

EMERGING VOICES ORIENTATION

¡WELCOME TO YOUR HOME IN CARTAGENA, COLOMBIA!



Calle 67 #3-13, Barrio El Crespo, Cartagena, Bolívar

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.

IMPORTANT RULES

1. NO drugs allowed. Volunteers caught consuming drugs or in possession of drugs will be immediately reported to the police and expelled from the program. No refunds! Any volunteer found consuming or in possession of drugs will be reported to the Colombian police and immediately dismissed from Emerging Voices
2. NO alcohol in the house. Even if you buy alcohol, you must hand it over to one of our coordinators who will keep it for you till you go
3. NO sexual activity in the house

4. NO exceptions for curfew: Sunday through Thursday curfew 11pm, Friday and Saturday curfew 2AM. These rules are for your safety and courtesy for other resting volunteers. Note that breaking the curfew will get you a warning. If you want to spend the weekend in a hotel or hostel, your arrangements need to be ready on Thursday night, and you cannot come back to the house earlier than 8:00 a.m. No hostels during the weekdays: This allows us to manage logistics and make sure that our volunteers are in proper condition to work at our projects.

CRESPO (YOUR HOME) AND BEYOND

Crespo is a very quiet and safe area in the northern part of Cartagena. It is located within walking distance to the national and international airport, Rafael Núñez Cartagena. We are also within close proximity to:

- Las Americas Beach: a nice, clean and safe spot to hang out on weekends, located 10 minutes away from the house by the Las Americas Hotel.
- Various supermarkets (SurtiMax, Ara and Megatienda), a range of small restaurants, several internet cafes, small hair and nails salons, copy center (printing, scanning, photocopies), ATMS, taxis, laundry service

Check www.ticartagena.com for events in Cartagena. For details and addresses ask our local staff 😊.

INTRODUCTION

The first thing you will notice is that it is a little hotter here. Most days are above 30 degrees Celsius and the humidity can reach 90%, but thankfully, there are many beaches nearby!

The people of Cartagena are very warm and welcoming. Expect a lot of hugs and kisses from the children here who are eager to learn about you and your country. Remember to drink lots of water, wear sunscreen often, and give your body a chance to adapt to the weather and new environment!

Weekly Meals and Meeting Schedule:

Activity	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun
Meals at home	X	X	X	X	X		
Provide your own meals						X	X
Breakfast (AM)	7:15	7:15	7:15	7:15	7:15		
Lunch (PM)	12:30	12:30	12:30	12:30	12:30		
Dinner (PM)	6:30	6:30	6:30	6:30	6:30		
Weekly Meeting (PM)	-	4:30	-	-	-	-	-

Please note: Mandatory meeting every Tuesday

Breakfast: Served M-F at 7:15am. Note: Sometimes if the volunteers have to leave earlier for their projects, they are encouraged to make their own meal.

Lunch: Served weekdays around 12:30 pm. Note: Volunteers can make sandwiches for themselves and take fruit from the apartment if they will not arrive for lunch.

Dinner: Served weekdays around 7pm or available after your return in the evening. Note: If you are planning to go out to have dinner, leave a message in the group. This way Sofie won't have to make too much food! You can help yourself to any leftovers.

Weekends: Volunteers are responsible for their own meals. Many volunteers like to explore Cartagena and the Caribbean coast on the weekends, tasting the various local foods from around the city.

We have a rota for washing dishes: all the volunteers rotate weekly to wash and dry dishes after every meal. You must put them away in the appropriate place. Make sure you check it at the fridge and look forward to fulfill it. Unfortunately, we have small neighbors in the kitchen – ants. Please make sure to wash the dishes immediately after eating, store everything in the fridge or cupboards, and clean the kitchen countertop. Same thing on the weekends!

Note: If you break a glass it's 4.000 COP; plate 8.000

Laundry: The shortage of water in Colombia, lack of space in the house, and cost makes washing clothes in the house impossible. The nearest one is on Calle 67 & CRA 1. The cost is around \$7,500 p/kg; Monday to Saturday 8h-6h00, Sunday closed.

Please Note: Due to our residential neighborhood, you are prohibited from hanging clothing, towels, etc. at the front of the apartment. Clotheslines are located at the back of the apartment.

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

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VOLUNTEER RESPONSIBILITIES

- Mind your mess!
 - Please wash your dishes during the weekends
 - Please do not leave any personal belongings in the common space
 - Please wipe the floors to prevent any injuries
 - Please do not leave your shoes in the entrance or in the living room
 - Only human waste goes down the toilet (toilet paper goes in the trash bin - we don't want a plumbing emergency!)
 - Please pick up your hair from the sink, shower, and floor and put it in the trash bin (*try to keep your toiletries with you in your room)
 - 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.)
 - Label your electronic cords
 - Label your personal food in the fridge and food cabinet.
- Food: Please do not waste food, think of the homeless we are feeding. If you buy any food you want to put in the fridge please label it
- Conservation: Be conscious of the amount of energy and water you use - please keep your showers short and turn off lights when you are not in the room!

- No Smoking: Please note this is a smoke free environment so please smoke outside the house. * There's a container outside marked 'ash tray'
- Guests: Please speak to Monica or one of the coordinators before inviting any guests to the house.
- Whereabouts: Always let a coordinator know where you are.

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 to implement certain rules. They may seem overwhelming, but we just are trying to create a safe, clean and respectful environment for all, no matter race or age.

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INFORMATION ABOUT COLOMBIA

Spanish Lessons: Private one-on-one lessons are offered with Alejandra for an affordable 35,000 pesos/\$16 per hour. She is a native Spanish and fluent English speaker that we can highly recommend. We can arrange a lesson for you or you can contact her directly at (301) 652-0031, her name is Alejandra.

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, Ivan Duque, is a supporter of Uribe's policies. 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 Cartagena is one of the safest cities 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 friend at all times (especially at night and 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).
- You can buy a Movistar, Tigo or Claro SIM Card (\$5,000 - \$8,000 COP) and cheap cell phone (\$50,000 - \$65,000 COP), so you can be reached at all times and write your name and number on the whiteboard.
- 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; Emerging Voices is not responsible for any stolen items.
- If you go to the beach by yourself, we recommend you not take your valuables things (money, phones, etc)

Weekday/Weekend Entertainment: There are many places in Cartagena 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 amazing places to see. During the weekends, we can help you plan longer excursions to Tayrona, Santa Marta, Playa Blanca, Islas de Rosario and many other locations. You will want to plan in advance for lodging and transportation - we would be more than happy to help you! Just remember to fill in the weekend sign up (departure and return date) sheet so we know where you are in case of emergency.

Greetings and Exchanges: 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.

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.

Dress and Common Etiquette: People in Colombia typically dress modestly in Cartagena despite the temperate climate. Please keep in mind that, as a volunteer, you are expected to present a good image of not only yourself, but also of Emerging Voices. This means dressing appropriately for projects and behaving 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 influence their behavior. Please be respectful and ask before taking photos; no one likes to be treated like a fish on display. In addition, try not to slam doors, especially when exiting taxis; in Colombia, it may be taken quite offensively!

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 with something simple to practice. You cannot bargain in restaurants with set menus, in grocery stores, or the more professional shops in the malls. Service and tip is usually included in the bill.

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. Do not get frustrated when things don’t go according to a plan; everything will work out in due time (even if it is in CST).

Getting around Cartagena: Taxis going downtown is around 7000\$ COP. At night it can be slightly higher, up to 8000\$-10.000\$ COP. Always negotiate the fare before stepping in the car. Remember that Cartagena is an expensive city, so plan your budget carefully!

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VOLUNTEERING

DRESS CODE: As volunteers we must have a good image and good personal presentation. Consider the following points when dressing for the projects:

Blouses or shirts that cover the upper body, chest and waist.

Pants or shorts must come to a minimum of knee length

If you have a tattoo, you should be able to cover it entirely

No spaghetti strap tops

No low neck/back clothing

PICTURES: We ask you for permission to take and use pictures taken at project sites for the Emerging Voices promotional purposes. If at any time we would like to put your pictures on our FB Emerging Voices profile or on our web site, we will inform you.

VISITING PROJECTS: If you wish to visit one of the projects after your volunteer placements is completed, you have to do it through Emerging Voices.

PRIVACY: All decisions and actions concerning a child will take the best interest of the child as the most important consideration, so please do not give any personal information of the kids you are working with, like E-mails, Facebook, Twitter, Skype or any similar social media since we do not know what can be sensitive content for them. If you are interested in maintaining communication with them or continue to help, you must do so through Emerging Voices.

WORKING DAYS AND 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 5-6 hours each weekday. However, there are often many exciting projects that are only offered on the weekends. If you would like to get involved with these great volunteering opportunities, please speak with one of the staff.

GETTING TO AND FROM PROJECTS: we go to projects together. The safest and fastest way is by taxi (\$7,000-\$12,000 COP). Usually we split the cost.

*** Do not leave projects unsupervised. The neighborhoods we work in can be dangerous

Finally, 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. This is also your home for your time here.

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THE PROJECTS

Our Cartagena program started in 2012 when Emerging Voices Director, Monica Sepulveda, headed to the Caribbean Coast in search of projects that reflected the values of Emerging Voices and the skills of our international volunteers. After meeting with over ten foundations, she carefully selected a small number of compatible projects to work with.

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

***Note for teaching projects:** You don't need experience with teaching English as we will provide a broad curriculum and ideas for classes; however, you will need to be prepared for each class with a lesson plan and activities to keep the children motivated. You will also prepare quizzes to assess their understanding and to identify the level of new students.*

TEACHING

SANTA RITA

Project Leaders: Anna Lau
Days: Monday, Wednesday, Thursday, Friday
Departure Time: 7:50 am
Start Time: 8:00 am
End Time: 10:00 am

Santa Rita and Daniel Lemaitre are poor areas of Cartagena located about a 10-minute taxi ride from the apartment. An area once plagued by gang violence, Santa Rita is a welcoming community keen to make positive changes and develop a healthy, educated and harmonious place for all. However, it is mandatory you take a taxi to this project.

Often the children of Santa Rita have not met someone from a different country and have not experienced much outside this impoverished area. It is a chance to work in the real Cartagena and work with some very eager students - young and old! To be successful in this project, you will need to prepare lessons that include games and learning objectives. Think about what you want to teach and how you will teach it. Be creative in adding different topics together so students can continue reviewing what they've learned. When there are lots of volunteers, you will be working with one or two students each day. When there are few volunteers, you will be working with either the beginning, intermediate, or advanced groups. (*English preparation Mondays 8h15AM)

How to get there: We take a taxi in front of the house. Cost \$7000 COP. With three people, it's \$2500 COP each.

GRANITOS DE PAZ - TEACHING

Project Leaders: Anna Lau
Days: Monday to Thursday
Departure Time: 1:45 pm
Start Time: 2:15 pm
End Time: 3:30 pm

The Foundation works in a community of 13,000 people located in a vulnerable sector of Cartagena with programs and projects for all ages.

The volunteers teach English in the afternoon from Monday to Thursday to kids and adolescents between the ages of 10 to 20.

How to get there: We take a taxi in front of the house. Cost \$12,000 COP

CHILDCARE

GRANITOS DE PAZ - DAYCARE

Project Leaders: Harold
Days: Monday to Thursday
Departure Time: 8:20 am
Start Time: 8:45 am
End Time: 12:00 pm

The Foundation works in a community of 13,000 people located in a vulnerable sector of Cartagena with programs and projects for all ages.

The volunteers help the teachers at the daycare from 8:45 am to 12:00 at noon.

How to get there: We take a taxi in front of the house. Cost \$12,000 COP

FUNDACIÓN FUNVIVIR

Project Leaders: Harold

Days: Monday, Tuesday, Wednesday, Thursday (afternoon)

Leave House: 1:40 pm

Start time: 2:00 pm

End time: 4:00 pm

Friday (Morning)

Leave House: 8:20 am

Start Time: 8:45 am

End time: 11:00 am

Funvivor was established in 2006 by a group of doctors who noticed there were a lot of children with cancer from low-income families in the Caribbean region who needed help as they received treatment. Children from small towns outside Cartagena come to a hospital in the city to receive treatment, and then stay at the foundation to recuperate and rest before they go home. They often stay there with a parent.

Activities with the kids: The volunteers can prepare a wide range of activities for the kids. They teach English, make handcrafts with the children, read to them in Spanish or English, and accompany them to the hospital for a treatment. It is highly recommended to plan a hands-on activity prior to your day at Funvivor. This will keep the children busy and will make your time there a lot easier! There are always mothers or fathers living in the house with the child, so volunteers can also teach English to the adults, organize handcraft courses or cooking classes for mothers. Volunteers can also help with fundraising.

How to get there: We take a taxi in front of the house. Cost \$12,000 COP.

SPORTS

MAREA TURBACO

Project Leader: Andrea
Days: Wednesday
Departure Time: 8:00 am
Start Time: 10:00 am
End Time: 3:00 pm

Sports Development: This project is in a finca (farm) that serves as a rehabilitation center for teenagers with substance abuse problems. The kids of Colombia are a bundle of energy! Like children all around the world, they thrive on the opportunities to learn new sports and develop their skills. Sports promote key motor skills and keep children healthy whilst teaching them discipline, teamwork, and sportsmanship. As a standalone project or as an add-on to other projects, you can use your coaching skills to teach sports. Possible options include: football, volleyball, baseball, gymnastics, yoga, arts and crafts and dance. Other ideas are welcome and can be incorporated into the schedule.

How to get there: Take the Trans Caribe bus from Av. 70 to La Castellana (approximately 50 minutes), then change buses to X106 and get off at the last station. Take a Turbaco bus and get off at Los Lagos, and then take a Tuk Tuk to Marea.

Address: Turbaco cerca de (near) Los Lagos.

NIÑOS DE PAPEL - CANAPOTE

Project Leader: Andrea
Days: Monday, Tuesday, Thursday and Friday
Departure Time: 8:50 am
Start Time: 9:00 am
End Time: 11:00 am

Days: Thursday
Departure Time: 1:50 pm
Start Time: 2:00 pm
End Time: 3:30 pm

Sports Development: This project is located in the neighborhood of Canapote, is the clinical center of tide where the adolescents begin their process of detoxification. For this reason it is advisable to carry out activities of dances, dynamics and sports. Other ideas are welcome and can be incorporated into the schedule.

How to get there: We take a taxi in front of the house to the foundation NIÑOS DE PAPEL next to the foundation Actuar. Cost \$ 7000 COP. With three people, it's \$ 2500 COP each.

COMMUNITY

GRANITOS DE PAZ - SENIORS

Project Leader: Andrea

Days: Tuesday and Friday

Departure Time: 8:20 am

Start Time: 9:00 am

End Time: 11:00 am

Activities with the seniors: The Foundation works in a community of 13,000 people located in a vulnerable sector of Cartagena with programs and projects for all ages. The volunteers will entertain the elderly with activities of handicrafts, painting and teaching English on Tuesday and Friday.

How to get there: We take a taxi in front of the house. Cost \$12,000 COP

IGLESIA LUZ Y ESPERANZA

Project Leader: Andrea

Days: Monday and Thursday

Departure Time: 1:40 pm

Start Time: 2:00 pm

End Time: 4:00 pm

Community project: The church has been open in this neighborhood for two years now and the congregation is led by pastor Luis Felipe Miranda. They have service in their small church three days a week, and bible study every Tuesdays. The neighborhood has gangs and drug traffickers. We send our volunteers here to spend time with the kids so they stay off the streets, away from this life. We help them with English, homework, and do arts and crafts with them.

How to get there: We take a taxi in front of the house. Cost is \$ 8.000 COP.

SOCIAL MEDIA

We need your help! The more we promote how great IVHQ Colombia is, the more we can get new volunteers and the more we can help our community. If you post pictures on Facebook, Twitter or Instagram consider using these hashtags: #ivhq, #ivhqcolombia #ivhqcartagena or #ivhqweekends. Thanks!

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. Do not hesitate to ask anyone on the team questions or express feedback or ideas.

Once again, ¡Bienvenidos a Colombia! We hope Emerging Voices expands your horizons and inspires a love for giving to our global community!

ALWAYS TAKE A COPY OF YOUR PASSPORT WITH YOU

ADDRESS AND CONTACT INFORMATION

Helpful phone numbers:

Monica's cell: 315 867 08 76

Anna's cell: 319 760 4470

Andrea's cell: 301 3617288

Harold's cell: 312 430281

Home:

Calle 67 # 3 - 13

Crespo, Cartagena de Indias

Please tear out this page and keep it in your wallet in case of an emergency!