be:
  - Face or hand movements/signs
  - Touch the shoulder or back of the person to indicate that she/he should pause and allow you to interpret.



- Every time you begin to interpret, take a step forward and speak loudly indicating to the speaker that you are beginning to interpret.
- Do not interpret unfinished concepts or ideas. For example: Source language, for example Swahili then translation of “Good morning” then Swahili, then translation of “dear sponsors” then Swahili then translation of “we feel” the Swahili, then translation of “very happy” and so on. A good translation should be a complete thought, for example: “Dear sponsors we feel very happy to have you here with us today.”
- If the speaker stops without finishing a full idea, encourage him/her to continue until the thought is complete.
- Do not summarize or add anything to what the speaker is saying.
- There may be times we do not know a word that is being said but it is important in the interpretation. Feel free to ask your English-speaking audience by describing the word; they will be happy to help!
- Avoid allowing the person to speak for too long or say too many ideas at once. This can result in a weak interpretation because you may be forced to summarize which will result in losing the original message. When the interpretation is incomplete, it gives the audience a sense that the interpreter is not delivering the message properly.
- Have a list of questions or conversation topics to help the conversation flow. Ask about:
  - Their family. How many family members are sponsored?
  - The sponsored child, about the parents’ childhood, and family, about the sponsored child’s siblings.
  - Their work.
  - The in-house facilities such as running water, electricity, etc.
  - School access, health care access, etc.
  - The impact of Unbound on the family, ask about the benefits received, etc.

## **VIII. Discuss the interpreter’s responsibilities during presentations and testimonies**

Interpreting testimonies is probably one of the most difficult interpretations because it requires a great deal of tools to deliver a good message. In movies with voiceovers, the voice in Spanish sounds like the real voice of the actor/character because tone and accent are utilized to effectively deliver the message. When the actor cries, the voice of the translator cries as well. The voice transmits the sentiment of what is being said. This is applicable when interpreting testimonies as the speaker expresses a great deal of emotion as she/he discusses happiness, sadness, joy, challenges in his/her life. The interpretation must be made with the same feeling expressed by the speaker. Use the tone of your voice as a tool to convey the emotions of the testimony, for example happiness, sadness, joy and frustration. Body language, such as hand gestures, can help to communicate the message more effectively.

As with all presentations, it is best for the interpreter to stand next to or close to the speaker. When interpreting a testimony, it is particularly important to talk to the speaker beforehand about the signals to be used that will indicate that the speaker should stop for interpretation. This is critical because small details make a testimony powerful. Avoid losing details in long, summarized interpretations.

If sharing one microphone, decide who will hold the microphone. As always, be sure to speak loudly, clearly and slowly.

When interpreting at other types of public events or presentations it is important to consider the sound system, size of the audience and the type of audience. If you do not feel capable of interpreting the event and there are other interpreters available, do not be afraid of asking someone else to interpret. Watching other interpreters is a good way to learn and passing up a situation that you are uncomfortable with may prevent you from developing a greater fear for public interpretations in the future.

Be prepared. Ask the emcee to give you a copy of the agenda or let you read the agenda before the event. This will enable you to know the order of events and it will give you time to think about some words, names and topics that will be presented. If written material is not available, talk to the emcee about the next act to prepare yourself.

During the presentation, stand right next to the speaker. If only one microphone is available, ask the emcee to let you hold it to make the interpretation easier. If no microphone is available, use any of the previously mentioned signals to let the emcee know when she or he needs to stop for interpretation.

Keep your eye on your audience. When you interpret with your head up you create a connection between you and the audience. It also increases your confidence.

You can always make additional comments about the presentation. For example, you can share the story behind a folkloric presentation or describe the cultural importance of a song that is sung. This helps our trip participants learn more about the local culture.

Sometimes poems are presented and most of the time, the rhythm, rhyming, etc. of the poem in its native language do not translate well into English. It is important to explain to the audience that you will not directly translate the poem, but you will describe what the poem talks about. Let the poem be completed before speaking. If you speak during the poem, the magic will be lost. It is better to let the poem flow and do any interpretations at the end. In many cases the presenter has a copy of the poem. Request a copy beforehand to help you with your translation. If a copy is not available, have a piece of paper and a pen to take notes of the key points of the poem to help you describe it after.