



The Servant's Heart Mission Team Manual 2009

Prepare to be transformed as you reach out to the people of Guatemala, building relationships and sharing the life-changing, hope-giving love of Jesus!

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breanne@theservantsheart.org

For information regarding your team's in kind donations or the activities your team will be doing while in Guatemala, please contact Ginny at:
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Schedule of Meeting Dates

It is extremely important that each team member be present at each team meeting as much information is shared at every meeting. Your attendance is crucial!

Meeting #1: _____ at _____

Meeting #2: _____ at _____

Meeting #3: _____ at _____

Meeting #4: _____ at _____

Meeting #5: _____ at _____

Meeting #6: _____ at _____

We leave for Guatemala on: _____

We return from Guatemala on: _____

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Welcome!

Bienvenidos al ministerio El Corazón del Servidor!
Welcome to The Servant's Heart!

Thank you for answering God's call to begin what we all pray will be a transforming experience meant to change your life forever.

Many times when we talk with the members of our Mission Teams, there is a common answer when we ask why each person is going on a mission trip. They say in one way or another:

"I just felt a stirring in my heart...and I just had to go."

That stirring, we believe, is the voice of the Holy Spirit. It is the same voice we all hear when God is leading us in a certain direction.

It is pure joy to see so many people joining us each year as our ministry grows, develops and continues to be God's hands and feet in these forgotten corners of the world. We have included in this new manual our philosophy of poverty and the story of how God began this ministry of hope and transformation. Our prayer is that this will help you get to know us before you join us.

We also hope you will each take very seriously the adventure you are about to begin. Remember always...because He first loved us...now we can go and share that love and hope with those who are suffering and hurting in this culture of poverty...what is a 4th world.

At The Servant's Heart, we strive for excellence...because God has given us the privilege of serving through this ministry. We have modeled The Servant's Heart after the life of the greatest servant of all, Jesus. It is His way we desire to follow and imitate. This is the meaning of our name...the heart of a servant...El Corazón del Servidor.

As a member of one of our mission teams, we pray that you will bring a servant's heart and a teachable spirit. The next step is to just say "Here I am, Lord. Send me." Say those words, buckle your seatbelts, and get ready for the ride of your life. One thing we know for sure...your life will never be the same!

Serving Together in His Grace,
The Servant's Heart Staff

The Servant's Heart

Who We Are

Why We Exist

What We Believe

How We Think

Hope in Jesus – to the physically and spiritually hopeless

Educating and equipping through academics and skills training

Acts of mercy through Human Care

Relationships through service – short and long term volunteers

Telling the world of God's amazing love and His marvelous plan for our lives

MISSION STATEMENT

The Servant's Heart exists to impart and model the unconditional love of Jesus to the most impoverished peoples of the world's cities, helping them individually and in community to discover, identify and implement God's unique plan for their lives.

Based on Jeremiah 29:11 which says:

"For I know the plans I have for you, says the Lord, "plans to prosper you and not to harm you, plans to give you hope and a future."

VISION STATEMENT

The ministry of The Servant's Heart begins by building relationships, one person at a time, through spiritual and human care, by providing academic education, health care and economic development with the assistance of volunteers. The Servant's Heart is a growing urban community of believers in Christ that forms a body of disciples who reach out as a living Gospel to their community. We are called to serve the poorest, most impoverished people of the world's cities to the ultimate end of training teams of indigenous leaders who will reproduce Christ-centered communities.

The Beginning...and the Vision

"For I know the plans I have for you," says the Lord, "plans to prosper you and not to harm you...plans to give you hope and a future." Jeremiah 29:11

I remember it as if it was yesterday, when God gave me this verse...it was the way I began each new year...seeking God's word to me...so I took these words as a very personal promise...His plan for me...as I had been sensing was about to be revealed...and that my life would never be the same.

Little did I know that at that moment that God's word would eventually become the founding verse of The Servant's Heart...a promise that I would share with thousands of people I had yet to meet...and in a new language I had never before spoken.

My personal call into ministry began with a vague sense of knowing...knowing I was to make a change...and what a change that would be. I was already 43 years old, and I had returned to the university to get yet another degree, this time in nursing.

After leaving the corporate management world, my journey with God truly began, into the great unknown...and adventure that still goes on today. Finishing nursing school, well, it was just the beginning.

That career change enabled me to go on a short term mission trip to Guatemala. And seven months after receiving that prophetic word in Jeremiah, I found myself with fifteen other Americans, none of whom I knew, in Mexico and then, Guatemala.

We were there to paint some Christian day schools and build playground sets. Our last day there, I felt a bit frustrated over not having met very many Guatemalans. And then two Guatemalan women came to the school we were painting and offered us coconut ice cream...and a visit to the garbage dump. The coconut ice cream made sense. It was something refreshing after a hard day's work. Visiting the garbage dump, however, didn't. Why, who in their right mind, I thought.

But off we went, in the pouring rain, fifteen of us packed like sardines in the back of a pick up truck. As we approached the dump, the stench of rotting garbage filled the air, the sky became a moving sea of black. (I soon learned this was a sea of vultures eyeing their prey.) As we arrived at the edge of the dirt road leading into the dump, I realized we were no longer in just the 3rd world. We were about to enter a 4th world...where tall, white and light haired Americans had never gone.

Our eyes saw only mounds and mounds of garbage, as far as the eye could see. On top of that garbage were thousands of plastic and cardboard shanties where people were actually living. There were unending rows of these shanties. Between the rows were trenches filled with raw sewage. People were living here, I thought. Babies were sleeping on dirt floors... floors that were quickly becoming more like rivers as the torrential rains of summer filled the ravines. Wild dogs fought with the little children over tiny scraps of food to eat from the garbage. Cardboard boxes became makeshift cribs for the babies.

I am still unable to adequately describe what I saw that day with my eyes. Today, the dump is much smaller...and people no longer live on top of the mounds of trash. But they live around it...and still work in it. And yet...it still defies description.

As I came to know over the next few years...for most of the people I met that day...this was the only life they'd ever known. Despair surrounded us. People's empty eyes reflected what was behind them...hopelessness.

And yet...in spite of the hideous sensory overload...God seemed to be saying...this is where I want you to be...not quite yet...but soon. You will tell these people of my great love for them...of the plan I have for their lives...for hope...for their future.

Well, after about 3 hours of visiting the squalor that would become where my feet would walk daily, we walked back up the hills of garbage. And we gathered at the truck...speechless. At that very moment, the rain stopped. And as we looked up into the skies, God seemed to make the clouds disappear, and instead, He put a full rainbow over the entire dump...over the garbage and the despair where we had just been walking.

And I heard His voice saying... "You are home." So that is how The Servant's Heart began.

The sea of empty eyes I had seen in the garbage dump that day in July, 1990, the filthy little children without shoes, eating garbage, the teen moms with five children and another on the way, eking out a living by scavenging through the trash... Now it made sense. Those words in Jeremiah were not just for me. They were for all of these people I would know and love. And it was and is to them we go.

God made it clear whom we were to serve. The suffering... the poor... the widows... the children...society's throw aways...the desperate, living in urban chaos and danger...without hope...with no way out. They were the untouchables, the sick...the drug addicts...the hungry...the lost...the prostitutes...the poor without even a penny for food...the ones who mourned their family members who were massacred during the 50 years of civil war.

God sent us right there...to all those to whom the world had closed its doors. God called me...He called us...all those who are now serving this ever growing group of people. And He created the servant's heart. He taught us how to serve...love...show compassion...and mercy...with His heart...the purest servant of all...The Servant's Heart.

As Jesus went out to these same people of His day...we went and continue to go to them daily. My heart and life found its home in the garbage dump of Guatemala that rainy day in 1990. And we continue to seek God's will for our ministry...wherever that may lead us.

So if you hear God's still small voice whispering something to your heart today, or tomorrow...Pay attention...because wherever you follow Him promises to be an incredible journey, full of joy, and sorrows, adventure, surprises, and indescribable peace!!

He takes the most unlikely people...
To the most unlikely places...
To do miraculous things...

If we only say "yes"!

Today, The Servant's Heart continues to grow, touching thousands of lives across the U.S. and Guatemala. He started with one...but now we are many. And we collectively keep the doors open as a refuge to the broken hearted...bringing hope to the hopeless. And so ours is a story of hope. God's heart becoming ours...The Servant's Heart.

Carla Burnell
Founder

Scriptural Foundation for Our Holistic Ministry

SPIRITUAL DEVELOPMENT - The all encompassing purpose for the existence of the ministry

Matthew 28:18-19 – Then Jesus came to them and said, “All authority in heaven and on earth has been given to me. Therefore, go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit.

Provided through Bible studies, Saturday School, Worship, Evangelism, Christian character development.

HUMAN CARE - The essential first step in building relationships with the community in which we minister through the provision of basic needs.

Isaiah 58:6-7 – Is not this the kind of fasting I have chosen: to loose the chains of injustice and untie the cords of the yoke, to set the oppressed free and break every yoke? Is it not to share your food with the hungry and to provide the poor wanderer with shelter – when you see the naked, to clothe him, and not to turn away from your own flesh and blood? (Also, Matthew 25:35-36; Matthew 4:23)

Provided through Provision of food, Medical care and Hygiene Kits

ACADEMIC EDUCATION - Provides the capability for people of all ages to raise their quality of life.

Proverbs 22:6 – Train a child in the way he should go, and when he is old he will not turn from it.

Provided through Education assistance through scholarships, After school tutoring program and Saturday school, and Literacy classes

ECONOMIC DEVELOPMENT - Provides opportunities for job and skill training so the person may become self-sufficient.

Colossians 3:23-24 – Whatever you do, work at it with all your heart, as working for the Lord, not for men, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving.

Provided through training in sewing, carpentry, metal work and crafts, Training and mentoring in business management, Christian work ethic, training and education

VOLUNTEERS and MISSIONARIES - An essential component to the operational success of this ministry.

Ephesians 2:10 – For we are God’s workmanship, created in Christ Jesus to do good works, which God prepared in advance for us to do.

Provided through Short-term mission teams and Long term missionaries – in the U.S. and on-site and Administrative volunteers

As part of one of our mission teams, you will have the opportunity to participate in one or all of the above activities...to the ultimate end that all those we serve may know the love of our Savior, Jesus Christ.

Meeting One

- ♥ Bible Study to prepare hearts for service
- ♥ Schedule of Meeting Dates
- ♥ The Long and Short of It
- ♥ Team Expenses
- ♥ Funding Your Trip / Foundation Building
- ♥ Remembering Your Role as a Team Member
- ♥ Group Covenant
- ♥ Release of Rights
- ♥ Organizing and Delegating
- ♥ Risk and Safety
- ♥ Forms: Health & Legal Documentation Explanation
- ♥ Immunization Requirements
- ♥ Team Field Work
- ♥ In Kind Donations

The Long and Short of It

Long Term Relationships through Short Term Missions

The purpose of a Mission Team is to help The Servant's Heart ministry achieve its goals and objectives.

The Servant's Heart began when God sent Carla Burnell on a short term mission trip to Guatemala in July, 1990. In our DVD, she briefly explains about that trip. As they were building and painting in the schools, none of the students, teachers or leaders were anywhere to be found. Quite honestly, she wondered to herself as they were painting, "Don't the Guatemalans know how to paint?" Something about what they were doing didn't make sense. And she thought at that moment that when she led a mission team, they'd be serving side by side with the Guatemalans... not doing things for them that they could do themselves...and perhaps even better.

And so as The Servant's Heart began, so did the way we view poverty itself...and the significance of relationships in all we do. It is our first line motivation for missions. One of our key phrases in our initial training is this: "Our mission teams are centered around building relationships...not buildings." We did ministry for one and a half years at the dump without a building and in Amatitlán (our second ministry site) for seven years without one. We have learned that "Build it and they will come," does not necessarily work. Now we have a building and volunteers from the States who serve in "building and maintenance" but side by side with our ministry staff. Apart from physical work, they are teaching and modeling. The goal is not the task, but building and maintaining relationships with those we serve.

Groups arrive on Saturday and leave the Sunday of the following week. This allows each aspect of your trip to be accomplished and gives time for debriefing at the end of your stay. Groups are hosted at various times throughout the year, primarily between February and October, but you should begin planning about 9-12 months in advance to be well prepared and to secure a date.

As much as we can, our mission teams become part of the ministry...serving as short term volunteer staff. This helps us to not interrupt normal ministry activities and schedules. It also means your participation in the ministry will be up close and personal, as you walk side-by-side with our ministry personnel and those we serve. We believe that, as Americans, we should provide help, teaching, resources, etc. that the indigenous people cannot provide for themselves or to augment those gifts they already have. In other words, we do not do things for them that they can do for themselves equally well, if not better. Instead, we focus on developing relationships between your group and the ministry staff and the families we serve. These relationships will change your life and theirs...and will last a lifetime. Even though all of our tasks and yours as well are very important...remember...the most important gift you have to offer is the love of Jesus to these very special people. Just your presence and love bring enormous encouragement to all our staff and families.

When it is time for debriefing, time to say "thank you and adios", and time to share experiences, what we hear is people talking about people. Our people thank our teams, not for all the tasks they've completed, or all the stuff they brought, but rather for the love they've shared. And our Mission Team members remember the faces and the names of these precious people whose shanties they visited, or whose hands they washed, or whose heartbeat they listened to with a stethoscope. Rarely do they talk about the "success" of all the tasks they completed.

Now, all of the planned activities are important to our functioning as a ministry. And all the amazing donations brought by the teams are an indescribable blessing to the ministry and each family and little child and teenage boy or girl we serve. But what we remember...what we take home in our hearts...are the faces, smiles, touches, the names and relationships we made in such a short time...but that will last forever. It is the love that is shared, that inexplicable connection that transforms, both those we serve, and us as well. Our prayer as a ministry is that each of you will experience these long term relationships through our short term mission trips with us.

Team Expenses

INITIAL TEAM DEPOSIT:

Your team was responsible for a \$500 nonrefundable deposit to reserve your team's date on our calendar. This helps us cover initial administrative costs in the U.S., including part of your team's training. This deposit is due within one month from choosing your date. As our team numbers grow, this is critical to reserving your space, as certain times of the year are booked very far in advance.

EXPENSES FOR WHICH EACH TEAM MEMBER IS RESPONSIBLE:

- ✓ Airfare
- ✓ Traveler's Health Insurance (Approximately \$20 per person)
- ✓ A \$3.00 (20Q) Departure Tax upon leaving Guatemala
- ✓ Personal Spending Money (People generally bring between \$50-\$300 for the wonderful shopping experiences at our ministry and in Guatemala's markets.)
- ✓ \$750 Trip Cost per Team Member which includes:
 - ♥ Housing in our "Team House"
 - ♥ Your food during your week of service...some wonderful cultural foods prepared by our ministry cooks.
 - ♥ All linens (you do not need to bring bed linens or towels)
 - ♥ All transportation and gratuities in Guatemala
 - ♥ A trip to a typical artisan's market
 - ♥ Translators
 - ♥ Administrative costs
 - ♥ Love offering to our indigenous leaders and workers serving as your hosts throughout your stay with The Servant's Heart. Group members are **not** to give money directly to personnel serving at The Servant's Heart. Nor are they to discuss these offerings with staff. All monies will be handled at the discretion of our ministry's executive staff. This includes gratuities to our drivers and other people who assist us during short-term mission trips.

Funding Your Trip – Foundation Building

Foundation building is the process of gathering support (both financial and in kind) for your team and the ministry. This should be started as soon as you have a dedicated team, ideally nine months in advance. Groups use many different methods to fund their trips. Some groups ask for the \$100 deposit from team members, and then try to raise the rest together. Others ask for 1/3 of the cost of the trip from team members, 1/3 from the church budget, and 1/3 from group fundraising. Some of our groups, especially students, send out many individual support letters. In other teams, individuals simply pay for the whole trip themselves. Each group can decide how they will fund their trip.

Planning and working on foundation building has value not only financially, but it serves to bond your group together as a unit. It also involves and excites your congregation, family and friends as you prepare for your mission trip. Holding a foundation building event once a month keeps the interest and enthusiasm alive in your group and congregation, and they will take pride in supporting a mission trip.

Financial donations include all monies received on behalf of your mission trip with The Servant's Heart by the mission team. These funds can be used towards individual costs for the mission trip, special projects and donations to The Servant's Heart.

Proven fund raising suggestions:

- ✓ Letter of explanation about your mission trip, asking for prayer and financial support (find online)
- ✓ Brunch – (breakfast casseroles, bagel, fruit, etc.) or Luncheon – (sloppy joes, casseroles, salads, etc.)
- ✓ Chili supper, Taco or Baked Potato Bar, BBQ (hot dogs, burgers, etc) Dessert Buffet or Ice Cream Social
- ✓ Silent Auction or Live Auction – have the team members each be responsible for securing a set number of items, goods, services, meals. Examples might include boat rides, camping weekends, golf games, dinners, baked goods, etc. It is a fun filled and very profitable evening.
- ✓ Service Auction – team members work for others (yard work, babysitting, washing windows, etc.)
- ✓ Monthly door offering – have a team member give a brief testimonial as to why they are going on the trip. Sing a mission song as part of your worship service, and have the team members take the offering as worshippers leave the sanctuary. This Sunday (which you can call Mission Sunday) is also a good time to let the congregation know how you're progressing with your team planning, funding, etc.
- ✓ Involve the Sunday School children by introducing them to the culture and country your team will visit. They could support in their way by using their collection money to go to some project or needed goods for the children you'll be encountering. This is a great "bridge builder" between kids. (Our Coins for Kids program works great here.)
- ✓ Apply for matching funds from Thrivent and/or your local Thrivent chapter. There may be funds available through congregational or chapter projects. You can contact your congregation or regional officer for more detailed information. Thrivent individual "Giving Plus" funds cannot be used to fund your trip, but they may be used by the ministry for special projects.
- ✓ Publish a church cookbook. You can start to do this as soon as you have secured your trip dates. One group used "Cookbooks" by Morris Press.
- ✓ Expand your support group to include area churches and groups. Inform them of your upcoming mission trip, and invite them to participate in your events.
- ✓ Sponsor a Walk/Run or Fast for the Hungry – Get pledges and get the congregation involved.
- ✓ Hold a car wash or wash cars during church taking donations as cars leave the church.
- ✓ Have a talent show.
- ✓ Sales of products (perhaps from our Guatemala bazaar store/economic development department).
- ✓ Tea Bag letter – asking for members to donate as they drink the cup of tea.
- ✓ Hold an "Unevent Gala" for people to donate money but they don't have to attend anything!

Donors should make their checks payable to **your congregation's name**. This makes it possible for a tax deduction to be taken by donors. The team leader with the team treasurer will forward these checks and our financial form to The Servant's Heart office by the designated dates for the team. Your team's current balance is available on request from our administrative assistant at 219-616-8233 or info@theservantsheart.org. Please keep a record of the individuals who have supported your team and send their names and addresses to the ministry office so we can formally thank them for supporting your team's mission.

Should our gracious God bless your fundraising efforts above and beyond your team's balance, The Servant's Heart would be most grateful to receive this additional love offering, as we continue to serve the people of Guatemala. (Of course, it would be great to use \$500 of your "over and above" support to book and reserve your team's mission trip week for next year!)

Remember Your Role as a Team Member

Before you start your group planning process, here are some suggestions to make your meetings and your actual mission trip times of joy, anticipation, adventure and an opening of your eyes to the truths of the mission field.

Read this manual before your first meeting if at all possible. Many of your questions will be answered if you will take time to read what has taken years to develop in these pages.

Remember the one of the important reasons for short term missions is to help the ministry achieve its goals and objectives.

Recognize that God chose you to go and proclaim His love. But through this process, your own life will be changed. Try to imagine what God would like you to learn through this experience. You can be a wonderful support for the full-time servants at the ministry. This trip is as important for you as for those you will serve on the field.

Realize that your adrenaline levels will be extremely high before, during and a bit after your trip. You might not even feel tired...in spite of sleeping little. However...the full-time workers live this experience on a daily basis. It is often difficult, draining and exhausting, their adrenaline levels will not be the same as yours.

Respect the schedule that has been planned. This included devotions, work, meals, travel and all that will be part of your mission trip experience. It is a schedule planned through years of experience. Please do not try to change or modify it to meet personal needs or expectations.

Remember...The Servant's Heart has experience in doing ministry at the dump and in Guatemala *for the past 16 years*. You may not understand or agree with all that is done or how it is done. Keep in mind your roles as a mission trip participant.

You are a guest... a student... a servant

You are a GUEST.

Think of how you would behave as a guest in someone's house. What expectations would you have of your host? And what might they think of you as a guest? How would you act as a guest if you didn't like the dinner being served?

You are a STUDENT.

You really know nothing of the culture. You're new there. The nationals have lived it their entire lives. How do students act? How do you get the best grade? Remember, you are there to study and learn. In this time of preparation, learn how to have a teachable spirit. The group coordinators are your teachers before you leave; the people at The Servant's Heart are your teachers the week of your trip. How should students act toward their teacher?

You are a SERVANT.

ACCEPT – that you will not understand much in this short time.

BE AWARE – that what you are experiencing and feeling are very normal.

LISTEN – more than you talk. Learning involves listening with your eyes, ears, heart and spirit.

GIVE – of yourself. Even though you may not speak the language God's love transcends any verbal language.

ENJOY – It is an incredible opportunity to share the love of Christ with people in another culture.

REFLECT – on why you are going. Be open to what God wants to do in your life through this trip. Leave personal needs and wants at home. Remember you are part of a team, your mission team and The Servant's Heart team. And more importantly, you are an ambassador for Christ.

Group Covenant

We believe that each member of our group has been called by God to share His Word by what we say and do. We believe that God has called us to be learners, servants, and story tellers, as we participate in The Servant's Heart ministry projects. We look forward to sharing joy as we go to this new place and experience many things together.

We covenant together to learn to work and live as a team, as we prepare for this journey, as we make the trip, and as we follow up after our return.

We covenant together to treat each other in a Christian manner as follows:

- ♥ We will build one another up with our words and actions.
- ♥ We will respect each other and treat others as we would like to be treated.
- ♥ We will help each other when asked and learn to ask for help when needed.
- ♥ We will work together as a team, treating each other as equals.
- ♥ We will offer help to others when they are struggling.
- ♥ We will encourage each other to participate fully in all the activities of the event.
- ♥ We will be positive and kind, avoiding complaining and arguing.

We covenant together to glorify God as we love and serve one another. We will honor our joint commitment to pray for each other. We will honor the time set for team meetings, attending them as a high priority. During the travel time, we commit ourselves to daily devotional times individually and as a group. We will journal our experiences as a means of deepening our understanding of joint service, sharing the remembered experiences with others.

We covenant to bring this experience back home to our congregation or school.

- ♥ We will use our pictures and other mementos to bring a report to our congregation/school.
- ♥ We will write of the highlights of our experience for possible publication in the church newsletter and in a future issue of The Servant's Heart newsletter.

We will use Matthew 18 as our guideline in managing conflicts. We will:

- ♥ First go to the individual alone.
- ♥ Take another person with you if the conflict is not resolved.

- ♥ If necessary, discuss the situation with the entire Norton 360.Ink re group.

And we covenant with "The Servant's Heart" to follow their guidelines, rules and mission statement and to help them maintain ministry principles and reach their goals and objectives.

(Your signature)

Release of Rights

We live in a world that is full of rights. Our particular culture is one where we take pride in rights. As a matter of fact, the rights of individuals are constitutional. But as we see the demanding of individual rights increase, we see much of the moral fiber of our society decrease. Our Lord Jesus Christ laid down His rights to the heavens and all His glory to become a Man...not to be served...but to SERVE.

We ask you to consider laying down your rights on this mission trip, to entrust them to the Lord and transfer the responsibility of them to a place of safe keeping. These rights may seem reasonable, but on a short term mission trip could cause dissension. Would you take time to search your heart and willingness to surrender your rights to the Lord?

“Therefore, I urge you, brothers, in view of God’s mercy, to offer your bodies as living sacrifices, holy and pleasing to God—this is your spiritual act of worship.” –Romans 12:1

I Give Up My Rights To:

A comfortable bed
Having three meals a day
Having familiar food
Dressing fashionably
Seeing results
Control of myself
Control of others
Control of circumstances
Having pleasant circumstances
Making decisions
Taking up offense
Being successful
Being understood
Being heard
Being right
Using alcohol or drugs

I Entrust to God:

My strength and endurance
My health and strength
My likes and dislikes of food
My security in Him
His purposes and fruit in His timing
My need for the Spirit’s control
His workmanship in others
My circumstances to His purpose
 of making me Christ-like
The privilege of suffering for His sake
My deepest needs
My security in His love
My reputation
My need for recognition
My need for His righteousness
My peace and pleasure

**I ask God to do anything He wishes with me, to me,
in me or through me that would glorify Him.**

(Your signature)

Organizing and Delegating

As you seek the Lord's direction, your team members need to plug into one or more of the following job responsibilities. Your team will rely on you to be prepared at each deadline with your various tasks completed on time. Some of these responsibilities are completed stateside, others require preparation stateside and implementation in Guatemala. Remember, you do not need to do your job alone! Enlist the help of your team members and other people in God's family!

_____ **Spiritual Leader/Prayer Partner Coordinator** – responsible for team Bible studies, arranging the Commissioning Service and for arranging daily devotions during the trip / responsible for organization and implementation of the Prayer Partner Guides. (Collecting names of prayer partners from each team member, printing guides and assembling prayer guides, distributing them to each team member for their partners, preparing Sending Cloth.) Coordinates “commissioning service” with your pastor. (Usually takes place the Sunday before your departure.)

_____ **In-kind Donations Coordinator** – responsible for all collections and completing receipts. You will receive a list of the things your team will be asked to collect for the ministry.

_____ **Christian Education Coordinators** – responsible for developing theme as provided by The Servant's Heart; organizing materials and teaching plan for the groups for which your team is responsible; leading the part of your team who will present the teaching, including, e.g., crafts, activities, lessons and songs. This job can be divided among team members to cover different age levels.

_____ **Human Care Coordinator** – responsible for collecting health forms from team members, supervising immunizations for team and preparing team's first aid kit. Applies for team's traveler's health insurance. Coordinates all on-site clinic activities in Guatemala with the staff in Guatemala (if medical personnel are present on your team). Also coordinates in-kind medical donations.

_____ **Travel and Packing Coordinator** – responsible for checking with the airline for weight guidelines for checked and carry on baggage; responsible for obtaining duffel bags (2 per team member) which will be used to transport your in-kind donations to Guatemala; responsible for coordinating the packing of the duffels and for the preparation of a detailed inventory sheet to be given to the staff in Guatemala. Oversees the travel experience both stateside and in Guatemala.

_____ **Communication and Information Coordinator** – responsible for communicating information to the congregation to involve them in the mission trip. Updates through posters, bulletin announcements, pulpit talks, submitting requests for in kind donations, sending thank you's, etc. Prepares group email addresses. Oversees the daily field communication to the U.S. via e-mail. Some teams have different members write each day, others choose one person to write them all. Should be a person who can “paint the picture” of your team's experiences, rather than just a list of events without details.

_____ **Treasurer/ Fundraising Coordinator** – responsible for implementation and coordination of all team fund raising activities, support letters and recording of incoming donations. Will work with overall group leader to submit necessary funds to the ministry.

_____ **Secretary** – responsible for taking notes at all meetings and keeping team on track; also responsible for keeping an experience diary during all phases of the trip.

_____ **Musician** – responsible for selecting and leading songs and/or playing guitar. It is totally acceptable to sing without instruments.

_____ **Photographer** – takes photos for trip documentation; collects all photos from the team and prepares group CD for team members, as well as sending one to the ministry office. Digital photography will be allowed only in certain areas during the week as a safety precaution. We encourage you to bring numerous good quality disposables to use for the majority of your trip.

Risk and Safety

Everything in life involves risk. A resident of a city may know which areas to avoid and when. When going to another city, one may not have the same information. Activities that are safe in your hometown may not be safe in Guatemala City. For that reason, we expect you to comply when asked to refrain from activities deemed risky and even dangerous by those who live in Guatemala and know the possible risks.

The Servant's Heart ministry's purpose is to reach those living in abject poverty in Guatemala in the name of Christ, while keeping as a high priority the safety and well being of our short term volunteers. Over the years, we have developed and updated procedures regarding safety issues.

By God's grace and our emphasis on safety, we rarely have any problems with our short term teams. At times it may seem that we are overprotective, but it is because we consider safety a priority for all with whom we minister. As stated above, everything in life involves risks and certainly bringing the Word of Christ is no exception. Every city, village and project has its own risks and levels of risk.

We will not attempt to make a comprehensive list of activities which are considered too risky. But here are a few activities that we consider too risky for you to engage in during your short term ministry with us: running or walking for exercise, wandering unsupervised anywhere in Guatemala or anywhere away from your team members, climbing volcanoes, walking away from your group, taking public transportation ("chicken buses") in Guatemala City.

Remember that you will probably be living at a higher altitude during your trip than you may be accustomed to (approximately 5,000 feet). This alone can cause light headedness, dizziness, increased fatigue and slight nausea and likelihood of sunburn. Please do not add to this risk by being involved in unauthorized activities.

We ask that you would accept the advice given by those who live in the area when they tell you that an activity is unsafe. After all, these recommendations are made knowing the risks and trying to avoid an experience that may be detrimental to your short-term mission trip.

Forms: Health and Legal Documentation Explanation

You will need a valid passport. You should apply ASAP at your local post office. They generally take about 6-8 weeks. Please do not delay in obtaining your passport!

Completing forms seems to become a factor of life that none of us particularly enjoy, but also cannot avoid. To help us get to know you, to assist you in thinking through the challenges of a short-term mission experience and to do all we can to ensure your welfare while in Guatemala, the following forms are required. The application process is not complete until the required forms are submitted to The Servant's Heart. Your team leader will be responsible to gather all the required forms for each team member and forward the completed packet of forms to our office. The following documents must be filled out and returned to The Servant's Heart:

1. Team Application

This form is general information about the applicant wishing to participate in the mission trip, along with faith history and reasons for participating in the trip. If you do not have a passport, please apply for it immediately and leave that portion of your form blank. It takes 6-8 weeks to obtain a passport, so it is important that you apply right away.

2. Pastoral Referral

This form must be filled out by the applicant's pastor from his or her home congregation.

3. Health History

This form contains the applicant's allergies, medical conditions, and current medications. It is a simple history of health conditions. A physician's signature is required if you have any of the conditions listed under "Medical Conditions Requiring Doctor's Approval."

4. Waiver and Release Form

This is a legal document that releases The Servant's Heart of any liability during the participant's stay in Guatemala. It also authorizes The Servant's Heart to use the participant's name, pictures and verbal evaluations for ministry use. Complete with current date, team member's name, address, county, state and country. Fill in the dates of your short term trip. On the back – team member needs to sign and have someone else sign as witness of the signature. Any team member who is under 18 years of age, must have a notarized parental signature.

5. General Release Form

This is a more detailed legal document that waives claims of any nature against The Servant's Heart.

6. Authorization to Disclose Health Information

The new Federal Health Information Privacy Act (HIPA) has made it more difficult to obtain medical information when needed. This form will allow your emergency contact person to get critical records from medical care providers. In case of an extreme emergency, a Servant's Heart representative will contact this designated person.

Complete as follows and leave a signed copy of this form with your emergency contact person:

Team member's name, birth date, phone number, address & social security number

2. Name, address and phone number of doctor or the clinic that provides your care

3. From: your birth date To: present date

5. The Servant's Heart and an emergency contact person

9. Emergency contact person

Team member's signature. Any team member who is under 18 years of age needs to have a parental signature.

7. Durable Power of Attorney for Health Care

This form is to be used in conjunction with the Authorization to Disclose Health Information only during the time of your trip. It will allow The Servant's Heart to provide emergency care until we are able to reach your emergency contact person who will then authorize special medical procedures, if you are unable to do so.

Complete as follows:

Current date

1. The Servant's Heart and an emergency contact person
2. a) List limitations if you desire
b) Read through the levels of treatment and initial the one with which you are most comfortable
3. Date of departure for Guatemala
4. Day following return to United States
5. Second emergency contact person
6. Not necessary unless it would be different from your emergency contact person
7. Team member's signature (Principal)
Witness' signature and address – to indicate he/she saw the person sign the form

8. Medical History

This form contains a record of the applicant's immunizations along with the emergency contact information and insurance carrier information. You will need to get a tetanus shot if you have not had one within the last five years. Also, you will need to get the Hepatitis A & B series if you have not had those. Complete the forms as much as you can at this point. Then notify your team leader as you receive the immunizations before the trip. This form will not be submitted until one month before the group's departure date, at which time all immunizations must be completed.

Submit all your completed forms to your team leader. The first two forms must be turned in to your leader at the beginning of the application process with your \$100.00 deposit.

The team leader will send these first seven required forms in one packet after Meeting #2 to:

The Servant's Heart
PO Box 537
Scherville IN 46375

The Medical History form (form #8) must be submitted one month prior to the group's departure.

Team Member Immunization Requirements

We require the following medical preparations:

1. Hepatitis A vaccinations (a series of 2 injections)
2. Hepatitis B vaccinations (a series of 3 injections)
3. Tetanus (If you have not had a tetanus injection within the past 5 years, it is recommended that you receive a booster)

A doctor's signature is needed only if conditions listed on the bottom of the Health History form exist.

We strongly recommend taking a prophylactic broad spectrum antibiotic (Cipro) for one day prior to coming, during your stay in Guatemala and one day upon your return. This will help to ward off strange intestinal bacteria that you may encounter. In our years of experience, taking the antibiotic helps people avoid traveler's diarrhea and/or other intestinal upsets.

You will not need treatment for tropical diseases (i.e., malaria, typhoid unless otherwise notified. Because Guatemala City is 5000 feet in altitude, these preventative treatments are not required or needed where we serve.)

Team Field Work

The following is a list of activities and tasks, which your team may be responsible for or participate in during your mission trip. Your team leader will receive a list of your team's specific tasks.

- ♥ Children's, Teen's and Adult Bible Activities
- ♥ Leadership and Discipleship Training for our Ministry Leaders
- ♥ Possible Doctrinal Class
- ♥ Health Teaching and/or Medical Clinics
- ♥ Outreach Shanty Visits
- ♥ "La Provisión" – our daily soup kitchen
- ♥ Servant Activities with our ministry staff
- ♥ English language activity with our Reinforcement Program kids
- ♥ Possible teaching of a craft/sewing/carpentry product (let our staff know if you are interested!)
- ♥ Possible teaching on Small Business Procedures/Skills (let our staff know if you are interested!)

These activities will be provided at a variety of different sites: near the dump, Amatitlán (our second ministry site), a mobile location, most likely in the squatter's area near the dump, and other impoverished sites in need of love, teaching, healing and encouragement.

Our motivation for missions is three fold:

- ♥ Relationship Building
- ♥ Fellowship
- ♥ Discipleship

Our mission strategy is to train and equip indigenous leaders to serve in the ministry and, as the Lord leads, to expand The Servant's Heart area of service. Bible activities, Leadership classes, and Adult Bible studies will help us in this regard. Themes and follow-up topics will be discussed with your team at the beginning of your training process. The focus of our training involves Christian character development, including spiritual disciplines designed to grow mature Christian lifestyles.

Children's Bible Activities are our primary opportunities to share the Gospel with the children. Your team's presentation may occur at various settings from a cement floor outdoor room to children sitting on the dirt, as described in the documents your team leader will receive. The same lesson may be shared with different groups of children. The culture loves drama and music.

House visits are an integral part of the ministry for outreach and relationship building. Each team will accompany our Guatemalan staff as they visit people in their homes in the squatter's area and in Amatitlán. A staff member will choose the homes to visit and will introduce each of you to your host. Health care personnel within your team may carry some basic medication and equipment in case someone in one of the homes is ill. . Toward the end of the visit, we love to share God's Word with the people we are visiting and to pray with them. You may want to spend some time before your mission trip searching the Word to find passages of love, hope, encouragement and healing which you might share.

La Provisión (our soup kitchen) is prepared each Monday-Thursday by our ministry cooks. Each team will accompany the Guatemalan ministry staff to help serve the hungry. Your team will have the opportunity to help the ministry staff at least once with this daily activity of providing food for the body...and spiritual nourishment for the soul...ultimately helping us to develop relationships with those we meet, so they might participate more fully in the ministry activities. You might be washing hands, serving up the food, helping to carry the huge pots, playing with the children or even talking one on one to the people in line...praying to bless the food and the people or sharing words of hope and encouragement.

Clinics are held in a variety of places – at the ministry, in Amatitlán, and from time to time, in the squatter's areas close to the dump. Usually there is an "intake" person who obtains basic information and checks vital signs. Health care workers see the patients and treat what is possible, complete records, and distribute medication. Those attending the clinic receive vitamins and a hygiene kit. The most common illnesses we see are respiratory, gastrointestinal, infectious diseases, skin ailments and fungi.

In Kind Donations

Collecting In Kind Donations

The generosity of our Mission Teams helps keep The Servant's Heart budget to a minimum. Most of our school supplies, health care supplies and needed items for our office and team house are provided through in kind donations. Your team will be assigned needed items to collect such as school supplies, shoes, children's underwear, etc. You will also be asked to collect hygiene kits and vitamins. Details on this will be provided to your team leader. In kind donations will be carried to Guatemala in large duffel bags by your team, two 50 lb bags per person.

The concept of in kind donations enables you to get your entire congregation and other groups involved, making them actually part of your team even though they are not going! The idea is not to purchase these in kind donations...but rather to collect them. This can mean the following:

- ♥ Having special collection days at your church
- ♥ Going to local vendors to see about direct donations from them
- ♥ Asking family or friends to have special "drives" to help you with your collections
- ♥ Using large "garbage cans" to collect these donations is a fun, visual way to get people involved in an easy way.

This type of donation has been proven to get the entire congregation excited and feeling part of the Mission Team. As well, people often love to give things as well as financial contributions.

Often, the monies raised by your team surpass the costs of your team's actual trip costs. We encourage you to use your financial donations for a special "above and beyond" Love Offering for the ministry's special needs and/or unexpected expenses throughout the year.

Keep in mind that the items you bring to Guatemala may not be distributed during your nine day stay, but please be assured that they will be received by the intended recipients at the proper time.

We hope you find these guidelines helpful. We know you'll have much fun and excitement as you prepare for your trip in service to others. Your life will be truly changed, your faith strengthened, your heart touched deeply, and camaraderie and bonds will be formed with each other and those you meet on your mission experience.

We have also provided an In Kind Donations Receipt that may be given to donors requesting one. These can be tax-deductible as we are a 501c3. To assist us with tracking in kind donations, please submit one copy of each in kind receipt (or a list of items collected) to your team leader who will send these to our office at the end of your trip. This will help you as well, to inventory your donations and perhaps allow you to ask for other donations in the future.

If someone asks for a receipt for the in kind donation, submit their name, address, description and quantity of the item received to your team leader (form is in the leader's manual). The team leader should accumulate the names and forms to submit to The Servant's Heart office. A ministry thank you will be sent directly to the donor. As well, a new inventory form is available online to be used and completed as you begin your packing. This form will be utilized by our team in Guatemala to track incoming items and those we are daily using. Please help us keep organized by using these receipts and inventory forms.

May God bless your planning and preparation for His Glory!

Meeting Two

- ♥ Bible Study to prepare hearts for service
- ♥ Team Building Activity – Sharing Fears and Gifts
- ♥ Attitude Checking
- ♥ The Reality
- ♥ Wisdom, Precautions, and Just Plain Good Advice
- ♥ Travel Arrangements and Expenses
- ♥ Support Letter – to be distributed by team members to gain support from family, friends, and co-workers
- ♥ Plan and Schedule In Kind Donation Collections
- ♥ Plan Your Fundraising Activities
- ♥ Education Activities – begin to plan lessons and Bible studies
- ♥ Collect All Completed Health and Legal Forms

Attitude Checking

All of us operate from stereotypical ideas we have about the world around us. Some are based on truth, others are completely false assumptions. Experiencing the third world, especially the people near the dump who are so opposite in every way from what we consider normal, can lead to judgment, whether that be positive or negative.

Remember always, as you meet each person during your trip, that God loves each one of these people as He loves us...and moreover He has a plan for their lives!!!!

Most of the people you will be serving and working with behave, think and believe in patterns very different from yours. North Americans are known to be ethnocentric...that is, believing that our way is the best and only way. We do have certain gifts of our culture, but remember that this new culture you are witnessing has gifts of its own as well. Prepare to receive those gifts.

Let's think over possible stereotypes we may hold:

List below what words come to your mind when you think of people in the third world and of the abjectly poor. (These can be positive or negative.)

Now list what you think this people group probably thinks of North Americans.

Now let's look at these lists:

1. Review your list. What do you think of it? How do you feel?
2. Which of these beliefs may be valid? Which are not? Why or why not?
3. How might these ideas affect your life this week?
4. How might these ideas affect you while you are in Guatemala.

The Reality

Culture is a set of beliefs, behaviors and customs that affect everything about the people in it. Some of these cultural characteristics may be manifested in the following ways:

1. **EDUCATION** – Guatemalans teach by rote...not by challenging thought. So having original thoughts or analytical thinking is not part of their culture of education.
2. **CONFRONTATION** – It may be more important to “save face” by appearing to agree without really agreeing. The people will want to say what you want to hear. It is a desire to avoid confrontation and to please the listener. (This applies to saying they are Christian as well.)
3. **TIME** – Many do not even have clocks, so their lives are not organized by time. We are punctual people because our lives are very busy. Remember that for many of these people, what they do with us is the only thing they may do for the entire day. Their lives literally are void of activities and meaningful purpose. Time is often their most abundant resource.
4. **TOUCHING** – A common thing with Guatemalans is that young girls often hold hands while walking...boys touch each other while talking...but they may not have good eye contact (especially true with the indigenous Mayan peoples). And they may not react at first to hugging...but they do love it...they are just not used to it, as oftentimes touch is associated with the physical abuse that is so common. As well, being physically dirty may lead them to feel “untouchable”.
5. **SAYING HELLO AND GOODBYE** – Much time is spent doing this, because you do it personally to each and every person each and every time.
6. **ANIMALS** – Dogs are not often pets. When the culture cannot feed its people, animals certainly are not considered. They may serve as guards, but not pets. (It is very important that you do not touch or play with any animals.) They may be boney and sick. It is a very sad sight for we animal lovers...just try not to judge this.
7. **CLOTHING** – Many of the women wear seductive clothing. It may be because it is their only clothing and because they do not like the heat. But we will model appropriate clothing for Christians and try to teach this as well, teaching the ladies that modesty is a Godly characteristic. no tank tops, exposed bellies, or body piercing other than ears, are allowed.

Remember, Guatemala City is a chaotic, urban, crowded, noisy and dirty environment.

Culture shock is normal...and it affects everyone differently. It may last a moment or you may never get over it. Accept it as a reality and that it is happening to everyone.

Remember...God is in control. Learn to laugh at yourself. Count your blessings. Take a deep breath and smile. God loves you...God loves all the new people you are meeting...no more and no less as you and they live through this new and wonderful experience.

Wisdom – Precautions – And Just Plain Good Advice

**Remember...while you are in Guatemala
You are a representative of Christ and of The Servant's Heart Ministry.**

Please respect the following for the good of our long term relationships in Guatemala:

- ♥ We want always to provide a positive Christian witness to all Guatemalans.
- ♥ No smoking, drinking or drugs or inappropriate language will be allowed. Drinking includes beer, wine and any type of alcohol. This includes any recreational times away from the ministry or at the airport. This is a cultural “no-no” for Christians in Guatemala. We do not want to be a stumbling block to anyone in the country. Out of respect for the Christian culture in Guatemala and The Servant's Heart, please follow this ministry guideline strictly.
- ♥ Military official and guards in stores consider direct eye contact a challenge to their authority. Respect their positions by not looking them directly in the eye, and do not take pictures of them.
- ♥ Taking pictures is generally allowed at the Children's activities or other activities at the ministry. Ask the ministry leaders for permission before taking pictures at any other place.
- ♥ Expensive jewelry and valuables should stay at home in the U.S.
- ♥ Closed shoes are required for health reasons – Sandals may only be worn at the mission house.
- ♥ Safety is our #1 priority during your stay with us; you will never go anywhere alone or unsupervised.
- ♥ While in Guatemala, do not stare at people, especially the men.
- ♥ Innocent flirtatious behavior may be perceived incorrectly...so be careful, remembering that you are a man or woman of Godly integrity.
- ♥ Clothing should be moderate and modest, both in style and for the temperate climate in Guatemala. A sweater, jacket or sweatshirt for evenings is recommended. (No shorts are allowed except at the team house.)
- ♥ Never eat food from the street vendors, no matter how tasty it might look. (This includes the entire time you are in Guatemala.)
- ♥ It is never permitted to hand out anything when you are in a public situation. For example, giving gifts, candy, clothes, hygiene kits, etc. when walking around or while going on house visits can lead to a “mob” mentality and may put the entire group in physical jeopardy. All the ministry personnel have experience in IF and when this type of activity might be safe. Ask for, listen to and respect their wisdom. This is explained in greater detail later in this manual. This includes money, candy, gifts...anything!
- ♥ Please never, never give gifts or money to anyone attending or working at the ministry. It is tempting to share our blessings with children or adults we “connect” with, but giving a gift to one person leads to jealousy and feelings of being overlooked or unloved. If you would like to donate money or gifts, we ask that you give it to one of the American missionaries to be distributed in a way that will benefit everyone at the ministry. The “Giving” page will explain this further.
- ♥ It is the policy of the ministry that you do not give your address, phone number, or most importantly, your email address to anyone at the ministry. If you would like to correspond with someone in our ministry family, you can do that with snail mail through our stateside ministry office. The “Communication with Guatemala” page will explain this further.

We ask each team member to respect these ministry policies which have come from years of experience with mission teams, and we certainly do not want any future mission trips you may want to take with The Servant's Heart jeopardized.

Travel Arrangements and Expenses

Because of the rising prices of fuel, costs for air travel are very unstable. For this reason, we have not included the cost of airfare with your trip cost (\$750). Rather, your team leader will be responsible for delegating someone from your team to secure the best airfare possible from your departure location to Guatemala City. You may make your team's travel arrangements through the travel broker that The Servant's Heart ministry has worked with. Please contact Carla Guffanti at Carla@alatravel.com

It is extremely important that these guidelines are followed:

- ✓ Your travel arrangements must be secured **no later than two months from your departure date**. Send your itinerary and the full names of everyone on your team to breanne@theservantsheart.org and ginny@theservantsheart.org as soon as your tickets have been secured.
- ✓ Your arrival day at the ministry will be on **Saturday preferably between 2 - 6 PM**. We realize that you may be able to obtain a great airfare earlier or later in the day. However, please understand that an earlier arrival may give you more "down time" at the team house on Saturday as no other activities will be scheduled outside of team orientation. Late night arrivals are difficult as well, as we experienced many flight delays this past summer resulting in midnight or later arrivals. We do not wish our staff to be out late at night. Also, team members were pretty wiped out before starting their week of service. So, we ask that you try as much as possible to stick to afternoon or early evening arrivals, if at all possible (We do realize that there may be limited availability of alternate flights, and it may be impossible to arrive during the afternoon/early evening.) If you have any questions regarding flight times, please do not hesitate to email Ginny at ginny@theservantsheart.org.
- ✓ Our ministry staff will meet your team outside of the airport, as no one is allowed inside the airport that is not traveling.
- ✓ If you plan to attend **Spanish school in Antigua** before or after your week at The Servant's Heart, you are responsible for making these arrangements, as well as for your transportation to Antigua, and transportation from Antigua to the ministry on Saturday afternoon at 4:00 PM.

On a side note: **Climbing Volcán de Pacaya** is a popular activity for tourists in the area...and an enjoyable one, too! However, we had a couple teams climb the volcano on Saturday, the day they later arrived at the ministry. As you can expect, they were pretty exhausted from the climb and spent the next couple days recuperating. Your week at the ministry will be very busy, intense, and at times, exhausting in itself, so we would recommend that you perhaps choose an alternate day for strenuous activities so you can arrive at the ministry well rested and ready to serve. The Servant's Heart is not responsible for your team during your week in Antigua.

Meeting Three

- ♥ Bible Study to prepare hearts for service
- ♥ Team Building Activity – Sharing Expectations
- ♥ Area Leader Updates – each area coordinator gives an update on progress and needs
- ♥ Poverty – Our Philosophy
- ♥ Giving to People in Poverty
- ♥ Packing for Guatemala
- ♥ Dress Code
- ♥ Packing List
- ♥ Prayer
- ♥ Prayer Partners – explain and assign team member to fill out form to bring to the next meeting
- ♥ The Sending Cloth
- ♥ Area Leader Updates

Poverty - Our Philosophy

The first time you see the people working in the dump, the cardboard and tin shanties in which they live, your heart almost literally breaks. Many people feel guilty for all they have, and the thought often crosses peoples' minds to sell all they have and give it to these people. We often think that if we just could give them enough "stuff," their poverty would disappear, and all their problems would be solved.

We think of this type of poverty as simply a "lack of enough stuff." Whether that "stuff" be money, food, clothes, house, car, etc., we seem to think that just having enough would resolve the problem of poverty. In today's news as I listen to people talking about solving the world's hunger problem, I hear the same sort of talk. There is, after all, enough food produced in the world to feed everyone. But just "feeding" everyone...even providing for all their basic needs and taking away their physical hunger...will not erase poverty, as some would proclaim.

The problem...the mere existence of poverty...is a much deeper, more profound and complex problem than simply a "lack of stuff." After so many years of serving among the "poorest of the poor" in Guatemala, I have learned much. I have watched as many ministries gave food, clothing, medicine, even a degree of education to the poor with absolutely no change being effected in the lives of the people they were trying to help.

We in the U.S. have watched as decades of our own welfare system have literally created generations of even more poor...people who have developed a sense of entitlement rather than changing their lives for the betterment of their families or their communities.

What was missing from these well-intentioned solutions to poverty? I believe the answer is fundamental to how we define poverty itself. It is the view we have of the poor, coupled with our stereotypes, our internal belief system, and what we actually believe about God's character and His promises.

At The Servant's Heart, we have learned that poverty is fundamentally a lack of relationships. As we look at our own lives, we, as Christians, place our relationship with God the Father as number one on our list of priorities. Then we have our families. Next we have large communities of neighbors, depending on where and how we live. And ultimately, we do have a relationship with our governments, which can be either somewhat close with our local representatives, national with our federal government or even global, if we have greater access to opportunities throughout the world.

In looking at the same structure within poverty, we first see that in most abjectly poor communities, the majority of the people are women and children, and the idea of a father, or at least a responsible, loving father does not even exist. So the concept of our heavenly Father who loves, guards and provides for us is a difficult one to even accept. Along these same lines, the churches that seem to be most prevalent in these poverty cultures are the Pentecostal churches, whose focus is on the law...not on grace. This in turn, if the people do become believers, leads to a still oppressive relationship with the Father...one in which the person is taught they must fulfill many laws in order to be accepted and loved.

And so, the very primary relationship that begins to fulfill our innermost need for love and acceptance is extremely difficult to accept and internalize for the abjectly poor. It just doesn't fit within their belief and thought system.

Families form the second rung of our relationship ladder, moving from the top down. Typically, due to the stress of poverty, mothers follow the pattern they learned in their own poor childhoods, by continuing to be abusive and often absent, physically, emotionally or both. And so, where we would find a haven from the outside world, the poor find yet another negative set of relationships: a father who exists only as a biological necessity...and an often abusive and emotionally absent mother. So the family does not fulfill its role in developing positive, healthy relationships.

Next, we look at the community in which we live. Although crime is possible everywhere, we know it is more prevalent in poor neighborhoods. Imagine the mindset of a person who has nothing that the world values. And by some chance, it becomes possible for one person in the group to buy a new sound system. Well, everyone becomes jealous...envious...to the extent that this purchase becomes the target of thieves.

The justifying thinking goes like this...they don't deserve it...so why shouldn't I have it? And so stealing is common. The poor stealing from the poor.

And often accompanying this is the violence that becomes typical in these neighborhoods. And what does this beget? Ultimately, lack of trust dominates their belief system. No one is to be trusted...but especially those with whom they cohabit. So a peaceful, refuge-like neighborhood with friends who live in close proximity simply does not exist. No trust equals no relationship.

Lastly, let's just take a superficial look at the governments in what is a typical third world country. As most of the world knows, the poor in a third world are the majority, but have no political or other type of voice or power. It is generally the minority rich that are those in power positions, placing literally an oppressive thumb on top of the poor to control them. Laws are not designed to help the poor. And because the poor are undereducated both academically and in understanding systems, they virtually have no relationships with their governments either.

And so, at all levels where we feel loved, protected and cared for, accepted and part of, i.e., God, family, community and government...the poor have the opposite experience. God becomes someone who holds a stick over their heads, demanding perfection; families do not provide or protect due to the stress of the poverty in which they live; communities both help to create and increase lack of trust; and the governments are there only to protect the rich and their investments...and to oppress and control the poor.

And so, the thought that giving stuff to solve this problem may sound simple...but it truly is almost silly. The problem of poverty and its solutions are so much more complex and will take generations to realistically change from within its culture. Yes, basic needs must be met. But first... We must begin by introducing the poor to the One who loves unconditionally. That doesn't mean He doesn't expect us to grow, change our behavior and live lives of active faith. But His love does not change as a result of how we behave. It just simply is!!! And this is a change that begins from the inside...out.

As we observe the lives that have been transformed through God's love and these people's participation in The Servant's Heart, we still see poverty. But we see new eyes filled with hope, joy and love that have all developed as a result of:

- 1) Their relationship with a loving Father.
- 2) Learning about loving relationships through our missionaries and short-term mission teams has helped each individual family to feel less of the stress of their poverty and to be more able to form healthy family relationships.
- 3) Learning how to be an example in their own communities through the beginning of these first two relationship steps on the ladder.
- 4) Beginning to understand "systems" and what their role as a responsible, Christian contributor can be to the "big picture."

And so...as we look at poverty and serve the abjectly poor, these concepts have literally driven our approach to developing each of our programs within the ministry of The Servant's Heart.

As our Board documents state, our fundamental motivation for ministry is the following:

To develop relationships To create fellowship To make disciples

And we begin with relationships. One person at a time, we strive to build personal relationships with each person we serve...as well as with our donors, churches, schools and organizations all of whom provide for our needs that we can lead and grow this ministry as God directs our steps.

We pray you will begin to see the poor differently as you reflect on our philosophy. The next time you pass a homeless person on the street...or see stories of people in tremendous need...or even hear of one of your "neighbors" going through hard times...or visit our ministry and see the way our people live...I hope you will remember that their greatest need of all is first a relationship with Jesus and receiving His unconditional love. Then they need your smile...your touch...your kind words...and perhaps a relationship that you, too, can offer them...as their brother or sister in Christ...and the love we can give...unconditionally...because He first love us.

Giving to People Living in Poverty

As North Americans, we often think that if we could just give the people more stuff and more money, their lives would change and their poverty disappear. Actually, a negative aspect of our culture is we have the concept that money and things are the answer to life's problems. wrong!!!

Years of mission experience have shown that the contrary may actually be true. Where only money and things have been given, the people's lives have actually become worse. As Christians, we are very generous...as North Americans we are very generous. What we need are to be good stewards. And that does not mean irresponsible giving.

**It is critical that you listen to and follow the instructions
of The Servant's Heart regarding this issue!**

**Never, never, never give money, clothing, personal items
or ministry property to anyone unless we ask you to do so.**

We are a developmental, holistic ministry. We teach nationals that they are talented, gifted and perfectly capable of learning how to earn an adequate living for themselves. Many of the nationals have been exposed to groups of Americans who were only there to do "give away" projects. These truly do more harm than good. They create a sense of competition within the community and teach people that whoever learns best how to manipulate the Americans will get the most. Then when the Americans leave, these feelings linger and interfere with the objectives of our ministry to develop each person individually and as a community.

Support for the work of the ministry needs to be administered through the ministry staff and the office in the U.S. within the structure of our budget. We will be happy to share our budgetary needs with you. We desire to be transparent in our administration of all our resources from our supporters.

Please...do not make promises to support individual people at the ministry (including the leaders), even if you are ever so tempted. Experience has led us not to act in ways that encourage dependency or manipulative behaviors on the part of the Guatemalan people. A great way to support the ministry as well as connect with one of your new ministry friends is making donations through our authorized and relationship based programs, our Coins for Kids, Heart to Heart or Friend to Friend Sponsorship programs.

We are in the process of developing the ministry to be as self-sustaining as possible while working with the impoverished. Your help is needed to encourage, teach, and facilitate this process. We know this may be a VERY different request. But we sincerely ask that you respect our wishes. Only negative consequences can come from "give aways".

We know that often people like to have a special ownership of particular projects within the ministry. It gives them a special feeling that giving to the general fund does not provide. Your group will have the opportunity to raise extra funds for special projects as suggested by our staff. If you see other needs you would like to supply, discuss these with the missionary staff or the U.S. staff. However, we ask that you trust our wisdom and leadership in administering our funds and in kind donations to the glory of God. Prayer, our experience, our "Servant's Heart" and our total dependence on God are what guide our motives and stewardship.

Packing for Guatemala

Each airline has its own baggage regulations, so check what they are when you begin your planning and then again closer to your travel date, as you may need to add these fees onto your fundraising needs. Your in-kind assignments are based on each person bringing two (2) 50 pound bags as check-in luggage depending. Maximum size is 62", adding height, length and width. Because we cannot ship anything to Guatemala, we utilize our teams to transport many needed in-kind donations to the ministry. These help to keep our budget costs to a minimum. It is best to use duffels for your check-in luggage, as they are not as heavy as a large suitcase would be, allowing you to bring more in each one. Contact the stateside ministry office if you need duffels for your team. If your team would like to purchase your own duffels to be reused for each trip, the L.L. Bean side zipped duffels are light weight and much easier to fill, for example, than the military duffels that were best for the old 70 pound weight limit.

You will also normally be allowed one carry-on (not allowed to exceed 20"x14"x9") and a purse, briefcase or small backpack. With the travel requirements constantly in flux, it is wise to check with the airline prior to finishing your packing to make sure there have been no changes. Don't forget, too, that you are only allowed one quart sized Ziploc bag with no more than 3 ounces each of liquids or gels. Any other liquids will need to be in your checked luggage. We ask that you pack your personal items in your carry-on, as you will most likely need every inch and every extra pound for transporting donated items and teaching supplies.

On your return trip, we may ask that you help us bring back to the U.S. Guatemalan items that were ordered by previous teams and for bazaar sales.

Some teams like to have packing parties, with the entire team coming to help load the duffels. However, it is vital that your duffels are packed in a very organized manner. When you do your final packing for your trip, number each of your bags and please keep a very specific, itemized inventory of what you are bringing down in each bag. Keep that list accessible, because when you arrive in Guatemala, you will be taking your bags with your in-kind donations to one building and your teaching supplies and personal items to the Team House. So, it is necessary to keep the items in those bags separate as much as possible for quick unloading. Mark the bags well (colorful cord or ribbon is helpful) and keep that inventory handy so you know which numbers go to which building.

If at all possible, we'd love to have at least 2 of your "bags" be large storage bins, as we are in need of storage containers here in Guatemala. The Rubbermaid "tough" bins are best as they travel better than more brittle plastic bins. They will need to be labeled, numbered and the lid taped securely.

Dress Code

Shirts must have sleeves (No tank tops, cut off sleeves, halter tops, tube tops)

Closed toed shoes (except for flip flops in the Team House)

Capris are acceptable only for the day in Antigua

Modest sleeping attire

Cover tattoos

Please no USA/American pride or camouflage shirts or ripped clothes

Please no t-shirts with beer, liquor, cigarettes, violent rock group designs

Your Team Leader has the right to require a change of clothes on the mission field for any reason, even if it is not specifically in the list above. Remember that we represent Christ wherever we are and do not want to be cause for someone to stumble in their faith walk.

Packing List for Guatemala

Passport
and copy of: (on one sheet)
Passport
Insurance Card
Driver's License

U.S. Cash (\$10-30 for travel)
Credit card
Checks (1 or 2) for ministry items
Cash to purchase bags of coffee in gift bag, if desired (about \$8.50/lb)

Carry-on bag (backpack, etc)
Bible – small for house visits
Pen/Pencil
Small pad of paper for house visits
Camera - disposables
Extra prescription glasses/contacts
Sunglasses
Hat
Rain poncho!!
Book to read in down time
Breakfasts (eggs, bread, pancake mix and box cereal provided)
(eg oatmeal packets, granola bars)
Snacks – for travel, team house

Clothes:

Jeans/cargos/pants (worn during day)
Shorts (can be worn at mission house)
Short sleeved shirts/T-shirts – modest please! (no sleeveless outside of house)

Pillows, linens & towels/washcloths are provided

Do not bring – expensive jewelry or watches, etc. (an inexpensive watch is fine)

We also ask each team to bring (if you have room):

2 boxes of Kleenex
1 large pump bottle of Purell hand sanitizer (for refilling small bottles throughout the week)
2G flash drive or 3 cd's to transfer all digital photos taken by the ministry staff during your week with us.

Team shirts (optional)
Sweatshirt, sweater or jacket
Socks
Underwear (not optional!)
Jammies
Shoes:
Tennis or comfortable closed toe shoes
Flip-flops or sandals for mission house
(these are a must!)

Bathroom stuff:

Prescription medications
OTC Pain meds
Pepto/Tums/Immodium
Antibiotics (Cipro)
Kleenex
Cold medicine/cough drops
Throat drops
Deodorant
Hairdryer, brush, etc.
Soap
Shampoo/Conditioner
Toothbrush(es?)/Toothpaste
Purell hand sanitizer
small bottle & wipes are great
Toilet paper (small travel size pkgs or ends of rolls...for when we're away from the team house)
Sunscreen
Insect repellent
Inexpensive watch (optional)

Partners in Prayer

Prayer partners are a little like marriage partners. You covenant together to pray according to specific concerns and needs. You depend on the Lord and on each other in Christ. You exercise together your faith and trust in the Lord.

Each member of your team is to choose at least 2 prayer partners: at least one adult and one youth.

- ♥ The partner is to pray each day. (You can even choose a specific time!)
- ♥ Contact each other weekly for support and current prayer needs.
- ♥ Include your prayer partner on the email updates sent home from Guatemala

Team member's name: _____

Prayer Partner's Name	Address	City/State/Zip	Email

The people on this list will receive the prayer updates, prayer requests, updates from the mission field and final report at the end of the trip. Give this list to your prayer partner coordinator no later than: _____. He or she will compile an email list for your daily updates. Use the sample letter as a way to introduce your prayer partners to this new and exciting adventure of communication with our Heavenly Father. And give each of your prayer partners a copy of the Spiritual Warfare Prayer to use as they join our army of pray-ers!!

The Sending Cloth

Again He said, "Peace be with you. As the Father has sent me, so I am sending you." –John 20:21

But how can they call on Him to save them unless they believe in Him? And how can they believe in Him if they have never heard about Him? And how can they hear about Him unless someone tells them? And how will anyone go and tell them without being sent? That is why the Scriptures say, "How beautiful are the feet of messengers who bring good news!" –Romans 10:14-15

The Servant's Heart will provide each of our Mission Teams with a beautiful piece of Guatemalan fabric to be used as the Sending Cloth. A strip of it should be given to your home congregation to be placed on the altar during the Commissioning Service and the two Sundays your team will be in Guatemala, reminding everyone to pray for the mission team and The Servant's Heart ministry while you are away. Each member of your team will carry a piece of the Sending Cloth while you are in Guatemala. Also, a piece of the Sending Cloth is given to each of your prayer partners. Some teams have made small bookmarks out of the cloth; others have cut a small piece to be glued to a bookmark with the team names and explanation.

You can download a small note card with the following explanation of this cloth.

Thank you so much for agreeing to be my prayer partner! Your prayers for me and our team as we prepare to serve in Guatemala with The Servant's Heart have lifted and strengthened each of us.

As we make our final preparations for our departure, we ask for your continued prayers that God's perfect will be accomplished through our service.

Please accept this piece of "sending cloth" as a reminder throughout the coming weeks to remember us and The Servant's Heart ministry in your prayers.

Each of us will carry a piece of the same woven fabric made in Guatemala as we take the love of our Savior to "the poorest of the poor" and all those we meet as we serve.

Other ideas:

For teachers – if you are in Guatemala during the school year, you can leave a piece of cloth hanging on your desk as a reminder for the class to pray for you and your team daily. Each child could receive a bookmark to be taken home to have their families pray as well.

For congregations – make a bookmark for everyone attending the Commissioning Service. The more of God's people you have praying for your team and God's work in Guatemala, the better!!

Meeting Four

- ♥ Bible Study to prepare hearts for service
- ♥ Team Building Activity – Sharing Your Struggles
- ♥ Our Guatemala
- ♥ Forms and Copies to Collect
- ♥ Traveling
- ♥ Traveler's Health Insurance
- ♥ Prayer Partner Guides – these should be downloaded from the website, your team dates inserted, then reproduced for your prayer partners (and congregation?) and distributed.
- ♥ Area Leader Updates

Our Guatemala

From the majesty of the mountains and volcanoes...to the exotic flowers that bloom year round...and the absolute rainbow-like colors that you see on every corner of the country...in the Mayan villages...and the city's open air markets... To the raw sewage that runs through the garbage dump...and a public cemetery that is shedding its bodies into the pits of the dump...where the poorest of the poor live and work... Guatemala is a country of contrast...of dichotomies and contradictions. It is both fascinating...complex...and troubling.

Thirty-six years of civil war that killed thousands of Mayan people and left over 1,000,000 as refugees have not destroyed their resilience. They seem to be able to endure the most horrifying of circumstances. Hurricanes, drought and government corruption have all but destroyed their basically agricultural lifestyle.

Many of the people living in the squatter's area are illiterate, and the majority of the families cannot afford to either feed or educate their families. Average income is approximately \$1000 per year. And yet, Guatemala is considered to be a more developed country than its neighbors, El Salvador, Nicaragua or Honduras.

The Hyatt Regency Hotel, shopping center, theater, and food courts exist only a few blocks away from the garbage dump...and present a visual picture of the contrasts that exist throughout the country. Standing on the edge of the dump...with the blue-green windows of this Hyatt Tower over the horizon is a site that just doesn't make sense.

The total population of Guatemala is 13 million people. And the majority is still of Mayan descent. However, 60% of the population speaks Spanish...and still an amazing 40% speak one of the 23 indigenous languages. 60% of the population is under 14 years of age...a typical statistic for a 3rd world country. And the median age is 18...young indeed. Only 3% of the population is over 65 years of age, and the life expectancy is about 64...much higher than just a decade ago. Infant mortality is 36/1000 and more than likely higher among those we serve. Statistics on the dump population are really not even available, as little attention is paid to this group of people. It would be helpful to do some of this important research to more fully understand their poverty, belief systems and ways of life.

Coffee, sugar and bananas are the major exports, however, the previously predominant agricultural lifestyle now encompasses only approximately 23% of the people's employment. 20% is attributed to industries, and a huge increase to 58% of the country's income comes from services, i.e., tourism. It has been obvious over the past 10 years that tourism is a major force for the economy, especially with the increase in Europeans traveling to visit Guatemala and its beautiful highlands. However, 75% of the population still lives in abject poverty (not something normally seen by the tourist), and corruption and drug trafficking are two of the most predominant social problems. Guatemala is now known as the "second Columbia," as it provides an easy route from South America to Mexico and ultimately the U.S. for the movement of illegal drugs.

Although the people appear warm and welcoming, what you see is not always what you get. What lies beneath the surface of this country may never be completely known or understood. Many of the problems are still rooted in relationship issues, such as fear and lack of trust. This, however, is not apparent to the newcomer, but rather shows itself after years of living among the people.

However, even with all its problems, it is where God sent us to begin serving the poor of Guatemala. It is a little corner of our great big world. And we have had the privilege of watching hope and love grow, where before there was none. And all this is because of the amazing and extravagant love of Jesus. Our part of Guatemala is changing...one person at a time.

Forms and Copies to Collect

You should have made four (4) copies of your passport, driver's license and traveler's health insurance card and three (3) copies of your health and waiver forms. Distribute copies of your forms and copies as follows:

Emergency contact person for each team member:

- ✓ Copy of passport, driver's license and traveler's health insurance card
- ✓ Copy of Health Disclosure and Durable Power of Attorney forms

Human Care Coordinator and/or Team Leader:

- ✓ 2 Copies of passport, driver's license and traveler's health insurance card
- ✓ 2 Copies of Health Disclosure and Durable Power of Attorney forms
- ✓ 2 Copies of Health History and Medical History forms

Each team member:

- ✓ Copy of passport, driver's license and traveler's health insurance card to be carried with you at all times while outside of the team house in Guatemala

Your Human Care Coordinator will then send one copy of all forms to The Servant's Heart home office and will keep one copy with him/her throughout your mission trip.

Your original Passports will be locked in a safe during your stay in Guatemala and will be returned to you the night before you leave.

Traveling

In the U.S.

- ✓ All your bags will be checked in at the airport and automatically transferred to Guatemala.
- ✓ Two bags will be assigned to each person. You will be responsible for these bags and for knowing their numbers and contents.
- ✓ You will be given declarations papers to fill out during your flight. You can use the mission office address for your “foreseen address” in Guatemala:

**13 Calle 25-72,
Kaminal Juyu 2, Zona 7
Ciudad de Guatemala, Guatemala**

Your team leader will have this address available on the flight. Because all the items you are bringing are donated and for use at the ministry, they are NOT subject to any import tax.

In Guatemala

- ✓ There will be carts at the Guatemala City airport. It’s recommended that you try to snag a couple of the larger flatbed carts as they hold more.
- ✓ **Very important!!** Assign certain people to be in charge of removing and counting bags from the conveyer belt. Assign other people to watch the cart as the bags are loaded on. Assign others to watch the carry-on luggage. Count and recheck baggage before leaving the airport and again as they are loaded onto the ministry vehicles. It can be difficult to claim forgotten or lost baggage in Guatemala.
- ✓ **Be sure to keep your personal items with you at all times.** Things can easily disappear and be forgotten in the midst of so many people and so much luggage.
- ✓ You will present your customs forms to the personnel before you leave the baggage claim area. They don’t usually even look at them. There will be skycaps who will be very anxious to “help you” wheel your carts out of the airport and load the baggage onto the van. If you are willing to tip each of them per duffel, you may do so. However, their help really isn’t necessary, so you can simply tell them you do not need their assistance and save the money.
- ✓ If any of your baggage does not arrive with your flight, please give the airline personnel the “foreseen address” above as the location for them to deliver your baggage when it comes in.
- ✓ The Guatemalan team will be there waiting for you with manpower to load bags into the transportation the ministry provides. Look for “The Servant’s Heart” sign.

Meeting Five

- ♥ Bible Study to prepare hearts for service
- ♥ Team Building Activity – Sharing Faith and Doubt
- ♥ Communication home while you are in Guatemala
- ♥ Communication with Guatemala after you return
- ♥ Emergency Contact Information
- ♥ Dates to Review and Remember
- ♥ Area Leader Updates

Emergency Contact Information

For us to contact for you while you are in Guatemala:

- ✓ Each team member will need to make a list of 3 people with their addresses, phone numbers and emails to be submitted to the team leader at this meeting.
- ✓ The team leader will then compile this list into one list to be given to each team member and each emergency contact at the last meeting.
- ✓ Then, each team member will be responsible for giving their emergency contacts a copy of this list before leaving the country.
- ✓ These names should be listed in priority of who should be contacted 1st, 2nd, and 3rd.
- ✓ The team leader should make the list accordingly with the TEAM'S complete list in order of priority of contacts as well.
- ✓ This list should be mailed with your last group of paperwork to The Servant's Heart office. And a copy should be given to the Guatemalan team upon your arrival at the Team House.

For people in the U.S. to contact Guatemala:

If there is an emergency here in the U.S. and a team member needs to be contacted, the person should first attempt to call the team's ministry group coordinator.

Name: _____

Phone: _____ Email: _____

If this person is not available, a call should be made to the ministry's Operations Manager:

Name: _____

Phone: _____ Email: _____

If contact is still unable to be made, a call should be made to:

Name: _____

Phone: _____ Email: _____

Upon arrival at the Team House, the team will be given a cell phone to call the U.S. to inform everyone that you have arrived safely.

Dates to Review and Remember

Make certain you have written down the following dates on your calendar and have given them to your family and friends:

Packing Day: _____

Commissioning Service: _____

Travel Details

Departure Date: _____

Airline and Flight #'s: _____

Leave from: _____ at _____

Return Date: _____

Airline and Flight #'s: _____

Leave from: Guatemala City Airport at _____

Arrive in: _____ at _____

Meeting Six

- ♥ Bible Study to prepare hearts for service
- ♥ Team Building Activity – Let's Go!
- ♥ Journaling
- ♥ Field Talk
- ♥ Homeward Bound Before You Leave
- ♥ Going Home and Being Home

Writing it Down – How to Journal

Each team participant will receive upon their arrival a journal to keep a record of their experience with The Servant's Heart. So many things happen within a day that you will easily forget or confuse events. For that reason, we suggest that you take some personal quiet time to journal each day, writing down your experiences during your stay in Guatemala and when you return to the U.S.

As you do this, you can ask yourself certain questions and try to answer them as best you can at the end of each day:

1. What were my experiences today?
2. What have I seen or experienced today that I don't want to forget?
3. How do I feel about what I have seen or experienced?
4. What is God saying to me personally through these experiences?
5. How does God want me to use this experience to bring glory to Him tomorrow?

When you return to the U.S. there will be many overwhelming feelings and thoughts that you may not understand. You may want your life to be completely different from before. You may feel guilty for the abundant life we are blessed with here in the U.S.

Whatever your feelings, you will need to do several things. First you will want to review your journal. It will help to ask you the following:

1. What does God seem to be saying to me through my experiences?
2. What are two major themes that I can see in all my experiences?
3. Where will I go from here?
4. What should be my next step?
5. How can I keep this experience fresh and integrated into my daily life?
6. What have been the key things I have learned?
7. How will I use what I have learned and experienced to fulfill God's unique plan for my life?

Field Talk - What Happened Today?

During your mission trip, you will be spending the nights at our mission house following days that are literally packed so full of experiences that you will find it difficult to both process and/or remember all of them.

To utilize your evenings well, and begin to process your experiences for the end of the week debriefing, we suggest the following discussions...either with the entire group or just 2-3 people small groups.

- ♥ What did you see God do today?
- ♥ What challenged you most today (physically, emotionally, spiritually)?
- ♥ What did my eyes and heart see today that I don't want to forget?
- ♥ What did I learn today about myself, a person at the ministry, missions, the ministry in general, a team member, God?
- ♥ Pray for all the above...and that the next day more be revealed to you.

Homeward Bound

Let's talk about re-entry before you leave!

“Transformed” is a word that is applicable to your experience on this short term mission trip. You have experienced it entering into the commitment of going, and you will experience it as you return to the United States.

Personal experience demonstrates that it may be more difficult to “come home” than to “leave home.” That is probably because we expect to encounter difficulties entering an unknown culture. Most of us do not expect to experience anything but thankfulness at “going home.”

However...quite the opposite may be true.

For that reason, before relaxing at the end of your trip, you will be given opportunity to “dialogue” about all you have experienced during the time with the people who may have become your “new family.”

This process is called debriefing. It is one of the most important parts of your trip. It can make the difference between integrating this experience into your life or just seeing it as another “activity.”

There will be a time of reflection as well as a written way for you to express all that is going on inside of you.

Our prayer is that, as you work through this, you will discover some of what God intended for you during this trip and will have a new and more profound understanding of who He is and who is your fellow man and the body of Christ.

Blessings as you consider all you have shared and experienced with The Servant's Heart!

Going Home...and Being Home

Some of what you will experience is common to all who have shared in a short-term mission trip. It is always helpful if you know what to expect, so you don't think yourself strange when you feel this way.

1. You may feel tired, anxious, apathetic, unable to sleep well. You may not be able to eat normally and may be more emotional.
2. You may feel that you did "nothing." Remember what the goal of your trip is: *To show God's love to the Guatemalan people and help the ministry achieve its goals.*
3. You may feel guilty. We have so much, and they have so little. See this as a blessing to be able to contribute more to ministry work and be blessed!
4. Read your journal. Continue to journal and watch how your feelings change as you again become integrated into U.S. life.
5. Talk to God. Ask Him daily how He would have you change, grow, share, and serve Him better.
6. Laugh at all the silly things that happened during your trip. Perhaps you couldn't laugh at the moment...but now, things seem funny!
7. Remember...these feelings are normal...you might feel...
 - a. Disoriented
 - b. Restless
 - c. Nobody cares
 - d. Tired/Immobile
 - e. Critical towards the U.S.
 - f. Like a little cog in a big wheel
 - g. Dissatisfied
 - h. Defensive
 - i. Withdrawn
 - j. Confused
8. You will want people to listen to your story. The biggest surprise may be that no one much cares. They may listen for about one minute and then are distracted back to their own personal lives. Remember that this trip was for you and your relationship with God. And each of you experienced it differently and uniquely, just the way God has made you. So the experience will continue to be personal. Talk a lot to God about this...He will show you the way...and make a way for you to find the meaning of it all!
9. Remember you were there to serve Him. Even though you may get no recognition for what you did, God knows. And your reward may not come in this world.
10. Get back to serving others here. The world is a suffering world. You can learn how to bring joy to it for others, and this will bring joy to you.
11. Plan a time to share your story with your church. This is best done about 4-6 weeks after you return when you've had time to integrate your experience and record all the necessary details. That is why it is important for your team to get together within 4-6 weeks after your trip for the U.S. debriefing time.

After Your Mission Trip *Your Team's Reunion Gathering*

- ♥ Who Am I Now? – Team leader should remind team members to have this completed before your reunion.
- ♥ Ministry Evaluation – Team leader should remind team members to have this completed before your reunion.

- ♥ Sharing photos and memories

- ♥ Now You Are Home – You can use the “Who Am I Now?” form as a discussion starter, using your time together to talk about:
 - How have you felt since returning to the States?
 - How have you changed since before your mission trip?
 - How have people responded to your “story”? Do you feel “heard”?
 - How is God using your experiences in Guatemala in your life as His servant now?

- ♥ Collect Evaluations and send them to The Servant's Heart office.

Who Am I Now???

A Look Inside

Please make sure you do this exercise before settling back into the routine of life in the U.S. As well, it will be part of your discussion at your second debriefing in the U.S.

Please make some brief notes on the following areas as you consider the past week...and the time your team spent planning this trip. We hope this will help you process your thoughts and feelings.

♥ My relationship with God...

♥ My understanding of God...

♥ My concept of missions...

♥ My view of the world...

♥ My view of the Body of Christ...

♥ My view of Guatemala / the dump / other sites...

♥ My view of the United States...

♥ My view of my church (the U.S. church)...

♥ My understanding of missionaries...

♥ My value of friendship / relationships...

♥ My value of my family...

♥ My understanding of myself...

♥ Now think of what you wrote on your application form. How is it the same? How is it different?

Write a note to God asking Him to use this experience in your life. What do you hear Him saying to you? And how are you going to put this into action?

The Servant's Heart ministry would greatly appreciate these notes for our own evaluation process and to pray for our new ministry members: each of you! Please submit them to your team leader at your team reunion meeting following your trip.

Ministry Evaluation

We value your opinions about your experiences before, during and after your mission trip. Please take a few minutes to fill out this form, that we might build on our strengths and improve the areas in which we are weak. Thank you!

Please place a check on the line in each section indicating how you feel about your experience.

Training:

Needs Improvement	Good	Excellent
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Comments:

Written Manual:

Needs Improvement	Good	Excellent
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Comments:

Planning Process:

Needs Improvement	Good	Excellent
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Comments:

Guatemala Personnel:

Needs Improvement	Good	Excellent
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Comments:

Activity Schedule:

Needs Improvement	Good	Excellent
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Comments:

Teaching Activities:

Needs Improvement	Good	Excellent
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Comments:

Accommodations:

Needs Improvement	Good	Excellent
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Comments:

Ministry Facilities:

Needs Improvement	Good	Excellent
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Comments:

Day in Antigua:

Needs Improvement	Good	Excellent
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Comments:

Debriefing:

Needs Improvement	Good	Excellent
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Comments:

Please use the back of this sheet for additional comments.

I would like to be involved in the following ways with The Servant's Heart ministry:

- | | |
|--|--|
| <input type="checkbox"/> Participate in another mission trip | <input type="checkbox"/> Prayer |
| <input type="checkbox"/> Lead another mission trip | <input type="checkbox"/> Other financial support |
| <input type="checkbox"/> Volunteer in the U.S. | <input type="checkbox"/> Helping to further ministry support |
| <input type="checkbox"/> Volunteer in Guatemala | |

Signature: _____ Date: _____

Member of team from: _____

Now You Are Home Sometimes the really hard part!

For the debriefing, be prepared to share your thoughts and perspectives about your experiences in Guatemala with your team. Answering the following questions will help in this process (you might refer to your journal for specifics). We know and understand that total transformation will not happen this side of heaven. It is a process. But, it is a word we hear from many of our team members and it is what we see in the lives of those we serve. It is God's work – as we submit our lives to Him and do His will, we are all on our way to being transformed.

♥ Reunion and debriefing in the U.S. – 4-6 weeks after you return.

Our reunion date is: _____

- Bring pictures – make a CD for your group coordinator and the ministry's office. Share your pics, digitals, and videos with The Servant's Heart. It will help us with future public relations materials and displays.
 - Bring journals
 - Bring completed evaluation form.
- ♥ Ongoing involvement with The Servant's Heart:
- Prepare presentation to congregation and set a date
 - Decide how you might continue your involvement with The Servant's Heart. For what can you volunteer?
 - Determine with whom you want to share this experience and the ministry of The Servant's Heart.
 - Organize and lead a new Mission Team for the next year. Sign up as soon as you return as summer dates fill quickly!!
 - Who would I like to sponsor at The Servant's Heart? (This is optional, of course, but is a wonderful way to stay connected!)
 - Now that you have experienced it and seen the needs, you may be asking yourself... "How can I do more?"
- ♥ Mission work in your community
- Encourage others from your team to meet with you to see how you can further God's Kingdom in your own community or backyard.
 - Look for needs in your community – soup kitchens, shelters, cross cultural ministry, outreach to the poor...
 - Look for opportunities to share Jesus in your family, congregation, or workplace.
 - Consider being part of your congregation's evangelism or mission boards. Perhaps God may use you to start this work for your congregation.

Sponsorship Program

The Servant's Heart offers a way for friends of the ministry to continue to offer support and to connect with the wonderful people of Guatemala through our Sponsorship Program. While you are in Guatemala you may connect with one of the children in our program or one of the people in our ministry family, or you may simply want to make a new friend and have our Sponsorship Program manager assign someone to you. You'll hear more about the Program when you are in Guatemala, but you'll find some details below to get you started!

Heart to Heart (\$30 per month)

Your support of \$30 each month helps provide your sponsored child with:

- Christian educational opportunities
- A loving, encouraging, nurturing environment in which to learn of the love of Jesus Christ.
- Hygiene kits
- An opportunity to personally connect to you through letters, cards and pictures.

Each precious child at The Servant's Heart has his or her own story. Most are growing up in a social system based on distrust and abuse, but have an opportunity to learn because of the love and care of Christ which they receive at the ministry.

Your monthly gift of \$30 through the Heart to Heart program helps provide a means to transform the lives of children through prayer, letters, educational assistance, after-school and Saturday programs, and helps provide financial means for families to have the opportunity to learn about the hope and future God has planned for them.

Friend to Friend (\$50 or \$100 per month)

Your support of \$50 (ministry worker or youth leader) or \$100 (ministry leader) each month helps provide your sponsored ministry friend with:

- Opportunities for meaningful, fulfilling work in a safe and loving environment
- Basic hygiene kits
- Skills training that helps provide greater opportunities and a means to give back to the ministry and community
- An opportunity to personally connect to you through letters, cards and pictures.

Many of the workers that come to The Servant's Heart struggle for enough food to feed their families each day. An illness or special-needs child can throw the family into a crisis.

Your monthly gifts of \$50 or \$100 through the Friend to Friend program helps ministry families make ends meet and provides opportunities for work in a safe, Christian environment. Sharing pictures, life stories, encouragement and support helps ease their daily struggles. Your gift, along with others, helps provide the financial means for The Servant's Heart to minister to the needs of these special people and their families.

PRAYER

Entering the “Holy of Holies”

“Call to Me and I will answer you and tell you great and unsearchable things you do not know.” –Jeremiah 33:3

Prayer is a relationship...not just a religious activity. And it is one of our greatest privileges as God’s children. It is a 2-way fellowship and communion with God. You speak to God and He speaks to you.

What God says in prayer is far more important than what you say. Henry Blackaby says, “I always write down what God is saying to me when I pray and as I read His Word. I write down what I sense He is leading me to pray. As I begin to see what God is telling me about Himself, His purposes, and His ways, I often see a pattern begin to develop. As I watch the direction the Spirit is leading me to pray I begin to get a clear indication of what God is saying to me.”

Praying persistently is one of the spiritual disciplines and Christian characteristics of our faith life. It is built on two relationships...friendship and sonship. This righteous relationship with the Father breeds confidence which in turn spawns persistence and ultimately becomes the door to contentment!

It is not unusual for Christians to become discouraged because they are having difficulty maintaining a vital prayer life. It is the frontline of the spiritual battle, and it is where Satan will first attack you. If he can get you off your knees, he’s won half the battle!!!

This enemy has been most successful in blinding the Church with regard to just how critical prayer is in this warfare. This lack of insight results in ineffective prayers and discouragements—also integral parts of Satan’s strategy. We need to open our eyes and recognize this:

Prayer works!
Prayer is work!
Prayer leads to work!
Prayer is more than work!
It is war!

Prayer is front line spiritual warfare! Prayer is the ultimate weapon in our “struggle against the rulers, against the authorities, against the powers of this dark world and against the spiritual forces of evil in the heavenly realms.” Ephesians 6:12

Francis Frangipane was quoted as saying, “If we do not pray against our enemies, they will, indeed, prey against us.” We must develop the discipline of prayer. Ask the Holy Spirit to give you no rest until your prayer life moves from mere desire...to daily discipline...to holy delight!

* * * * *

Use the remainder of this page to write a personal prayer about this adventure of a “mission trip” with The Servant’s Heart.

Use the following prayer and this counsel to “fight the good fight” and grow your relationship with our Heavenly Father. It will make all the difference in your walk and in your world!!!

Spiritual Warfare Prayer

Written by Pastor Mark Press for the Trinity, Crown Point, IN Servant’s Heart Team, March 2003)

Heavenly Father, to You belongs all our worship and praise for the coming of Your Son, Jesus Christ, our Savior, who has come to bind the strong man, Satan, to spoil his house, and to set the captives free. Today I again freely renounce, as once I renounced at my baptism, the devil and all his works and all his ways. Strengthen my heart and mind today to stand against all the workings of Satan, especially those that would hinder my life of prayer and faith. Teach me to rejoice in my having been written in Your book of Life. Curb the forces of evil that would delight in keeping Your people from bold and courageous witness to Jesus’ forgiveness, especially those forces in our world that seek to use terror and violence to keep people living in fear.

Heavenly Father, to You I come in thanksgiving for all Your mercy to me. Send to me in His fullness Your blessed Holy Spirit, so that my prayer may always spring from faith and hope in Your promises. Thank you for the love that You have for me, a love that goes back into all eternity and forward into all eternity. Thank You for bringing that love into human history in the sending of Jesus to bear my sin and be my Savior. For His sake, You have pledged me eternal life. For His sake, You have granted me His perfect innocence. Thank You for making me complete in Him, for clothing me in His perfection, for giving me the full rights of Your children. Help me to live out His incarnate love in all my interactions with those around me.

Gracious Lord Jesus, You stepped out in full confidence in the Father’s promises when You accepted Your role in winning my salvation. I praise You for taking on my humanity so that I might be assured of God’s rich grace. You lived in utter faithfulness to the Father’s call, and You became the obedient Son that Adam and Israel failed to be – and that I have failed to be as well. Even when hateful kings and others set themselves to destroy You, yet You lived constantly under the Father’s gracious protective hand. Thank You, Lord Jesus, for Your willingness to follow the Spirit’s prompting, to go to the desert and be tempted by Satan. Thank You for Your resolute perseverance in the will and Word of the Father. Thank You for using Your knowledge of the Scripture to defeat Satan in face-to-face conflict. Thank You for Your obedience even to the point of death, refusing the easy way at every turn. Teach me to trust in You and You alone when I face difficulty, trial and temptations.

Gracious Lord Jesus, clothe me today with all that I need to live for Your honor and glory. Lamb of God, cover me with Your blood that I may be assured of Your love in the face of evil and destructive spirits. Outfit me in the armor of God that I may stand against the devil’s schemes. Let me wear the belt of truth and the breastplate of righteousness, my feet all the while fitted with the Gospel of peace. Empower me with the shield of faith to quench Satan’s flaming arrows, with the helmet of salvation and the sword of the Spirit, which is the Word of God. Teach me to live by faith and prayer in every crisis and to resist the temptation to rely on my actions and commitments.

Since You, Lord Jesus, are seated at the Father’s right hand, You have also blessed Your people with all spiritual blessings in the heavenly realms. Help me to realize that truth as I stand in the trenches where evil and tyranny continue to rule. Give me strength to live in full dependence on You for all that I need, for this life and for that which is to come. Help me to recognize the deceits and deceptions of Satan wherever they arise, especially in those areas where my self-interest clouds my judgment.

Holy Spirit, help me to remember that the weapons I fight with are not worldly weapons, but those that have divine power to demolish satanic strongholds. Demolish those idol thrones and

shrines that I have erected within my own heart and life, so that You might use me to proclaim Your truth to others. Lord and Giver of life, we come to You in prayer for those who reside near the garbage dump outside of Guatemala City and those who live in poverty in and around Amatitlán. By the power of Your Word, break down the strongholds that Satan clings to in Guatemala. Make known abroad in that land and in every land the truth that Jesus Christ is the firstborn from the dead and the ruler of the kings of the earth.

Lord God, grant strength and direction to each member of our Servant's Heart team, turning us from sin to serve You alone. Keep us in unity of faith and love as we seek to serve You as a team. Encourage and uphold all those who serve in The Servant's Heart ministry in Guatemala, that their service and witness would frustrate Satan's purposes of destruction and confusion. Teach us to rely upon You for all the resources needed, especially for the spiritual power that can come from no one else but Your Son, who has taught us to pray, "Deliver us from the evil one." Through the strong, holy and powerful name of Jesus we pray. Amen!

Prayer Guidelines

Guidelines to Having the Right Prayer Attitude

- ♥ Be spontaneous (an opportunity and privilege)
- ♥ Be specific (sincerity and honesty) Matthew 6:7 and John 16:23-24
- ♥ Ask the right way (the Lord's prayer model; Ask, Seek, Knock) Matthew 7:7-8; James 4:3; 2 Corinthians 12:9
- ♥ Pray with all your heart (Pray aloud/Journal) Deuteronomy 6:5; Matthew 22:37; James 1:8
- ♥ Pray continually – 1 Thessalonians 5:17

How to Pray for Others

- ♥ Pray for them to have a growing relationship with our Lord, knowing His love and mercy.
- ♥ Pray they know God's will for their lives.
- ♥ Pray they would do God's will in their lives.
- ♥ Pray for productivity in their lives.
- ♥ Pray for power in their lives.
- ♥ Pray they have the right attitude.

Common Prayer Killers

- ♥ Unconfessed sin
- ♥ Lack of faith
- ♥ Disobedience
- ♥ Lack of transparency with God and others
- ♥ Lack of forgiveness
- ♥ Wrong motives
- ♥ Idols in our lives
- ♥ Disregard for others
- ♥ Disregard for God's sovereignty
- ♥ Unsurrendered will

Who do I pray for?

- ♥ My team
- ♥ The people we will serve
- ♥ The missionaries we'll be serving with
- ♥ The Servant's Heart ministry
- ♥ Our families
- ♥ Our church
- ♥ Those who will hear our story upon our return

What should I pray for?

- ♥ God's calling to serve on a mission team
- ♥ Provision for all our needs and those of the ministry
- ♥ For a servant's heart
- ♥ For a teachable spirit
- ♥ For God's comfort and encouragement
- ♥ For God's protection over our team, the ministry and all those who serve there

When should I pray?

- ♥ Always (unceasingly)
- ♥ In preparation for the trip
- ♥ Each day following the guidelines and Scripture
- ♥ Each day on the trip
- ♥ On the plane going and coming home

How and where do I pray?

- ♥ Pray alone, with your family & team
- ♥ Pray as you drive
- ♥ Pray at your meetings
- ♥ Pray in church
- ♥ Pray at work or school
- ♥ Pray at the ministry site and in the people's homes

**Discover God's purpose for you on this trip!
Trust He will give you the words to share His love!!
Give thanks as you exercise your faith through prayer and grow closer to Him!!!**

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