

Emerging Voices Orientation

¡Welcome to your Colombian home in Bogotá!

Our Mission Statement: Emerging Voices works to develop culturally sensitive projects that will enrich the lives of those whom we serve and our volunteers. We also provide training to volunteers so that they may pass on skills and knowledge to empower people of all cultures and faiths.

El Quirinal (Your Home) and Beyond

Address: Carrera 54a, #59-04

Barrio: Quirinal

Quirinal is a quiet, safe area of Bogota and there a few Things to Know of Near You:

- Three beautiful parks within walking distance of the house, Parque Simon Bolivar, Parque Público Virgilio Barco, and Parque de los Novios
- El Centro Comercial, only a few blocks from the house, you can find an Exito grocery store, a panaderia, and a handful of small restaurants and stores to explore
- A Transmilenio stop called Coliseo, that sits in front of the Coliseo it is named for. You can locate the Coliseo on the right side of the map
- A short taxi ride across Avenida El Dorado will bring you to Gran Estacion Mall for all of your shopping needs! You can locate the mall on the left side of the map. You may also exchange your money here.

Spanish Lessons:

Small group classes with our partnered **Spanish School: Whee Institute**

Address: Diagonal 33 Bis A #15-16

Contact: +57 317 560 9775

Lessons:info@wheeinstitute.com

Website:wheeinstitute.com

Maximum of 5 students per classroom

Classes start every Monday

13 hours of lessons at a discounted rate of 376.000 COP/~\$111 USD (originally 470.000 COP)
Monday, Tuesday, Thursday, and Friday 2pm-5pm, Thursday 4-5pm

18 hours of lessons 468.000 COP/~\$140 USD (originally 550.000 COP)
Monday, Tuesday, Thursday, and Friday 2pm-6pm, Thursday 4-6pm

Whee offers daily activities at the school and a great learning environment, integrating innovative and exciting ways to learn! At the school there is unlimited coffee and tea, free dance lessons, and language exchange!can pay via cash or card at the Spanish School

One-on-one Lessons: At the Public Library with a Professional Spanish Teacher 1.5 hrs of Spanish Lessons for \$20 usd. Our tutor's name is Tatiana and her Whatsapp number is +57 322 420 1678

Weekday Entertainment: There are plenty of places within Bogotá that are worth visiting as a tourist. We can show you how to get there, estimate costs and give you details. Even if you have an afternoon free, please explore the city. There are museums, bars, theatres, cinemas, churches and other places to see.

Weekend Entertainment: While some of you may be content spending your time exploring Zna Rosa, Bogotá and its surroundings, others may wish to travel outside of Bogotá for a weekend trip. We can help you find the perfect destination with the best deal. In Los Llanos (the plains), you will find beautiful farms and pleasant summer-like weather. Or you can take a long weekend trip to Medellín, Cartagena de Indias or some of the quaint colonial towns nearby. Many volunteers have a considerable amount of travel experience so you can always ask them as well. Please try to book your weekend trips over long weekends so you can take full advantage of your time without interrupting your volunteer work.

Our recommendation: *Bogota Graffiti Tour, Usaquen flea market, Monserrate, Tejo.* – for details ask the local staff.

THURSDAY TEAM MEETINGS: We will have a MANDATORY weekly team meeting on Thursday at 2 :00 pm to share our project experiences and voice any questions or concerns. These meetings are mandatory, so make sure you are there!

Wi-Fi: Wi-Fi Networks (Fundacion & Fundacion_EXT) and Password are listed on the board by the kitchen. It's recommended that while downstairs, use Network Fundacion and while on the second floor, use the Fundacion_EXT Network.

Extra Nights Accomodation: You are welcome to stay some nights before or after you finish your volunteer project at the house. This is \$20 per night. We ask that you arrange this prior to arrival with a coordinator and pay for extra nights upon arrival.

Meals

Traditional Colombian meals are cooked and served in the house on weekdays (breakfast, lunch and dinner). However, you are also welcome to travel outside of the house if you fancy something special. If you are going out and will not be attending dinner, please let us know in advance so we can prepare accordingly. Also, if you want to cook for yourself, go ahead! If you would like to cook for the house, please consult a coordinator so that proper arrangements can be made. Do not hesitate to let us know if you have any special dietary restrictions; this is pertinent to meals at home as well as those at project sites. Here is the approximate meal schedule:

- ***Breakfast:*** Served every weekday morning at 7:30 am.
- ***Lunch:*** Served weekdays from 12:00 pm-1:00 pm.
- ***Dinner:*** Served weekdays, available after your return in the evening.
- ***Weekends:*** Volunteers are responsible for their own meals. For those who would like to cook for themselves, there are plenty of ingredients available in the kitchen and two grocery stores within walking distance. Alternatively, many volunteers like to explore Bogotá on the weekends, tasting the various local foods from around the city.

There are plenty of snacks in the kitchen in case you are hungry, so feel free to help yourself to food at any time!

Please check your place on the dish rota! If you need to swap with someone, sort it out between each other. Everyone washes and dries their own dishes after every meal and is expected to reset their place. The rota is only for setting up, packing away leftovers, cleaning pots, making sure the table is set and that the kitchen is clean during the weekdays! Dinner needs to be packed up by 8pm every night.

Most importantly, please be courteous to the other volunteers and staff members who work so hard to make the house a warm environment. Offer to help, clean up after every meal, take personal responsibility, and don't forget to say thank you!

Around and About Colombia

Safety in Colombia

Throughout the 80s and 90s, Colombia did not have a good reputation for safety. Colombia became synonymous with Pablo Escobar, bombings, and drug cartels. It was a dangerous place; but thankfully, things have changed. Large amounts of investment from the United States and a strong, dependable president have made Colombia an example of progress and innovation in South America. In 2002, Alvaro Uribe Velez became the president, and the country has since become safer every day. His term expired in August of 2010, but the current President, Juan Manuel Santos, is a supporter of Uribe's policies. Colombia has millions of visitors each year, and its large cities (Bogotá, Cali, Medellín) are very safe. However, as with any other city, you need to be careful and smart about your belongings and not venture into troublesome areas. Many volunteers have commented that Bogota is the safest city in South America!

A few safety rules you should follow:

- Do not put your cell phone, camera, wallet or other valuables in accessible areas
- Do not take out valuables in crowded areas (like on public transportation)
- Carry your bags, backpacks or purses in front of you
- Travel with a buddy at all times (especially when riding public transportation)
- Be extremely careful while crossing the road (pedestrians DO NOT have the right of way and drivers drive erratically with little regard to safety or order)
- Take extra precautions when returning home at night and do not walk alone.
- **Do not carry large amounts of money at any time and leave your debit and credit cards at home.**
- Please keep all of your important stuff locked up, we are not liable for lost or stolen items.

Colombian Customs

Colombians base their lives on traditional family values of politeness, modesty and respect. We hope that you will embrace these customs and keep them in mind while you live in and experience Colombia.

Greetings and Common Etiquette: Pleasantries are very important and several minutes of greetings and handshaking will often be exchanged when meeting with or saying goodbye to friends and associates. Saying goodbye can often take a very long time, as Colombians value personal relationships. A kiss on the cheek is both a greeting and a way to say "Chao." Always try to accept an invitation to a meal, as it shows respect for a genuine gesture. Flowers are a nice gift when you show up to a visit. However, please consult with Monica before accepting any invitations.

Try not to slam car doors, when entering and exiting, as it is taken very offensively! Be sure to enter and exit vehicles on the side that is NOT facing the street. Lastly, please be respectful and ask before taking photos; no one likes to be treated like a fish on display.

Shopping and Bargaining: Bargaining is a sport here, so enjoy it! In stalls and markets, the first price given is rarely the price you will pay. Lowball them, sometimes as low as 20% of what the original asking price was and go from there. This can be a bit intimidating for those who are new to this, but start off with

something simple to practice. You cannot bargain in restaurants with set menus, in grocery stores, or the more professional shops in the malls.

CST (Colombian Standard Time): Colombians are often late and you may have to get used to this as things rarely begin on time. They do not allow time to control their lives, which may be the reason they are consistently voted as one of the “happiest people on earth.” Buses rarely leave when they say they will and meetings begin when everyone is present. Don’t get frustrated when things don’t go according to a plan; everything will work out in due time (even if it is in CST).

Volunteer Rules and Responsibilities

Please make yourselves at home while remaining respectful to other volunteers and their belongings. In communal living, we always encounter different personalities and habits. To ensure a happy, comfortable and clean household for all we have had to implement a number of rules. These rules may seem overwhelming, but they are necessary to maintain a safe, sane, and healthy living environment for all. The rules apply to all volunteers living in the house, no matter their age.

If you breach the rules, a written or oral warning will be issued to you. The second warning results in a definitive written warning and expulsion from the program. In the case of a serious breach of the Volunteer Rules or Code of Conduct, it may result in your termination from the program without the 1st warning. READ CODE OF CONDUCT.

In the case that a volunteer breaches the rules in the last days of his stay, we will inform IVHQ about the breach.

1. **Hora Zanahoria (curfew):** Sunday thru Thursday 11:00 pm, Friday and Saturday 2:00 am. These rules are for your safety and courtesy for other resting volunteers. If you are going to be late, please let a coordinator know. You need to come home, as you are expected to sleep at the volunteer house Sunday-Thursday. Only a coordinator is allowed to open the house door after curfew hours. Note that breaking the curfew will result in consequences.
2. **If you choose to spend your weekend nights outside of the house,** you must sign out by Thursday evening on the sheet that says Weekend Sign Up Sheet. Failure to notify the coordinators will result in consequences. This is ONLY for weekend nights. Sunday- Thursday you are expected to sleep at the volunteer house.
3. Unfortunately, the **consumption of alcoholic beverages is NOT permitted** at the house. Sorry but there are no exceptions. Any alcohol brought back to the house needs to be turned in to a coordinator who will hold it for you, and be returned when asked.
4. **NO sexual activity** is permitted in the house.
5. Drugs are not permitted. Any volunteer found consuming or in possession of drugs will be reported to the Colombian police and immediately dismissed from Emerging Voices.
6. Quiet Hours: After 11:00 pm. These hours are in consideration of the volunteers and neighbors. No noise in the kitchen before 6:30am or after 10:00 pm.
7. Mind your mess:
 - Please wash your dishes during the weekends and help to wash them (according to the dish rota pinned on the fridge in the kitchen) on weekdays
 - If you break or damage any of our kitchenware (dishes, glasses, pans etc) you must cover the cost.

- Please do not leave any personal belongings on the floor
 - To avoid clutter please put your belongings and any other items back where they belong (this will avoid any confusions about misplacements: i.e. laptops in living room, food, books, etc.)
 - Please do not leave any personal belongings in the bathroom (store toiletries in the rooms) and wipe the floor after showering
 - Please pick up your hair from the sink, shower, and floor and put it in the trash bin
 - Only human waste goes down the toilet (toilet paper goes in the trash bin – we don't want a plumbing emergency!)
 - Gentleman - please use proper etiquette to put the toilet seat down when finished.
 - Please do not leave your shoes in the entrance
8. Please keep your rooms tidy! Personal items should be kept in the closet, on shelves, in suitcases or other bags- no loose items on the floor. Your beds should be made every day. If your room is not in order, your room will receive a yellow button. If it is still not in order the next day, you will receive a blue button. If on day three it is STILL not in order, you will receive a red button. This means that the entire room is responsible for dish rota for a full week.
 9. Please use good personal hygiene habits! Please mind that you have house mates and we ask that you shower daily and use good personal hygiene habits.
 10. Food: Please do not waste food, think of the homeless we are feeding. If you are going to have a food party or you would prefer to cook the majority of your own meals, please buy your own food.
 11. Do not wash your laundry in the house. Only our maid can wash in the house the following items: towels, bed sheets etc. There is a laundromat in Pablo Sexto and also in Quirinal.
 12. Be conscious of the amount of energy and hot water you use - please keep your showers short and turn off lights when you are not in the room!
 13. Please note this is a smoke free environment so please smoke outside the house.
 14. There is no smoking at project sites, it is forbidden. If you would like to take a smoke break, you MUST have a coordinator's permission. Please note that a smoke break is not an option at all projects.
 15. Please speak to a coordinator or Monica before inviting/ bringing your friends/family or any guests to project or the house! You need to have permission from Emerging Voices.
 16. Your participation and initiative in planning activities and lessons is expected. This applies to all projects. You are welcome to use any teaching support and materials from the house. Please let a coordinator know if you need supplies we don't have and we will happily acquire it for you. Note that you are responsible for any materials lost or damaged.
 17. **Remember why you are here.** Treat this experience like your own workplace. **If you miss a day of volunteering for no legitimate reason, you may be excused from the Emerging Voices program.**

Volunteers are not allowed to develop new projects with the institutions where we work without permission of EV.

Volunteering

A couple notes about project...

- Volunteers must have the PIP 6 stamp before attending project. This means going to the Office of Immigration with your invitation letter and passport. You will be charged a fee of \$100,000 COP.
- Please dress appropriately for projects and behave with respect and courtesy toward the people with whom you interact. Be a good example for those you mentor, as any of your actions can significantly impact their behaviour.
- All volunteers must sign up for projects on the white board near the front door by **Friday afternoon**, and are to honor the commitment.
- If you wish to visit a project different from what you signed up for via IVHQ, **you MUST have permission from a coordinator**. So be sure to ask before signing up for the week.
- Please do not exchange any contact or social media information with children participating in the project. They might obtain access to information that they should not see (party photos etc.) and we do not know what can be sensitive contact for them. If you are interested in maintaining communication with them or help, it must be done through Emerging Voices.
- If you wish to visit one of the projects after your volunteer placements is completed, you have to do it through Emerging Voices.
- We ask you also for permission to use pictures made by you on our project sites for the Emerging Voices promotional purposes. Any time if we would like to put your pictures on our FB Emerging Voices profile or on our website, we will inform you.

Workdays and Work Hours

Your working days will vary according to the needs of the projects and where you are placed. You can expect to work a minimum of 3-4 hours each weekday. We do offer wonderful weekend projects that you are encouraged to check out! Make sure to have smaller bills for transportation to and from project each day. We often take Ubers but be sure to sort out payment with whoever is ordering them.

The Projects

Note: Most projects run year-round, but some are closed at different times due to various factors, e.g. holidays, project needs, restructuring of programs. You will receive an overview of available projects at your orientation.

BANCO DE ALIMENTOS

Project Leader: Gloria
 Days: Monday
 Start Time: 8:00 am departure time from the house
 End time: 11:30 am departure from project

Is a social project that collects food donations from private businesses and companies that is then sorted and sent to foundations that serve populations in need. This distribution process is efficient and allows food to be much more accessible. The donations are food that has some sort of defect causing it to not sell to consumers despite the fact it is in condition to be consumed. All of the people who work at the food bank are volunteers who are driven to ensure vulnerable people are the ones receiving the food.

FUNDACION IBUR- FEEDING THE HOMELESS AND ABUELITAS

Project Leader: Gloria
Days: Wednesday, Friday
Start Time: 8:00 am departure time from the house
End time: 12 :00pm departure from project

This foundation serves as a communal place for vulnerable elderly, cognitively disabled children and their mothers. We create fun activities for the elderly and children, as well as prepare lunch for about 40 people every time we go. It is an opportunity for connection, sharing and love. Ibur has a created a beautiful, home feel for these very deserving communities. It is such a wonderful experience !

HOGAR DE CRISTO (ABUELITAS): TAKING CARE OF THE ELDERLY

Project Leader: Monica
Days: Tuesday
Start Time: 8:00 am departure time
End time: 12:00 pm departure from project

This is a home for elderly ladies run by Los Hermanas de Madre Teresa de Calcutta. These “abuelitas” (little grandmas) are found on the streets throughout Bogota. Their families have abandoned them, as they can no longer afford to look after them. The ladies suffer from a wide range of problems such as blindness, deafness, muteness, arthritis, dementia, and general day-to-day illnesses. There is never a dull moment here; volunteers will find themselves keeping the elderly company, taking them out on walks, bringing wheelchair-bound abuelitas to lunch and activities, playing cards, dancing, reading, or drawing with them. The staff especially need help during lunchtime, where you will find yourself chopping vegetables, serving food, practicing Spanish with the cooks, and cleaning dishes and the dining room. Other jobs include folding clothes, sweeping, and cleaning. The sisters who work here are very warm and welcoming and are fluent in several languages including English.

If you are working with the feeding the homeless, you should be out the door around 8.00 am. A lot of help is needed preparing and cooking the meals, so try to get there as early as you can. Feeding the homeless ends around 12:00 pm but many volunteers will continue on to work with the elderly (Abuelitas). You also have the option to go home for lunch. Abuelitas ends around 12:00pm but volunteers are welcome to go back in the afternoon from 3:30 pm until 5:30 pm or on Saturdays.

ABUELITAS AND HOMELESS – HOW TO GET THERE: taxi – about 9,000-12,000 pesos one way, to share with other volunteers. Make sure to call a taxi on the way back or ask the sisters to help you catch a taxi. La Macarena is a dodgy area! Do not take any valuables with you. Travel time is between 15-25 minutes.

Addresses:

Abuelitas: Carrera 3A No. 30 C – 24, La Macarena
Hogar Madre Teresa: Calle 32 No. 3-10, La Perseverancia

Domus Colombia San Gabriel- ABUELITAS AND FEEDING THE HOMELESS

Project Leader: Gloria
Days: Thursday (Abuelitas), Tuesday and Thursday (Feeding the Homeless)
Start Time: 8:00 am departure from the house
End Time: 12:00 pm departure from the project

Domus Colombia is a non-profit organization that is run by a group of professionals, who give their time to help eradicate poverty and to assist vulnerable groups. Domus works with people from all ages, abuelitas, children, and families alike.

At San Gabriel house Domus Colombia offers services in providing clothing, serving hot meals, workshops to improve life skills, assistance with school work for children and psychological therapy for those in need. In the same facility as San Gabriel there is a home for abuelitas that is called Santa Rosas. The Santa Rosas house also house women of all ages who may be trying to leave the streets.

At this project we will be assisting in the comedor and abuelita programs. At the comedor we will prepare hot meals for approximately 70 people. This is a time where you can help provide a hot meal for those who may not have had something warm to eat recently, while at the same time lending an ear to people who want to share their stories and ask questions about where you are from. At the abuelitas portion of the project you will be able to visit with the abuelitas and give them company as many of them do not have family who are able to come and visit them. If you would like to plan an activity to do with the abuelitas please let us know as this time is better spent when filled with activities for you to share with them!

Address- Carrera 56 #17-44, Barrio Puente Aranda

CONSTRUCTION AND RENOVATION

Project Leader: Monica
Days: Monday-Friday (depends on the project and volunteers)
Start time: 8:00am departure time
End time: Depending on work for that day.

Construction activities are variable and diverse. Flexibility as a volunteer is essential for this project.

MAMA YOLANDA

Project Leaders: Monica
Days: Monday, Wednesday, Thursday, Friday.
Start Time: 8:30am departure time (San Juan M,W,F, San Jorge TH).
1:30pm (San Jorge M,W).
End Time: 12:00pm departure from project (mornings). 4:30pm (San Jorge M,W).

Mama Yolanda is a foundation which operates in conjunction with the ICBF (Instituto Colombiano de Bienestar Familiar) that aims to protect and improve the lives of the children in their programs. They work to protect children in vulnerable situations who often have no other advocates.

Mama Yolanda operates two homes that accommodate boys between the ages of 6 and 17 who enter under a measure of legal protection because of their vulnerability to be otherwise living on the street. Within the homes the aim is to provide a family environment and welfare to facilitate the physical, emotional, social and spiritual development of the boys as well as instilling in them the values, rights and responsibilities crucial to living a fulfilling life.

The first house we volunteer at is San Juan, it accommodates a total of 28 boys between the ages of 6 and 14. We ask that you go into the project with a planned activity. The boys are very eager to learn whatever you can teach them and will love to see anything you can show them so please be creative! They enjoy arts and crafts, science experiments, sports, games, cooking, learning about different countries in the world and they love learning English! Our main goal is to teach the boys English be creative with the classes!

The Second house is San Jorge, it accommodates a total of 22 boys between the ages of 15-17. We also focus on teaching them English and also providing them with fun activities.

How to get there: Take a taxi, it should take around 20- 30 mins to get there and cost anywhere between 10.000 and 15.000 COP, the address for San Juan is Calle 3 # 78C-08 Barrio Mandalay. The address for San Jorge is Calle 27b sur #37-06 Los Sauces.

Alternate Projects:

CASA DE LA MADRE Y EL NIÑO (CHILDCARE)

Project Leader : Monica

Days: Monday- Friday

Start Time: Anytime after 12 :30pm departure time

End time: 8 :00pm latest departure from project

Casa de la Madre y el Niño is a non-profit institution, founded 73 years ago by Maria Lopez de Michelsen, who had the vision to gather family parents looking for the love of a child and abandoned minors, wishing for a loving home.

Their goal is to protect the right to live, by protecting expectant mothers that chose adoption as the best alternative to offer their children the future they cant offer themselves.

They also offer protection to the boys and girls in the reestablishment of some of their basic rights such as health, education, nutrition, and physical as well as social development.

This childcare provider works with over 100 newborns, children and preteens. Our jobs include feeding small babies, teaching or playing with the older children, activites with toddlers, and much more ! We language classes for children to be adopted and introduced into everything related to the culture and place of their new home. We also teach the pregnant mothers English to give them more opportunities for future employment.

Volunteers that wish to consistently attend this project must fill out a form for the orphanage´s records.

How to get there : A taxi to the orphanage is 5.000 COP each way to be split between the volunteers. You can also take the Transmilenio from Moviestar Arena, bus number **4, G30, or G71 to Universidad Nacional**. The address is Calle 48 #28-30. Close to the Universidad Nacional Transmilenio station. You can also walk from the volunteer house. It is a safe route and about 30 minutes from the house.

POCALANA FOUNDATION (HOMELESS ON THE STREET AT NIGHT)

Project Leader: Gloria

Days: Every Saturday (except the last of the month)

Start Time: 7:30 pm departure time

End Time: 1:30 am

(Time includes travel to time but not travel from time)

The Pocalana Foundation organizes weekly night services for the homeless. Every Saturday volunteers help between 85 and 120 people, serving them food, giving them love. This project doesn't need any Spanish, just a willingness to help and an open heart.

The homeless project at night has been organized by Pocalana for more than 20 years. Each week, different people from around the city volunteer to provide this very important service. Volunteers will see various parts of the city in an environment that would be impossible without the escorts of locals and the recognition of the Pocalana organization.

How to get there: We all take a van together. We divide into smaller groups dependant on the number of volunteers and drive around to each site.

Address: AV. CRA. 20 #88-50 Edificio: "Pinos del Country". In front of the transmilenio station "Virrey"

LA PICOTA PRISON

Project Leaders: Gloria
Days: Once a month depending on volunteer availability and the needs of projects
Start Time: 7:15 am departure time
End time: 12:00 pm
(Times include travel to time but not travel from time)

We only visit this project once a month, dependent on the activities occurring within the prison. Our central aim is to go to speak and interact with foreigners who do not get many visits from family members or friends. Many of these prisoners have been incarcerated for drug smuggling, a sentence that can last up to 12 years in Colombia.

It is very important not to separate from the group, limit personal information that is shared, and to not make any promises.

Make sure you bring ID with you.

How to get there: We take a van together and van back. Cost for trip will be announced the night before.

Social Media

Use these hashtags for your photos in Colombia, of projects, or when reminiscing about your time in Colombia!

#IVHQ #IVHQColombia #EmergingVoices

Join the Emerging Voices and IVHQ Colombia Facebook groups!

FURTHER QUESTIONS, COMMENTS OR SUGGESTIONS

If you have any questions, comments or suggestions, do not hesitate to ask. It is a challenge to make your way around a foreign country, especially when you are a volunteer. In order for you to have the most rewarding experience, it is important for you to feel safe, comfortable, and excited about the environment in which you live. Once again, ¡Bienvenidos a Colombia! We hope Emerging Voices expands your horizons and inspires a love for giving to our global community! **If you enjoy your stay as much as we do, please write a testimonial!**

ADDRESS AND CONTACT INFORMATION

Home address: Carrera 54a, Calle 59-04, Quirinal (next to Pablo VI primera etapa)

Helpful phone numbers:

Home/house: (31) 432 6836

Ambulance/ Paramedics/Fire: 123

Gloria whatsapp: +57 310 303 3966

Police: 112

Monica whatsapp: +57 315 867 0876