



projectc.u.r.e.

Policies & Procedures Agreement

PROGRAM COSTS:

The following is an outline of the program costs and payment policy of Project C.U.R.E. Please contact Project C.U.R.E. with any questions regarding the program costs of your trip at least two months before your scheduled departure.

INCLUDED IN PROGRAM COSTS

1. Travel & Evacuation Insurance

- a. Project C.U.R.E. will enroll you in travel and evacuation insurance for the duration of your trip.
- b. If you wish to receive a copy of the insurance policy prior to departure, it must be requested via email.

2. STEP Enrollment

- a. Project C.U.R.E. will enroll you in the Safe Traveler Enrollment Program (STEP) with the State Department prior to departure to ensure the local embassy is aware of your presence.

3. Visa

- a. You may be required to submit additional documents or complete additional forms depending on the visa requirements of your destination country.
- b. You may be required to send in your passport to Project C.U.R.E. so it can be submitted to the embassy for visa processing.
- c. The costs of any visa procedures that take place after the team's arrival in the host country (i.e. visa cards purchased at passport control) are also included.
- d. If you are required to pay for your visa upon arrival at the airport, you will either be given money for this beforehand at the pre-trip meeting, or you will be reimbursed once you are with the team in-country.

4. License Transfer Procedure (for medical professionals)

- a. If you are a medical professional, you may be required to submit additional documents or complete additional forms depending on the license transfer requirements of your destination.

- b. Project C.U.R.E. and the in-country host can assist with the license transfer process by submitting completed documents to the appropriate in-country organization. You must submit license transfer forms and associated documents by the requested dates.

5. Pre-Departure Meeting

- a. Approximately 3 weeks before the departure date, there will be a team pre-departure meeting to go over trip details once more and answer any last minute questions you may have.
- b. The meeting will be in person at Project C.U.R.E International Headquarters in Centennial, Colorado. Those living in other states will be able to video or phone conference in.

6. Departure Travel Packet & Associated Shipping Costs

- a. A travel packet with detailed information about the trip prepared by Project C.U.R.E. will be sent to you about 4 weeks prior to departure.

7. C.U.R.E. Kits & Kits for Kids

- a. Your program cost includes the purchase of medical supplies and home health supplies that are contained within a C.U.R.E. Kit and/or Kits for Kids. You will may responsible for the transport of this kit to your destination, as well as the distribution of the medical supplies.

8. In-Country Transportation

- a. All in-country transportation including internal airfare, boats/ferries, buses/cars/taxis, fuel costs and tips are included in your program cost.

9. Accommodations

- a. All accommodations throughout the trip are included with in your program cost. You will be expected to share a room with someone of the same sex. However, if you would like a private room or a room upgrade, you will be responsible for the associated costs.

10. Meals

- a. All meals once you are within the country the trip is taking place within are included in your program cost.
- b. If you would like food that costs anything additional to what Project C.U.R.E. is providing, you will be responsible for the associated costs.

11. Clean Water

- a. Clean water is included in the program cost.
- b. You are **required** to bring a **reusable water bottle** for this purpose, as water is often provided in large one-gallon jugs.

12. Translators

- a. The cost of translators is included in program costs when appropriate.
- b. Every effort is made to provide an appropriate number of translators; however, in the case that there are not enough translators for each participant, preference will be given to medical professionals.

13. Touristic Excursion & Activities

- a. At least one touristic excursion or activity is included in the program costs.
- b. These activities offer you the opportunity to gain a more profound understanding of the culture of the people you are serving, as well as a well-deserved rest after many days of hard work.
- c. Information about the activity for each trip will be provided in the travel packet prior to your departure.

14. Tour Guides & Driver

- a. The cost of tour guides and drivers is included in program costs.
- b. Tips are also included in trip costs.
- c. If you would like to give any additional tips, please speak with Project C.U.R.E. to determine if this is appropriate.

NOT INCLUDED IN PROGRAM COSTS

1. International airfare

- a. A suggested flight itinerary will be provided to you by Project C.U.R.E.; this is the flight that the Trip Leader will be on.
- b. International airfare can be arranged by Project C.U.R.E for a \$100 booking fee, in addition to the cost of the flight.
 - i. You must notify Project C.U.R.E. 60 days prior to departure if you would like to have Project C.U.R.E. book your flight.
 - ii. Payment is due at least 7 days before your flight is booked.

2. Any fees associated with international airfare, including changing itineraries, baggage, upgrades, etc.

3. Meals while traveling internationally

4. The cost of any vaccinations or prophylactic medication necessary for travel

5. Touristic excursions/activities not included in trip itinerary

6. Wine, beer and cocktails (i.e. any alcohol)

7. Room upgrades

8. Souvenirs

9. Internet and Phone Access

10. Laundry

11. Visas acquired before landing in country

PAYMENT SCHEDULE

This schedule may vary slightly depending on the specific visa and travel procedures for your destination. You will be notified of any variation at the time of your acceptance to the program.

1. \$500 Deposit – Within **7 days** of acceptance to program

2. Half of the remaining Trip Cost – **90 days** prior to departure
3. Full Trip Cost – **60 days** prior to departure

TAX DEDUCTION & REFUNDS

1. All payments to Project C.U.R.E. are non-refundable, tax-deductible donations.
2. All funds received by Project C.U.R.E. are recognized as a donation. A contribution receipt is sent to the donor for tax purposes. Donations received in this manner are nonrefundable. In the unlikely event that a trip is cancelled or postponed, or if your travel plans change, the funds can be applied toward another Clinic trip within one year of the original trip date. If you choose not to participate in a later Clinic trip, Project C.U.R.E. reserves the right to allocate the funds to support the Clinic program.

EXPECTATIONS FOR PARTICIPANTS

Participants refer to all team members except for the Team Leader

1. Prior to the Trip

- a. Familiarize yourself with policies and procedures of Project C.U.R.E.
- b. Submit clear copies of all required documents in a timely manner.
- c. Carefully read all of the materials included in your travel packet and clarify any questions with Project C.U.R.E.

2. During the Trip:

If during the trip a participant repeatedly and consistently fails to meet these expectations, Project C.U.R.E. may choose to send the participant home early. Any expense related to this change in schedule is the sole responsibility of the participant.

- a. Arrive at the in-country airport no later than the date and time indicated by Project C.U.R.E.
- b. Pack all checked and carry-on luggage according to TSA regulations (<http://www.tsa.gov/traveler-information>) and the guidelines of the airline.
- c. Remember, you are a guest in a foreign country, and your United States rights do not necessarily apply.
- d. You are a representative of the United States and Project C.U.R.E. At all times, you must represent these organizations well and maintain a professional demeanor.
- e. Recognize that you are traveling as part of a team and must never behave in a way that could endanger yourself or other team members.
- f. Check in with your Team Leader before leaving the group for any reason; let them know where you are going and when you expect to return.
- g. Respect the decisions of the Team Leader and Medical Leader; bring up any concerns or questions in a respectful and professional way.
- h. Do not complain about food, schedule, accommodations or any other aspect of the trip in front of the in-country host, clinic staff or patients. Please bring all questions or comments to the Team Leader as quickly as possible.
- i. Demonstrate an attitude of humility, flexibility and respect at all times.

- j. Always respect the culture, belief system(s) and government of the country you are visiting. Avoid discussions of politics, religion, and any other potentially sensitive subjects, especially in public places.
- k. Never speak ill of the country you are visiting, your host, or Project C.U.R.E. in public.
- l. Romantic relationships with patients, clinic staff translators, or any other in-country individual are unacceptable and will not be tolerated. Any participant who violates this rule will be asked to leave the trip immediately.
- m. You will be provided a dress code specific to your destination prior to departure. Please respect these guidelines at all times.
- n. The practice of bringing candy or small gifts for patients is prohibited. If you would like to bring gifts for your host or other in-country contacts, please speak with Project C.U.R.E. for approval and/or suggestions prior to your departure.

3. Post Trip

- a. Complete and return the Post-Trip Survey to Project C.U.R.E. within 30 days.
- b. Upload photos to your team's online photo album.
- c. Meet with Project C.U.R.E. to debrief your trip and offer suggestions for future trips.

EXPECTATIONS FOR TEAM LEADER

The team leader is a Project C.U.R.E. employee who is responsible for the safety, well-being and success of the team while in-country. Their responsibilities include:

1. Prior to the Trip

- a. Send introduction message to team.
- b. Lead pre-trip meeting.

2. During the Trip

- a. Act as the liaison between the Project C.U.R.E. team and in-country host(s) for the duration of the trip.
- b. Clearly explain the schedule on a daily basis.
- c. Assist with and/or coordinate clinical or service activities as needed.
- d. Lead daily debriefs with team to discuss challenges and experiences of individual team members and establish goals for the team as a whole.
- e. Be available and approachable to participants, as well as ready to address any and all concerns or questions at all times.
- f. Keep financial records for the team and pay for expenses included in the program costs.

3. Post Trip

- a. Submit all receipts and financial records to Project C.U.R.E.
- b. Submit a completed report to Project C.U.R.E. within 30 days.
- c. Meet with Project C.U.R.E. and/or trip participants to gather input and suggestions for future trips.

EXPECTATIONS FOR MEDICAL LEADER

The medical leader has extensive medical and international experience and will be responsible for clinical decisions. Their responsibilities include:

1. Prior to the Trip

- a. Work with Project C.U.R.E. to develop list of medications to be ordered.
- b. Assist with the assembly of C.U.R.E. Kits.
- c. Contact in-country hospital administrator and begin to discuss layout and flow of clinics.

2. During the Trip

- a. Help to set up intake, triage, and patient care areas in clinic and at mobile clinic sites.
- b. Work with in-country healthcare professional to understand treatment of illnesses and injuries specific to host facility.
- c. Work with pharmacy to determine available medications and their uses.
- d. Communicate with Team Leader and in-country host regarding needed supplies and/or medications and their availability.
- e. Help to prepare portable boxes or bags of supplies and medications for mobile clinic days.
- f. Collect patient care cards on a daily basis.

3. Post Trip

- a. Return patient care cards to Project C.U.R.E. within 30 days.
- b. Meet with the Director of Clinics at Project C.U.R.E. to discuss specific recommendations for medications, C.U.R.E. Kits and Kits for Kids on future trips.

MEDICAL & HEALTH CONSIDERATIONS

1. Vaccinations

- a. You are responsible for the cost of any vaccinations or prophylactic medications required to travel.
- b. Project C.U.R.E. will notify you if a yellow vaccination card is required for travel.
- c. Project C.U.R.E. cannot offer specific recommendations on the required vaccinations or medications and instead requests that you visit the Center for Disease Control webpage (<http://wwwnc.cdc.gov/travel/>) for your destination, as well as make an appointment at a travel medicine clinic prior to your departure.
- d. Make sure to schedule a travel medicine appointment with Passport Health, Project CURE's travel medicine provider of choice, before you depart.
 - i. Passport Health has over 230 clinic locations all over the United States, so there is likely a location convenient to you!
 - ii. To book your appointment and take advantage of Passport Health's preferential rates for Project Cure:
 1. Visit <http://www.passporthealthusa.com/locations/>

2. Select your state from the map, and you will see a list of the clinics in your area
 3. Call the clinic that is most convenient to you
 4. **Note that you are a Project Cure volunteer/staff member on the phone, so that you will receive Project CURE discounted pricing (\$50 for a full hour consultation)**
 5. Try to schedule your appointment 4-6 weeks prior to your departure so that you have time to receive full doses of vaccines that are given in a series
 6. Please bring a credit card with you to the appointment, as this is the only form of payment accepted.
 7. If you have a yellow vaccination card, please bring it with you to the appointment.
- iii. Your travel medicine appointment will include:
1. Discussion of destination-specific health risks and strategies to mitigate them
 2. Vaccine Record and Medical History Review to determine the exact vaccines you need
 3. Vaccine consultation and education
 4. All travel and routine vaccines, based on your health history and destination
 5. Complete malaria prophylaxis
 6. Travel supplies
 7. Personalized, bound “Itinerary” with destination-specific information for your trip
- iv. Note that you may also go to Passport Health for a “shots only” appointment if you are a frequent traveler and do not want the full destination-specific health counseling. Please just make note of this when booking your appointment.
- v. You can also visit the Destination Pages at <http://www.passporthealthusa.com/destination-advice/> for travel health advice tailored to the countries Passport Health’s clients’ visit most frequently.

2. Medications

- a. Please notify Project C.U.R.E. of all prescription medication(s) you are taking on an ongoing basis.
- b. Please notify Project C.U.R.E. of any allergies you have and carry an EpiPen with you on your trip if you normally do so.
- c. You must follow all TSA regulations if you are bringing prescription medication for personal use. These regulations can be found at:
 - i. (<http://www.tsa.gov/traveler-information/what-expect-if-passenger-needs-medication>)

3. Food & Beverage Safety

- a. Contaminated food and drink are a major source of illness while traveling.
- b. Project C.U.R.E. makes every effort to provide participants with food that has been prepared carefully and safely.
- c. It may be wise to avoid raw fruits and vegetables depending on your destination. If you have any questions while in-country about a food or beverage, please ask your Team Leader prior to consumption.
- d. It is a good idea to drink only canned or bottled beverages and use a straw if you did not see the bottle or can opened.
- e. In general, boiled beverages such as coffee and tea are safe.
- f. The best ways to avoid becoming ill are to wash your hands with soap and water or antibacterial gel regularly, drink plenty of non-caffeinated and non-alcoholic beverages, and get enough rest.

C.U.R.E. KITS & C.U.R.E. KITS FOR KIDS

1. Baggage

- a. In addition to your personal luggage, you may be expected to carry a C.U.R.E. Kit containing medical supplies that will be used in the clinic, as well as home health supplies that can be distributed in the community.
- b. You may be expected to re-pack the kits into a large duffel bag if this has not already been done. Whenever possible, we will provide this bag, however, in some cases you may need to use your own bag.
- c. The cost of checking the C.U.R.E. Kit to your destination is included in the program costs.

2. Pick-up & Distribution

- a. The Kits will be ready for pick-up at the pre-trip meeting, about 3 weeks prior to your departure.
- b. If you live in the Denver-metro area, you are expected to help pack and pick up the C.U.R.E. Kits from the Project C.U.R.E. warehouse in Centennial.
- c. If you live outside of the Denver area, we may ship your C.U.R.E. Kit to you.

AIRPORT PROCEDURE

1. In-Country Arrival

- a. You are expected to arrive at the in-country airport no later than the date and time indicated by Project C.U.R.E.
- b. The team will meet in the baggage claim area, unless otherwise indicated.
- c. The Trip Leader will be wearing a red Project C.U.R.E. t-shirt, or holding a Project C.U.R.E. sign.

IN-COUNTRY EXPERIENCE

1. Passport Control

- a. Immediately after you arrive at your destination you will walk from the plane to passport/immigration control.

2. Baggage Claim

- a. From passport control you will walk to baggage claim and pick up your luggage.
- b. Report any missing luggage to your Team Leader, Project C.U.R.E., and the airline immediately so it can be located and returned as quickly as possible.
- c. The team will meet in the baggage claim area, unless otherwise indicated.

3. Customs

- a. Once you have retrieved your luggage keep it in your possession at all times.
- b. Please allow the Team Leader and the Medical Leader to answer questions from customs officials regarding the C.U.R.E. Kits.

4. Money

a. Credit Cards

1. Be sure to carry copies, front and back, of any credit cards you will be carrying with you, as well as cancellation information in case your wallet is lost or stolen.
2. Contact all of your credit card companies to alert them of your planned international travel.
3. Remember that credit cards often charge international transaction fees; these fees vary by company, so please obtain a schedule of your company's rates prior to departure. Project C.U.R.E. is not responsible for international credit card fees.
4. In the developing world, credit cards are not universally accepted. Prior to departure please clarify with your Team Leader if and when you may be able to use a credit card. If you plan to use a credit card, Visa is the most commonly accepted, followed by MasterCard. American Express is the least likely to be accepted.

b. Cash

1. U.S. currency is accepted in many countries. Please check with your Team Leader prior to departure to determine if U.S. Currency is accepted at your destination.
2. If you plan to carry cash be careful of when and how you remove it, as there is always the possibility of theft.
3. If you would like to bring local currency with you, you can either order the currency from your bank, or use an exchange service such as Travelex. Please note that exchange services in airports typically charge the highest exchange rates.
4. If you plan to get local currency in country, the best method is through an ATM. Please note that most banks charge international transaction fees; please obtain a list of these fees from your bank prior to departure. Project C.U.R.E. is not responsible for international bank fees.
5. Due to the busy schedule of each trip, it is not likely that you will have time to exchange U.S. currency while you are in-country.

6. Traveler's checks are not widely accepted and not recommended as a method of payment.

5. Transportation

- a. Once your team arrives at your destination, you will be met at the airport by the in-country host and a driver carrying a "Project C.U.R.E." sign, unless otherwise noted.
- b. Project C.U.R.E. expects transportation for teams to be safe and reliable.
- c. Fuel costs are included in your program costs.
- d. Fair pay and an appropriate tip for your driver are included in your program costs.

6. Accommodations

- a. Project C.U.R.E. expects accommodations to be clean and safe.
- b. Accommodations are usually simple with limited amenities.
- c. You are expected to share a room.
- d. If you would like to request a private room or upgrade, please contact Project C.U.R.E. as soon as possible, and we will make every effort to accommodate your requests.

7. Meals

- a. On clinic or workdays, 3 meals will be provided.
- b. On travel days, snacks may substitute breakfast or lunch.
- c. We strongly suggest that you bring portable snacks such as granola bars, nuts, etc. in case you get hungry between meals.
- d. Every effort is made to accommodate dietary restrictions or allergies, but due to limited resources in certain countries this may not be possible.

8. Electricity

- a. Electrical current and frequency vary by country. Additional information regarding your destination will be provided prior to your departure.
- b. You are responsible for the cost of any required transformers or adapters.
- c. Project C.U.R.E. is not responsible for any damage sustained by electric devices due to surges, blackouts, or other electrical events.

9. Internet & Phone Access

- a. Internet
 1. Internet access varies by country and is never guaranteed in any location; you will be provided with additional information prior to departure.
 2. Project C.U.R.E. is not responsible for any fees associated with internet usage during the trip.
- b. Phone
 1. The Team Leader will carry a cell phone for use in case of emergencies.

2. If you would like to use your personal phone during the trip, please contact your service provider to set up international calling and/or texting.
3. It is a good idea to turn off data on your phone during the trip, as international data usage tends to be very expensive.
4. Project C.U.R.E. is not responsible for any fees associated with international calls or texts.

I certify that I have carefully read the foregoing Policies and Procedures and I know the contents thereof and sign this agreement as a personal free act.

Printed Name: _____

Signature: _____ Date: _____