

Guatemala Trifinio Project: Resident/Fellow Handbook

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WHO Collaborating Center



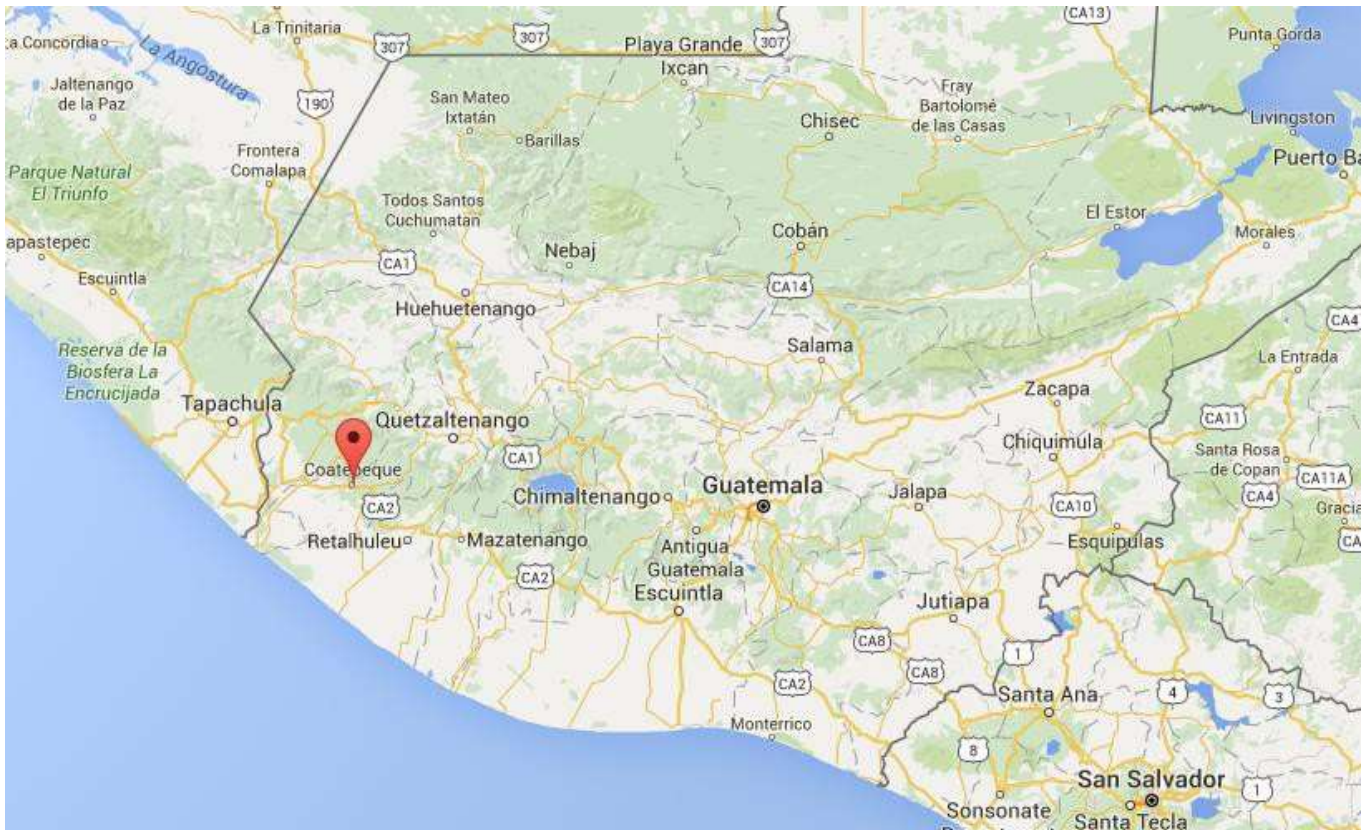


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Trifinio Project Description

People traveling on behalf of the Center for Global Health to the Guatemala Trifinio Project will fly into **Guatemala City**. The majority of work related to the Trifinio Project takes place just outside **Coatepeque** (about 5 hours from Guatemala City).



Edwin Asturias, MD, Director of Latin American Projects, Center for Global Health and Associate Professor, Department of Pediatrics, Section of Pediatric Infectious Disease and Epidemiology at the University of Colorado Anschutz Medical Campus began this project in southwestern Guatemala in 2011 with a team of faculty and students from the University of Colorado. The agro corporation AgroAmerica, along with the Bolaños Foundation and the Center for Global Health are currently funding this long-term project. Using data collected in a rapid needs assessment conducted in October 2011, the team continues to work on strategies to address multi-systemic health and infrastructure needs in this impoverished region.

This initiative crosses academic disciplines and brings attention to maternal and child health in the prenatal and neonatal contexts, food security, vaccination coverage, oral health, and health education. The development of the site and project are ongoing, and the Center for Global Health will continue collaborating with the communities in the Trifinio region to provide high-quality educational experiences for University of Colorado trainees that positively impact the community.

Trifinio Project Overview

The Trifinio project is composed of various programs and initiatives aimed at improving the health of the community. You can read more about each component below:

Center for Human Development

- **Clinic:** The Center for Human Development clinic is located in the southwestern region of Guatemala, about 150 miles from Guatemala City. The clinic site sits at a point where 3 states intersect and provides attention to 22 communities from 3 different states totaling a population of about 28,000. The clinic is set up to provide outpatient pediatric care and adult care and includes a front check-in area, pediatric, adult, and obstetrics/gynecology examination rooms, a dental room, physician workstations, pharmacy, laboratory, and an office/conference room space.
- **Birth center:** The birthing center is based on the midwifery model of care, with traditional birth attendants working together with trained delivery nurses. The birthing center was built with hopes to shift local patients from home deliveries to the birthing center, thereby allowing most low risk patients to deliver at a culturally-appropriate and safer facility close to their homes. An ambulance is now available and any complicated or high-risk delivery will be referred to the regional hospital in Coatepeque.
- **Community Nursing Program for Pregnant Women:** This program, called “*Madres Sanas*” (Healthy Mothers), uses a home visiting prenatal care model with community health nurses who deliver four prenatal individual or group prenatal care visits, as well as an assessment of the mother in the immediate postpartum period. The maternal community nursing program focuses on improving prenatal care, screening pregnant women for complications, and establishing a referral system for high-risk pregnancies to reduce stillbirth and neonatal morbidity.
- **Community Nursing Program for Newborns and Children to age 3 years:** This program, called “*Niños Sanos*”, (Healthy Children), is an integrated early childhood health and development program, specifically designed for the Trifinio population based on evidence from the World Health Organization, as well as similar programs in other developing regions. The program starts with three neonatal home visits by the community health nurses in the first months of life (birth, 2 weeks, and 1 month). Small group talks given by the community health nurses then occur when the child is 6 months, 12 months, 24 months and 36 months of age to teach, promote, and reinforce caregiver knowledge of age-appropriate topics including developmental milestones, good hygiene and hand washing, home management and recognition of common illnesses. These visits also include growth monitoring and promotion with referrals for severely malnourished children and developmental screening
- **Oral Health:** The University of Colorado School of Dental Medicine provides a minimum of three dental mission visits per year to provide comprehensive dental care for patients at the clinic. Dental teams consist of School of Dental Medicine faculty, dental students and volunteer community dentists. Dental services offered include preventative care, oral health counseling and dental treatments including basic fillings and extractions.

Trifinio Project Personnel



Edwin J Asturias, MD, Director of Latin American Projects at the Center for Global Health and Associate Professor in the Department of Pediatrics, Section of Pediatric Infectious Disease and Epidemiology at the University of Colorado Anschutz Medical Campus

Dr. Asturias graduated as a medical doctor from the San Carlos University in Guatemala in 1989 and was board certified in pediatrics at the University Colorado Anschutz Medical Campus in 1995. Trained in Pediatric Infectious Diseases at Johns Hopkins School of Medicine, he has been working in the area of vaccine research and policy in Guatemala and the Latin American region since 1998. Through the conduction of epidemiological studies and the inquiry into efficacy and safety issues of vaccines against poliomyelitis, pertussis, Haemophilus influenzae type b, pneumococcus and E. coli, the Center for Health Studies under his direction has provided answers to important implementation questions, especially for resource poor countries in Central and Latin America.

Dr. Asturias has served on the Guatemalan National Committee for Immunization Practices, the Poliovirus Contention Commission, and advisory groups for the World Health Organization, including the Global Advisory Committee on Vaccine Safety. He is the technical coordinator of the Immunization Group of the Mesoamerican Health Initiative, and a member of the Committee of Vaccines of the Latin American Society of Pediatric Infectious Diseases.



Cristina Del Hoyo, BA, Guatemala Project Specialist at the Center for Global Health

Cristina received her BA in Fine Arts from the University of Granada, Spain. Before joining the Center for Global Health, she worked in the non-profit world in various administrative roles. Cristina has over six years of experience managing and supervising education programs and services geared towards empowering the immigrant and refugee community in the Denver Metro Area. Among her greatest achievements was the creation of several fruitful community partnerships that supported access to quality education by underserved populations. In her most recent role at the University of Colorado, she provided a wide range of administrative and research support at ACCORDS.



Stephen Berman, MD, FAAP, Director of the Center for Global Health and professor of Pediatrics and Epidemiology at the University of Colorado Anschutz Medical Campus. Dr. Berman also holds an endowed chair in Academic General Pediatrics at Children’s Hospital Colorado.

Dr. Berman has been honored for his community service and medical activities by local, state, national and international organizations and is a past President of the American Academy of Pediatrics. A practicing primary care pediatrician, he is a leader in international health, child advocacy, child health policy, clinical and outcomes research, and pediatric education.

An effective child advocate, Dr. Berman helped draft six child health bills enacted by his state legislature. These laws provide health insurance to low-income children, require seat belt use, and mandate immunizations and preventive care in insurance plans.

He was the principal investigator for the CDC (Centers for Disease Control and Prevention) grant that created the Colorado Immunization Information System (CIIS) that has become the statewide immunization registry.

Dr. Berman has served as special advisor to the World Health Organization (WHO) and the Pan American Health Organization as well as a consultant to many countries throughout the world. The program for managing acute respiratory infections that he helped design for the WHO has been implemented in more than 80 developing countries. He has also developed a disaster course for pediatricians in developing countries in collaboration with the American Academy of Pediatrics and the World Health Organization.



Gretchen Heinrichs, MD, DTMH, Director of Maternal Health Programs at the Center for Global Health and Assistant Professor of Obstetrics and Gynecology at the University of Colorado School Anschutz Medical Campus and Denver Health.

Dr. Heinrichs is an OB/GYN physician and researcher who completed a Diploma in Tropical Medicine and Hygiene at the Gorgas Course in Lima, Peru and a Certificate in Public Health in 2011 from the Colorado School of Public Health. She has been in academics since 2006 and has received several teaching awards for her work with residents and medical students. She works clinically at Denver Health with a special focus on refugee and asylum seeking patients and her Global Health work is currently focused on projects in Guatemala through the Center for Global Health.

She has worked in India, Mexico, Rwanda and Nigeria training physicians, nurses, and health care workers on gender-based violence, family planning, and obstetric and gynecologic conditions, as well as adapting international practice recommendations to local and low resource settings. She recently completed a mission with Doctors Without Borders in Northern Nigeria in Emergency Obstetrics. Her scholarly interests include Maternal Mortality, Female Genital Mutilation, Infectious Diseases and Refugee health services.



Antonio Bolaños Ventura, MD, Clinic Director at the Center for Human Development in the Southwest Trifinio Region of Guatemala.

Originally from Coatepeque near the Trifinio clinic, Dr. Bolaños received his medical degree from the University of San Carlos of Guatemala. He has held leadership positions within the Ministry of Health as well as served as the lead physician on several Pan American Health Organization and USAID initiatives in the region, especially around HIV/AIDS treatment and prevention.

Dr. Bolaños was a member of the Doctors without Borders Emergency Committee during Hurricane Stan and holds international certifications in Epidemiology, Emergency Care, HIV/AIDS, and Tropical Pediatrics. Currently he serves as the technical advisor for the multisectoral HIV networks Retalhuleu and Coatepeque San Marcos through USAID.



Wilson Serrano, Administrative Director of the Fundación para la Salud Integral de los Guatemaltecos (FSIG).

Wilson is responsible for all accounting, human resources and logistics at the Center for Human Development Clinic (CHD) as well as all accounting and logistics required to maintain the Buff's House lodging facility.

Originally from La Blanca, a town near the Trifinio Project Site, Wilson is a graduate of the Business Administration Program at Rafael Landívar University. He previously worked for Banasa, the banana sector of AgroAmerica where he gained extensive experience in management of personnel, accounting, budget management and program logistics.



Bernardo Roehrs, Corporate Director of Corporate Social Responsibility (CSR), Compliance, People and Corporate Affairs at AgroAmerica.

Mr. Roehrs is also a professor at the Business School at Universidad del Istmo, in the Executive Master's Program in Guatemala.

Mr. Roehrs has a degree in agronomy from El Zamorano in Honduras and a MBA from INCAE (Costa Rica), as well as a Master's in Education oriented to Family Counseling. He has worked for companies like Walmart, Pantaleon, and Export Association. His main experience is in corporate social responsibility, corporate affairs, communications, and operations.

Mr. Roehrs is a board member of several organizations as Centrarse (CSR), founder of the first food bank in Guatemala and President of the Banana Producers Association, among others. He is married and has five children.

Resident/Fellow Pre-Departure Checklist

- Fill out the [Center for Global Health Guatemala Global Health Elective application](#) and email it to your department coordinator.

- Talk to appropriate clinical rotation personnel at your respective department about your interest in doing a rotation at the Center for Global Health project site in Guatemala. They can confirm any department-specific application processes and deadlines to obtain approval.

- The travel advisory level for Guatemala can change at any given moment. Please make sure you check and review the current travel advisory level for Guatemala prior to your trip. You can check it here: <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories/guatemala-travel-advisory.html>
The University of Colorado and FSIG are not liable for anything that happens outside of our project site. Please exercise caution when travelling outside of the project site.
 - You should also enroll in the [Smart Traveler Enrollment Program \(STEP\)](#) to receive alerts and make it easier to locate you in case of an emergency.

- After speaking with your department, contact the Center for Global Health Guatemala Project Specialist **Cristina Del Hoyo** (cristina.delhoyo@ucdenver.edu) for confirmation of availability and to discuss Center for Global Health pre-departure procedures.

- Fill out the Office of Global Education [GME application](#). You may contact Catherine Bogle at the Office of Global Education (catherine.bogle@ucdenver.edu) with questions about the application and for information on university requirements for resident/fellow travel.

- Coordinate with your department and Cristina Del Hoyo at the Center for Global Health to determine exact travel dates before purchasing flights. Many university employees choose to use Christopherson Business Travel, a travel agency affiliated with the university. Christopherson offers destination-specific push notifications and automatic enrollment in the GeoBlue medical evacuation insurance available to all employees, you can contact Jim Lee (jim.lee@cbtravel.com) to look into flights. You are free to book your flights independently as well. Send your confirmed flight itinerary to Cristina and your department upon purchase.

- If you purchased your flights through Christopherson Business Travel will be automatically enrolled in the University's GeoBlue international medical evacuation insurance. If you purchased your flights elsewhere you are still covered by GeoBlue as a university employee, you will just need to enroll. You can read more about how to enroll [here](#). Be sure to print out a copy of the [policy card](#) to take with you.

- Once you have your exact travel dates you will need to work with Cristina to obtain a temporary Guatemalan medical license to be able to attend to patients during your rotation. She will need a notarized copy of your medical school diploma and valid medical license, **this process takes a minimum of 6 weeks to complete, so plan ahead.**

- Make sure your passport is valid for at least 6 months after your intended return date. Print a copy of your passport to have on you at all times during your travels.

In the months prior to your departure we recommend you visit a travel doctor to receive all necessary vaccinations and medications, you may refer to [CDC guidelines](#) for specific regional recommendations.

You ***must*** read through this Guatemala Trifinio Project Resident/Fellow Handbook and submit a signed handbook attestation to the Guatemala Project Specialist prior to departure.

Trifinio Travel Logistics

Residents/fellows participating in the Guatemala Rotation will fly into Guatemala City and spend the night before departing to the project site the following day. Cristina Del Hoyo, the Guatemala Project Specialist at the Center for Global Health, will reserve your hotel in Guatemala City and the project will cover the cost of the hotel room.

After your stay in Guatemala City you will be instructed to take a taxi from your hotel to the “Rutas Nacionales” bus terminal, Cristina will send you the exact address of the terminal prior to departure. You will purchase a ticket from Guatemala City to **Coatepeque**, a one-way ticket costs 95 Quetzales (\$13 USD). You will be responsible for this cost. The Center for Global Health will organize transportation from Coatepeque to the Trifinio project site. A driver will pick you up at the Rutas Nacionales Bus Terminal in Coatepeque and transport you to the lodge nearby the clinic.

Cristina will provide you with a detailed Travel Program prior to your departure with confirmation of your specific arrival and departure logistics.

Guatemala Trifinio Project Travel Policy

Introduction

This Travel Policy sets forth the guidelines for determining the resident/fellow travel expenses that can be covered by the Guatemala Trifinio Project and defines the reimbursement process. Travel expenses paid by the project must be incurred for *official Center for Global Health business*.

Cristina Del Hoyo, The Center for Global Health’s Guatemala Project Specialist, will guide you through the travel process from the authorization of travel and scheduling of flights through the reimbursement process after your trip. It is her job to adhere to University of Colorado travel policies and procedures to assist you in a seamless process.

As a resident/fellow participating in the Global Health Elective you are responsible for the following travel costs:

- Roundtrip flights to Guatemala
- Taxis and bus fare required for roundtrip travel from Guatemala City to Coatepeque
- Any personal expenses incurred (lodging, food, transport) on weekend travel away from the site

The Center for Global Health will cover the following costs:

- 2 hotel nights in Guatemala City, one on the night of arrival and one on the night before departure. The Center for Global Health will make these reservations ahead of time.
- Cost of roundtrip transportation from the bus terminal in Coatepeque to the clinic site on day of arrival and departure
- 3 meals a day (this includes weekends should the resident decide to stay at the project site)
- Baggage fees incurred while taking project supplies to Guatemala on behalf of the Center for Global Health

You can read more details about the travel policies as they pertain to Residents and Fellows below:

Item Description	Conditions
Requirements for Reimbursement	<p>Employees who have incurred business expenses on behalf of the University request reimbursement by submitting expense reports in the Concur Travel and Expense System. To avoid tax implications, the employee must submit the expense report within 90 days of the end of the trip.</p> <p>Concur can be accessed through the CU portal. Concur Expense is used to process eligible reimbursements. The traveler’s costs cannot be reimbursed until after the trip is completed. Itemized receipts are required for reimbursement.</p>
Airport Baggage Fees	<p>If a resident/fellow takes a bag of project supplies on behalf of the Center for Global Health they can be reimbursed for the extra baggage costs. An itemized receipt and proof of payment is required for reimbursement and must be submitted to the Guatemala Project Specialist upon return to the University.</p>
Export Control Issues	<p>If traveling to another country with equipment or information subject to export controls, contact your campus export compliance Christine Ahearn (christine.ahearn@ucdenver.edu) officer for advice. You can read more on the Office of Regulatory Compliance website.</p>
Meal & Incidental (M&I) Expenses Per Diem	<p>The resident/fellow will be responsible for the cost of all meals, transport and incidentals on the days of travel between Denver to Guatemala City and is not eligible for Per Diems.</p>
Internet Charges	<p>Wireless internet will be available at the project lodging facility free of charge. Internet costs incurred during travel to and from the project site will be the responsibility of the resident/fellow.</p>
Transportation	<p>The resident/fellow will be responsible for covering the cost of taxis and bus fare to travel between Guatemala City and Coatepeque. The Center for Global Health will cover the cost of the transportation from the bus station in Coatepeque to and from the clinic site and vice versa on those days.</p> <p>All transportation around the project site for project purposes will be covered by the Center for Global Health. Any additional travel for personal purposes will be the responsibility of the resident/fellow.</p>
Lodging and Meal Costs	<p>The Center for Global Health will cover the cost of 2 hotel nights in Guatemala City (the night of arrival and the night before departure). The Center for Global Health will make these reservations on behalf of the resident/fellow.</p> <p>Residents and fellows will stay at the Buffs House lodging facility in the Trifinio for the duration of their rotation, the Center for Global Health will cover all lodging costs.</p> <p>If the resident/fellow desires the accompaniment of their spouse/partner, child or other travel partner they will need to contact the Guatemala Project Specialist to seek approval and confirmation of availability and costs.</p> <p>Non-official Guatemala Trifinio Project business travelers will be expected to pay the total meal and lodging cost a week before departure. The total amount will be verified by the Center for Global Health, checks are to be made out to the <i>University of Colorado Foundation</i> and given to the Guatemala Project Specialist.</p>

	Any guest not affiliated with the University of Colorado must read and sign a waiver before departure. Special situations may arise and they will be assessed on a case by case basis.
Parking	The resident/fellow is responsible for all parking costs associated with travel.
Personal Travel	The resident/fellow is responsible for all costs associated with personal travel.
Telephone/Fax Charges	The resident/fellow is responsible for costs of all personal phone calls and faxes during travel.
Vaccination(s)	The resident/fellow is responsible for the cost of their own vaccinations. Evidence of requirements for Guatemala may be found at the Centers for Disease Control website .

Exceptions

Unless approved by the Director of the Center for Global Health, there are no exceptions to this procedural statement

Daily Activities for Residents/Fellows at the Site

The resident/fellow will arrive to the clinic at about 7:45 am each morning. The clinic’s hours are from 8:00 am to 4:00 pm Monday-Friday and 8:00 am to 12:00 pm on Saturdays (Saturday rotation optional). The resident/fellow will spend the majority of their time seeing patients under the supervision of a local medical provider. There will also be times when the resident/fellow will go out into the community with one of the program’s community health workers to do home visits, occasionally there are emergency home visits that require clinical staff.

Expectations/Professionalism/Ethics

“Professional competence is the habitual and judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values and reflection in daily practice for the benefit of the individual and community being served.”

Epstein RM, Hubert EM. Defining & assessing professional competencies. JAMA. 2002; 287(2):226-235.

The goals of the Guatemala Elective for each resident/fellow are as follows:

1. Expand on your understanding of healthcare work in an international and multicultural setting
2. Seize the opportunity to learn directly from Guatemalan doctors and the local community
3. Provide ethical and respectful health care services of the same standards demanded in the United States

Emergency Contact Numbers

NAME	PHONE NUMBER
FOR CALLS WITHIN GUATEMALA	+00(502) 8 Digit Number
EDWIN ASTURIAS, Director of Latin American Projects	52040717
ANTONIO BOLANOS, Director, Center for Human Development	55753172
WILSON SERRANO, Administrative Director, FSIG	50192882
US EMBASSY	23264000
	Address: Avenida Reforma 7-01, Zona 10, Gt City
Fire (Guatemala City)	122/123
Police (Guatemala City)	110/120
FOR CALLS DIRECTLY TO THE US	001+AREA CODE+PH. NUMBER
GeoBlue International Medical Evacuation Insurance	+1 610.254.8771
International SOS Medical and Travel Security Assistance	+1 215.942.8478 CU membership number: 11BCAS000006
University of Colorado 24-Hour Number	+1(303)367-1785

Cultural Awareness and Culture Shock

Even for those who enjoy traveling to new places, it is not easy to leave the comforts of home and immerse yourself in a completely foreign, unfamiliar environment. Most people who travel abroad will experience some degree of culture shock at some point during their trip. To reduce this shock and ensure an enjoyable and productive international experience preparation is essential. You can minimize culture shock by reading up on your destination and preparing yourself for all potential scenarios.

Culture shock is the holistic reaction to displacement from one's familiar environment. Suddenly, you find yourself unable to understand, communicate, and function effectively (Cultural Competency Online, 2009).

Common symptoms of culture shock include:

1. Feeling frustrated, lonely, sometimes confused, melancholic, irritable, insecure or helpless
2. Unstable temperament
3. Paranoia
4. Seeing yourself criticizing local people, the culture, and their customs
5. Excessive worry about drinking water, food dishes, and bedding cleanliness
6. Fear of physical contact with locals
7. Overreaction to minor difficulties
8. More sensitive to changes in eating and sleeping habits
9. Taking things too seriously
10. Not being able to have a sense of humor

You will indeed be “living” abroad, not just simply going through another clinical experience or a short visit to a foreign country. The countless routine daily tasks that you effortlessly undertake when you are at home will likely be more challenging in your new home abroad. Take advantage of staff members, colleagues and locals to help you with everything from basic communication and common courtesies to learning what foods to eat and workplace etiquette.

General Information about Guatemala

Demographics

Capital:	Guatemala City
Population:	15.47 Million (2013) World Bank
Ethnic:	Mestizo (mixed Amerindian-Spanish) and European 59.4%, K'iche 9.1%, Kaqchikel 8.4%, Mam 7.9%, Q'eqchi 6.3%, and other Mayan 8.6%, indigenous non-Mayan 0.2%, other 0/1% (2001 census)
Religions:	Roman Catholic, Protestant, traditional Mayan beliefs
Languages:	Spanish (official) 60%, indigenous languages 40% (23 officially recognized languages)

A Brief History of Guatemala

Guatemala is a developing country and suffers many of the issues that arise as such. Violent crime, economic disparity, poverty, and a long history of violence and political conflict all contribute to the instability. Despite this, Guatemala is a country full of hard working, friendly, hospitable people who are open to new ideas and your help. Spanish is the official and most commonly spoken language, however Guatemala is known to be the “Heart of the Mayan World” and this small territory is home to 23 officially recognized indigenous dialects.

Guatemala declared its independence from Spain on 15 September 1821. It was not until 1945 that a constitution guaranteeing civil and political rights for all people, including women and indigenous populations, was adopted. Despite the constitution indigenous groups continue to be exploited, although recently international opinions are encouraging Ladino (mestizo) elites to modify their attitudes and behavior. Severe repression and violence has been a constant in Guatemala, particularly the period of 36 years from the late 1960's until 1996 when the country fell into a civil war which eventually ended with the signing of the Peace Accords.

Today, more indigenous Guatemalans have access to education, including postgraduate university training. Population pressure has forced many others out of agriculture and into manufacturing industries, factory work, merchandising, teaching, clerical work, and various white-collar positions in the towns and cities. Some Ladinos see the Maya Resurgence movement as a threat to their hegemony and fear that they will eventually suffer violence at indigenous hands, but there is little concrete evidence to support those fears. It is likely that the future will bring greater consolidation and that social class rather than ethnic background will determine social interactions.

Guatemalan society is better understood through a developmental perspective. The urban areas are very modern but poverty is prevalent and the disparity of wealth is alarming. You will mostly see this inequality in Guatemala City, however, with more technology and business influx you will be able to notice wealth and the consequential disparity appearing in smaller villages and towns.

General Travel Logistics

Travel Documents

Passports

You will need to make sure that your passport is valid for at least 6 months after your intended return date. Please submit a copy of your passport to Catherine Bogle (catherine.bogle@ucdenver.com) at the Office of Global Education, you should also scan and keep an electronic copy as well as a printed copy with you in case you lose your passport.

Visas

US citizens do not need a visa to enter Guatemala as a visitor, non-US citizens will need to verify their visa requirements as soon as they find out they are traveling as the process of securing a visa can be time consuming. You can see the visa requirements per country on visahq.com.

Temporary Medical License

You will need a temporary Guatemalan medical license to attend to patients during your rotation. Please send a notarized copy of your medical school diploma and valid license to Cristina Del Hoyo at the Center for Global Health **no later than 6 weeks before your intended start date**.

Medications/Insurance

Immunizations

You are responsible for any vaccinations or medications that you may need for your trip. You should go to a designated travel clinic a few months before travel to ensure that you have the recommended immunizations, you can visit the [CDC website](http://www.cdc.gov) for Guatemala-specific recommendations.

Medications

Should you need medications for travel or personal purposes be sure to fill your prescription before departing for Guatemala and keep them with you in your carry-on bag. You must bring all medicines in their original containers (both prescription and over-the-counter).

Medical Travel Insurance

Residents and fellows traveling to the Trifinio project site must enroll in medical evacuation insurance. Employees at the University of Colorado are eligible for GeoBlue International Evacuation insurance.

If you purchase your flights through Christopherson Business Travel (jim.lee@cbtravel.com) you will be automatically enrolled, if you purchased your flights elsewhere you will need to enroll yourself. You can read more about how to enroll [here](#), be sure to print a copy of your [policy card](#) to take with you.

Mobile Phones and Making Phone Calls

Before travelling, contact your local cellular operator to ensure that your mobile phone is compatible with the technology and networks in Guatemala. Purchasing roaming is not recommended as it is more expensive than using apps like Viber, WhatsApp, and Skype or even purchasing a calling card. It is recommended that you download these apps before departure. You can also just buy a SIM card from a local provider (Tigo, Claro, Movistar) in Guatemala and put it in your phone provided your phone is unlocked and can be used with any provider. You can purchase a basic mobile phone and SIM card relatively cheaply, this may be worthwhile if you will be staying in Guatemala for an extended period of time.

Local calls to land or mobile numbers from a foreign mobile phone while in Guatemala must follow the code for international long distance (00) + country code (502) + 8-digit Guatemalan phone number. Text messages to a mobile phone in Guatemala must follow the code for international long distance (00) + country code (502) + 8-digit number in Guatemala.

Calls to your country of origin or any other country besides Guatemala must follow the code for international long distance (00) + country code (1 for United States) + the number to be reached.

Money

The Guatemalan currency is the quetzal (GTQ). Here are a few money tips:

- Inform your bank that you will be traveling abroad to Guatemala to ensure that your card usage is not interrupted. Ask about foreign transaction fees (credit cards and ATM use).
- Money exchange is typically easiest with crisp new \$20 US bills; they will **not** accept worn or torn money.
- ATMs are widely available, ask the bank which ones are reliable. Bring your debit card and take out smaller amounts as to avoid carrying large amounts of cash.
- Credit cards can sometimes be used in restaurants and hotels in bigger cities, but they may charge a transaction fee. The majority of rural villages will be cash only.
- Banking hours are typically 9 AM to 7 PM Monday-Friday and 9 AM to 1 PM on Saturdays typically, but may be restricted in smaller towns
- If you would like to have quetzales on hand when you arrive to Guatemala (always nice to have and decreases stress about changing money) check out <http://www.travelex.com/> - they have several branches in the Denver metro area. An advanced call to the branch near you will ensure they have currency on hand when you arrive. You can also change money at the airport upon arrival.
- When changing money in a bank or foreign exchange office (“casa de cambio”) in Guatemala you will need to bring your passport.

Electricity

Voltage: 120 volts

Frequency: 60 Hz

(Therefore, you do not need a converter)

Local News

Newspapers:

- [El Periódico](#) (Spanish)
- [La Hora](#) (Spanish)
- [Guatemala Daily](#) (English)
- [Prensa Libre](#) (Spanish)

General Cultural Tips

- Guatemala receives a lot of visitors and tourism is a significant source of income for the country, foreigners are warmly welcomed.
- Personal honor is highly regarded in Guatemala. Avoid openly criticizing or embarrassing anyone.

- Guatemalans dislike unfavorable comparison with neighboring countries, whether implicit or intended. In particular, visitors should be wary of criticizing the army's performance or involvement in politics.
- Men shake hands upon introduction with men, but wait for women to offer their hands first. However, when people know each other they tend to kiss on the cheek to greet each other, you will see this constantly in Guatemala; by the end of your trip, you might be kissing your friends hello and goodbye.
- Speaking loudly in public is considered impolite, but people are constantly chatting, you will see it when you wait in line, elevators, etc.
- Eye contact during conversation is important especially when you are in clinics, it is part of your professionalism.
- When invited to a Guatemalan home, bringing candy or flowers is a welcome gesture. You can easily buy flowers in Guatemala and they are very inexpensive.
- The 'okay' sign (forming a circle with your thumb and forefinger) is considered obscene in Guatemala.
- There are periodic rumors that foreign nationals, especially from the US, buy babies for adoption and as a source of organs for transplant. People in provincial towns and rural areas may be suspicious if foreigners take photographs of, or otherwise show an interest in children.
- Complaints have been received regarding photo-taking of people in the community and clinic. As is the case anywhere, you should always obtain meaningful consent before taking a photo of someone. Utilize the photo consent form enclosed in this packet.

National Holidays

If you happen to be in Guatemala during an observed US holiday, unfortunately you will not get the day off, but you do have time off in observance of Guatemalan holidays. You can see the list of observed Guatemalan holidays for the 2016/2017 academic year below:

September 15 th	Guatemalan Independence Day
October 12 th	Dia de la Raza (Columbus Day)
October 20 th	Revolution Day
November 1 st	All Saints Day
December 25 th	Christmas Day
January 1 st	New Year's Day
April 13 th	Holy Thursday
April 14 th	Good Friday
April 15 th	Easter Saturday
April 16 th	Easter Sunday
May 1 st	Labor Day/May Day
June 30 th	Army Day

Your Health and Wellness

Staying Well

- **Hydration**

Depending on the month in which you are traveling, Guatemala is HOT! Between sweating in the sun and traveler's diarrhea (which you can expect) hydration is very important. See more details about safe eating and drinking below.

- **Sunscreen**

The sun is strong in Guatemala, protect yourself.

- **Sleep**

With all of the new experiences you will be processing, make sure you get enough rest to stay healthy; you will learn more and get more out of the experience if your mind and body are refreshed each day.

Eating/Drinking

There are a few tips that will help you stay healthy in regards to your eating and drinking habits:

- Only drink bottled beverages (water, Fanta, etc.) and drink from the bottle as opposed to using a glass if possible. Check to make sure the bottle is sealed when you open it!
- Ice can be risky, limit your consumption to ice that you know is made from filtered water.
- Only eat salads where you trust they have been washed in chlorinated water
- Stick to fruits that you can peel yourself.
- Hot items - soup, hot tea, etc., are always safest.
- By reputation, food from street vendors may cause upset stomach. Use your best judgment when eating food from street vendors.
- The BRAT diet (bananas, rice, applesauce, toast) is recommended if your stomach is feeling upset.

Zika virus

Zika is known to be present in the Trifinio region, which may cause birth defects (microcephaly) if pregnant women are infected. You should not plan to be pregnant or become pregnant during your Guatemala trip or rotation. If you are male, and you become infected with Zika while doing your rotation and your partner is pregnant or intends to become pregnant you will need to follow the [CDC's recommendations](#) for prevention of Zika's sexual transmission.

As a requirement of the project, no later than one week prior to departure please sign and scan the "handbook attestation form" at the end of this handbook stating that you have read about and understand the risks involved with traveling to this region.

Stray dogs

Dogs are prevalent in Guatemala, including in the Trifinio. While the majority do not pose a threat, one staff member was bit by an unprovoked dog near the clinic, necessitating evacuation for rabies treatment. The risk of contracting the rabies virus in Guatemala is extremely low and the rabies vaccine is largely available in the country, including in Coatepeque however, the human rabies immune globulin (HRIG), recommended by the CDC, is not. Obtaining the rabies vaccine prior to your departure should be considered; otherwise try to always walk in groups, and carry something in your hand to scare off angry,

or simply curious, dogs and other animals that you may encounter in the region. Click here to read more about the [CDC's recommendations](#) for rabies.

Safety and Security

- **Crime**

Guatemala has one of the highest violent crime rates in Latin America. Although the majority of serious crime involves local gangs, incidents can be indiscriminate and occur in tourist areas. No parts of Guatemala City are free from crime; this includes Zone 10 (Zona Viva) - popular with tourists and foreign residents. Take care in Zone 1 (historical center) where the cheaper hotels are situated and several bus routes terminate. There is relatively little crime in the area surrounding the Trifinio project site but caution should always be exercised. The vast majority of student visits to Guatemala are trouble and crime-free.

Generally speaking avoid displaying valuable items like laptops, cameras, and mobile phones. Do not wear jewelry and only carry minimal amounts of cash. When at a hotel, use the safe if possible. You should avoid travelling around on your own or at night, especially at border crossings or areas where there are few other people around. When travelling to remote areas, it may be safer to travel with others or take part in a tour with a reputable company. Be wary of bogus police officers, there have been reports of visitors becoming victims of theft, extortion, or sexual assault by people dressed in police uniforms.

Foreign visitors and residents can also make great targets for scam artists. The scams come in many forms, and can pose great financial loss. Be cautious if you are asked to transfer funds to family or friends in Guatemala. Try and get in contact with your family member or friend to check that they have made this request.

- **Safe Financial Transactions**

Take care around ATM machines, gas stations, the airport, bus stations and shopping centers. Check ATMs for evidence of tampering, but be aware that affected machines may not be easy to spot.

It is safer to change money in hotels, at banks or at foreign exchange offices (“casas de cambio”) but unfortunately it has generally gotten harder to exchange money in Guatemala due to money laundering, banks will require you to be a bank member or to show your passport. Exchange offices are scarce, you will find one at the airport and then you might not see one again. Do not withdraw too much money at once, and avoid withdrawing money at night.

Natural Disasters

- **Earthquakes**

Earthquakes are fairly common in Guatemala. The most important thing for you to know is to move outside if the earthquake continues past 5 to 10 seconds. If you are awakened by the noise of an earthquake in the middle of the night, stay still and wait and see if the movement intensifies before going outside.

- **Volcanoes**

There are currently three active volcanoes in Guatemala; the Pacaya, Fuego, and Santiago. They are only a direct threat to the villages immediately surrounding the base of the volcanoes, but volcanic sand can spread several kilometers from the eruption site.

- **Hurricanes**

Hurricanes present a real threat during the rainy season, mainly on the Caribbean coast. The last devastating hurricane was Hurricane Stan, which left around 2,000 dead and many homeless. Due to poor infrastructure and weak government, relief conditions for rescue are limited.

- **Mudslides**

Mudslides are common and typically begin in the middle of the rainy season when the ground becomes saturated with water after constant rain. They tend to occur in steep ravine areas where the weight of the superficial ground is so heavy that it causes strong currents of mud and rock to slide down, often taking homes, bridges and anything in its path.

Transportation

- **Taxi**

Residents and fellows will typically travel by taxi within larger cities, specifically Guatemala City. In order to be sure a taxi is safe, it is best to only use the taxi companies recommended or provided by your hotel. Some hotels might have a taxi company that they trust and use on a regular basis. Many hotels in Guatemala will provide shuttle transportation to and from the airport.

- **Bus**

Residents and fellows will typically travel between cities by bus. To get from Guatemala City to Coatepeque we prefer you travel with one of the best national bus companies, “Rutas Nacionales”. The ride from Guatemala City to Coatepeque is about 4 and a half hours. You will receive detailed instructions from the Guatemala Project Specialist as to how to take this bus but can find the address for the terminal in Guatemala City below:

Centro Comercial Pacific Center
Calzada Aguilar Batres, 32-10 Zona 11
Guatemala City, Guatemala
+502 2476 5464

- **Tuk Tuk**

At the project site in the Trifinio while conducting work in the community many get around in “tuk tuks”, a type of motorized rickshaw. There are also smaller local buses and vans for getting to different local villages.

Weather, Clothing, and Packing

Guatemala is known for its two distinct climates, the dry and the rainy seasons. The rainy season begins in June and ends in late October and the dry season begins in November and ends in May. Showers in the rainy season usually begin by midafternoon and clear out by early evening, so don't forget your raincoat, a light jacket, and umbrella. If you will be travelling in altitudes higher than 1200m (such as Antigua, Panajachel, and Guatemala City), you will probably need a light jacket or sweater for the evenings. In

altitude above 2000 meters (Chichicastenango, Quetzaltenango, Huehuetenango), it can become chilly after sunset.

During the day it is likely to be warm or hot in all regions of Guatemala. During the months of December and January in the highlands, however, it can sometimes be quite cold, even during the day. It is advisable to dress in layers. In the hotter, more humid lowland regions you will be more comfortable in light cotton clothing. If you will be working in the clinic, many trainees choose to wear scrubs. Guatemalans tend to dress modestly and conservatively. It's best to avoid wearing any revealing clothing that might make you stand out.

Review the recommended packing list below:

Guatemala Recommended Packing List

Personal Care:

- Passport and neck pouch
- 2 copies of passport (one in suitcase, one for friend to carry)
- Sunscreen
- Lip Balm
- Sunglasses (extra pair of contacts/glasses)
- Hat/cap/visor/bandana
- Insect repellent/DEET
- Shampoo/comb/brush
- Razor
- Toothbrush x2/toothpaste
- Shower shoes/flip flops
- Smalls packs of Kleenex
- Medications (in their own prescription bottles)
- Vitamins, Tylenol
- Ear plugs
- Hand sanitizer/wipes
- Hair dryer (current is the same as US)
- Personal toiletries

Clothing:

- Scrubs/OR Hats
- Jeans/slacks
- Sweater/light jacket
- Light rain coat/poncho (it will rain at some point)
- Umbrella
- Good walking shoes
- Shorts/sleeveless top

Other Supplies:

- Cash (traveler's checks are difficult to cash)
- Hip purse/fanny pack (avoid large purses)
- Laundry bag (i.e. plastic bag for dirty/wet clothes)
- Refillable water bottle (purified water provided at the lodge)
- Flashlight/Headlamp
- Travel alarm with batteries
- Pens/pencils
- Sharpies
- Camera with charger (or extra batteries)
- Extra memory cards
- ipod/charger
- Small rolls of toilet paper/hand sanitizer (take on bus)
- Small padlocks
- Small collapsible bag (handy for shopping)
- Small calculator (handy for shopping/money exchange)
- Duct tape (repairs, packing, labeling)
- English-Spanish Dictionary
- Address book
- Stethoscope (not required for all personnel)
- Ziplock bags (snacks, toiletries)
- Twin sheets/Pillow (to be left at site as donation if desired)

SEPARATE CARRY ON for 1st night in Guatemala

- Pack extra set of clothes and underwear (in case your luggage is lost)
- Toiletries and personal meds should be in your carry on

Tourist Attractions

You may want to take advantage of your weekends or time before or after your program starts to travel and see some of the local sites. **You must let Wilson Serrano, FSIG Administrative Director or Dr. Tony Bolaños, Director of the Center for Human Development know about your weekend travel plans.** Any travel you do on your own is outside of the project, and therefore the following ideas are meant only as a starting point for you to do your own research on where you would like to go and how you will safely get there. Please always use the utmost caution as there are many areas in Central America that are not safe for travel, and even “touristy” areas can be dangerous if you are not careful.

Antigua (below) is as close as Guatemala gets to a tourist town. Historically, this was the colonial capital of most of what is now Central America. When you are in or near Antigua, take a hike up the active



Volcan Pacaya. Be sure to go with an experienced guide who will confirm that the volcano is safe to climb and keep you on the established path.

San Jose el Viejo Language School is located just a few blocks off of the main square in Antigua, they offer one-on-one you can get one-on-one Spanish lessons

Lake Atitlan is a high altitude lake surrounded by dormant volcanoes and dozens of small towns with strong Mayan influence. Each town has a Spanish name as well as a Mayan name, just like Quetzaltenango/Xela. The lake is most accessible from Panajachel (Pana) and San Pedro La Laguna, from these towns a boat can take you to any of the popular places along the lake to include San Marcos, San Lucas, Santiago, Santa Cruz, and San Pablo.



San Lucas Toiliman

San Lucas Toiliman is on the south end of the lake and is significantly less touristy than Panajachel and San Pedro La Laguna. If you go to San Lucas, you should visit Angel, a spoon maker who runs a very modest storefront and crafts hand carved wooden spoons.

San Pedro La Laguna

Also along Lake Atitlan next to the base of the San Pedro Volcano is the town of San Pedro La Laguna. The city boasts a great view of the lake and the surrounding villages as well as an exceptional tourist community and the San Pedro Spanish School. It is also a great base-camp for hiking a relatively easy volcano.



Quetzaltenango (Xela) is a beautiful mid-sized town north of Lake Atitlan very popular with those looking to extend their stay and study Spanish. There are many hiking opportunities through the nearby countryside and amazing chocolatiers throughout the city.



Books and Other References

- Banerjee, A., Duflo, E. *Poor Economics: A Radical Rethinking of the Way to Fight Global Poverty*. Public Affairs. 2012.
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- Koeppl, D. *Banana: the Fate of the Fruit that Changed the World*. Plume. 2008.
- Kraynik, J. <https://cojkray.wordpress.com/> Jessica is a pediatric resident who blogged about her experience in Guatemala.
- Schlesinger, S., Kinzer, S., Coatsworth, J. *Bitter Fruit: The Story of the American Coup in Guatemala, Revised and Expanded*. David Rockefeller Center for Latin American Studies. 2005.
- Wilkinson, D. *Silence on the Mountain: Stories of Terror, Betrayal, and Forgetting in Guatemala*. Duke University Press. 2004.

Photo Release Form

Complaints have been received from community members regarding the photographing of people in the community and clinic. As is the case anywhere, you should always obtain meaningful consent before taking a photo of someone. Utilize this photo consent form if you take a picture of anyone other than another University of Colorado affiliate. Be sure to explain to them that their photo could be used for education, promotion of the program etc. If they do not wish to sign the form or have their picture taken, please respect this and don't be pushy.

Date and time the form and take a picture of it right after your photos of the individual (that way you know which form goes with which photo).

Permiso

Por medio del presente, doy permiso a la Universidad de Colorado a utilizar las fotografías y videocintas de mi o mi niño menor de edad en cualquier publicación o medio de comunicación imprenta o electrónico por propósitos de publicidad y diseminación de información como es permitido por ley.

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Nombre de padre o custodio legal

Firma

Nombre de niño menor de edad

Fecha

Emergency Action Plan

Program Name:	Trifinio Program
Primary Program Leader:	Dr. Antonio Bolanos
Program Dates:	Ongoing throughout year

1: Ensure your safety and the safety of your group.

- Contact all travelers
 - Determine whether they are accounted for and safe.
 - Determine and record their present location.
 - Instruct them where to go and what to do given the circumstances.

2: Assess the situation and any threats or dangers it poses to students or other travelers.

- What specific threats or danger do they face?
- What immediate steps can and should be taken to reduce harm, danger or threat level?
- Are people safer staying where they are? If not, then where?

3: Go to the Center for Human Development clinic for emergency care located on the BANASA plantation.

4: The Center for Human Development Clinic has an ambulance for emergency use if necessary. If for whatever reason the ambulance is unable to be used, contact fire department for emergency transport from the clinic to the hospital. Bomberos Coatepeque +502 4033 6878 /+502 4404 4831 or Bomberos La Blanca +502 7775 1122.

5: Contact Toni Bolaños (Director of the Center for Human Development) +502 5575 3172 or Zucelly Lopez (Nurse at the Center for Human Development Clinic) +502 5412 7719 and follow their instructions. If they are unavailable, please see other in-country contacts on the next page.

6: CU faculty, staff, and residents are covered by GeoBlue for health issues, medical emergencies, or in the event of evacuations for natural disasters and political/security emergencies. Group Access Code - QHG99999UCBT; +1.610.254.8771.

7: CU students are covered by HTH International Insurance +1.610.254.8771 (collect) for health issues, medical emergencies, or in the event of evacuations for natural disasters and political/security emergencies.

8: Contact the Office of Global Education/OIA Director Diego Garcia: 1.979.492.1345 OR Catherine Bogle: 1.720.299.9199; if you are unable to reach anyone or need further assistance, call CU Denver Police collect at: 1.303.367.1785

9: If you require general advice on medical providers, country specific risks, or other issues, contact International SOS: Call collect worldwide: +1.215.942.8478; Membership number: 11BCAS000006. Please note that any services will be at an additional charge as they are not covered in the membership.

10: Maintain a log throughout the emergency. Assign a specific person for this task and rotate duties as needed.

- Include specific dates, times, actions taken, communications, and all other relevant details, starting with your first notice of the emerging crisis and everything through to its completion, including follow-up.

Emergency contacts:

Primary Leader – Dr. Anthony Bolaños phone number abroad:

In-Country Cell Number:

+502 5575-3172

Transit Cell Number:

None

Assistant Leader Contact - Zucelly Lopez (please include country code):

In-Country Cell Number:

+502 5412-7719

Transit Cell Number:

None

Local United States Consular Services:

Embajada de los Estados Unidos de América
Avenida Reforma 7-01, Zona 10
Guatemala City, Guatemala
+502 2326 4000

Hospitals and Doctor Clinics:

Coatepeque Hospital (best number is for the Director and Head of Emergency Department): Director - Dr. Byron Medina +502 5412 7062; Head of Emergency – Dr. Edwin de Leon +502 5945 4225
Landing strip is 2 miles from the clinic which is available for air ambulances

Local Police Departments:

Would not engage the Police in an emergency. See contact information for U.S. Embassy.

Local Fire Departments:

Bomberos Coatepeque	+502 4033 6878
	+502 4404 4831
Bomberos La Blanca	+502 7775 1122

Other Key In-Country Contacts:

BANASA Human Resources Manager: Gabriel Galvez – +502 5874 9453
Clinic Administrator: Wilson Serrano +502 5019 2882
BANASA plantation head of security: Oscar Rodriguez +502 5874 9448
Driver (Bus for 3+ ppl): Eleazar +502 3098 9608
Driver (Pick Up 1-2 ppl): Epolito +502 4218 9669

Equivalent to 9-1-1:

No equivalent in the Trifinio – see key contacts

Identify two meeting places in the event of an emergency (per site):

Muster at the lodge if there is an issue at the clinic.
If there is an issue at the lodge, muster at the manager's house.

Handbook Attestation (Version 2.0)

I have had sufficient time to review and seek explanation of the provisions contained above, have carefully read them, understand them fully, and agree to be bound by them. After careful deliberation, I voluntarily give my consent to participate in activities at the Guatemala Trifinio Site on behalf of the Center for Global Health, Colorado School of Public Health. By my electronic signature below I attest that I am not aware of any medical condition or limitation that would preclude my participation in a study abroad program and I further attest that I have not been advised by a health-care provider or medical expert that participation in an overseas program might be injurious to my health or otherwise contra-indicated.

Print name / Signature

Date