



# The Servant's Heart Mission Team Leader's Manual 2009

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

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[www.theservantsheart.org](http://www.theservantsheart.org)

For information regarding your team's travel, fundraising or finances, please contact your stateside Team Coordinator at:

[breanne@theservantsheart.org](mailto:breanne@theservantsheart.org) / 219-629-0166

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

[ginny@theservantsheart.org](mailto:ginny@theservantsheart.org)

## As Team Leader...

First of all, The Servant's Heart would like to thank you for acting on God's call for you to be the leader of your Mission Team. While it is a huge responsibility, your role as leader will be filled with great joy as you lead your team members on this journey to Guatemala to serve with our ministry. How exciting to watch God at work in the hearts and lives of each member of your team!

We value your questions and input as we travel through these next few months of preparation together. We have revised our manual and hope that it will be a helpful resource for you and your team. Please keep in touch with your questions, concerns, and to share ideas or suggestions with us! We value your opinions and truly want to work together to make this a great experience for you and your team, always focusing on our role as God's instruments to be used as He wills both in the States and in Guatemala.

In this Mission Team Leader's Manual, we have tried to include the most appropriate information possible to best prepare you and your team for your short-term mission experience with The Servant's Heart. (We want to thank Faith Lutheran Church in St. Louis for allowing us to utilize and modify some of their concepts and materials for our ministry and our short-term mission teams.)

As you work through this information, we ask that you reread it as much as possible. We hope that any questions you may have will be answered in the following pages. May God bless you and your team, as well as your congregation, as, together, you prepare to serve the people in Guatemala!

So let's get going!! Read on and get ready for all you are about to learn and experience. God's blessings and our thanks to each of you for saying "Yes!".

Serving together,  
*The Servant's Heart Staff*

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## Reserving Your Dates and Forming Your Team

### **First things first...**

Select the dates for your mission trip with Breanne in the stateside ministry office. Remember that you will not be able to please everyone, so a date needs to be chosen and offered to the group at large.

Send in your \$500, nonrefundable deposit to the stateside ministry office which reserves and secures your mission trip week. This deposit is used as a love offering which covers administrative costs for your team. Until we receive this deposit, these dates will be open to other teams.

Have an informational Sunday at your church, including an informational insert in your bulletin and newsletter, have someone speak about the ministry opportunity.

Have an informational meeting for potential team members at which they can ask questions about the trip.

Set an early deadline for people to apply for the team. Their nonrefundable deposit of \$100 (or whatever amount your team decides) must be included with their application.

Distribute team applications and referral forms to interested people.

Review the applications and select the members of your team.

Set your regular monthly meeting dates. You will need 3-4 hours for each meeting. All team members will need to attend every meeting.

### **Ready, Set, Let's Go!!!**

Your team members are chosen, the meeting dates are set, and now it's time to prepare for your incredible journey of service!

## Meeting One

- ♥ Bible study preparing hearts to serve
- ♥ 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

## Meeting Two

- ♥ Bible study preparing hearts to serve
- ♥ 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

## Meeting Three

- ♥ Bible study preparing hearts to serve
- ♥ 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

## Meeting Four

- ♥ Bible study preparing hearts to serve
- ♥ 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

## Meeting Five

- ♥ Bible study preparing hearts to serve
- ♥ 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

## Meeting Six

- ♥ Bible study preparing hearts to serve
- ♥ Team Building Activity – Let's Go!
- ♥ Journaling
- ♥ Field Talk
- ♥ Homeward Bound Before You Leave
- ♥ Going Home and Being Home
- ♥ Sponsorship Program

## Area Leader Updates

**Spiritual Leader:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

**Christian Education:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

**Human Care:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

**In Kind Donations:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

**Foundation Building/Treasurer:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

**Secretary:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

**Travel/Packing Coordinator:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

**Communications Coordinator:**

Current status: \_\_\_\_\_

Needs: \_\_\_\_\_

## Financial Due Dates Sheet (treasurer)

This sheet identifies the dates on which your financial commitments are due to The Servant's Heart. Your team's Financial Coordinator is responsible for keeping track of these dates. We appreciate your promptness as the ministry depends on the Love Offerings of our teams to help sustain the operations of the ministry in Guatemala.

Purpose	Amount	Date Due
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**The following is paid to The Servant's Heart ministry by the date indicated:**

Team Deposit	\$500	No later than 1 month after your team has reserved their trip date
Cost of Trip	\$250/person	
Cost of Trip	\$250/person	
Cost of Trip	\$250/person	

Please make copies of all checks that have been made out to The Servant's Heart and the completed *"Team Funds Turn in Form."*

Keep the copies for your records and send the checks & form to:

The Servant's Heart  
PO Box 537  
Scherverville IN 46375

**The following is paid by your team members  
to the designated Guatemalan Mission Team account at your church:**

Individual Deposits	\$100	Submitted with each application – this can be used towards each team member's airfare or towards your team's \$750/person trip cost to be determined by your team leader.
Airfare Balance		

## Team Funds Turn in Form (treasurer)

This sheet is to be completed and enclosed with all monies sent to The Servant's Heart. Please make copies of this form and your check(s) to enclose with group money. Be sure to keep the copies in your team file.

Enclosed is group money for \_\_\_\_\_

Date sent: \_\_\_\_\_

It is designated for: _____	Amount designated: _____
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Initial trip deposit (\$500)	_____
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Love Offering (\$750/team member)	_____
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## Team Support Letters (treasurer)

Asking for financial support may be one of the most difficult parts of your team preparation process. However, keep in mind that God pays for what He orders! He has called you to be a part of this mission team and He will provide all the resources needed for you to go! Pray that God would bring to mind people whom He has blessed to be able to support you. Remember that God is calling you to physically go on this mission and He will call others to give in other ways, whether through prayer, time, talents, or gifts. Don't answer for them..."Oh, they'd never want to give anything"...give them the opportunity to prayerfully consider helping you and your team financially. We have found that support for our mission teams sometimes comes from the most unlikely places.

The support letters on the following pages can be used by your team members to explain your mission trip and suggest ways in which people can assist them. Editable letters are available online at <http://theservantsheart.org/home.html>. Be sure to change the dates and name of your congregation within the letter before printing them off. We have also found that personally contacting people is often even more effective. The first letter is primarily for people who are family, friends, and members of your congregation. The second can be used for corporate support.

May God richly bless your team, showering you with every resource you need!



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

Dear Family and Friends,

Did you ever have a desire to be part of a mission team? I have a wonderful opportunity that I would like to share with you! "The Servant's Heart" is a mission and ministry started in 1990 to the Guatemalan people who live near the Guatemala City garbage dump and in the shantytown and outlying areas of Amatitlán, an area that had been devastated by Hurricane Mitch. Many of these people have been displaced from their mountain villages from years of civil war and are living in abject poverty.

The Servant's Heart is a Lutheran ministry and an RSO (Recognized Service Organization) with the Board of Human Care Missions through the LCMS. There will be a team from **name of congregation** traveling to Guatemala **date of trip** to experience and help in this exciting ministry.

Many of the people who live near the dump have little or no hope. God is working through The Servant's Heart ministry as it works holistically with these people to provide the HOPE they need through Jesus that they, too, can have a glorious future...eternal life with Him!

As part of this mission team, we will lead several Bible studies/presentations for the children, teens and adults, help train young leaders from the dump who are being disciplined and raised up, feed the people working in and around the dump, as well as doing medical clinics. We will provide these programs near the Guatemala City dump, and in Amatitlán, the ministry's second site.

We would love for you to join us and be a part of this mission trip.

First of all, WE NEED YOUR PRAYERS! We ask that you pray:

For God to equip and anoint our team for this experience.

For the protection and safety of our mission team.

That God would meet our needs spiritually, physically and financially.

That hearts will be touched and brought to faith.

Secondly, we are in need of financial support. Our trip will cost \$750 per person plus airfare. This will include lodging in our team house, meals, transportation in Guatemala, as well as a love offering to the ministry. We ask that you prayerfully consider assisting us in this way. If you feel led to help get our team to Guatemala, please make your check out to "**name of your congregation**" with "Guatemala Team" on the memo portion of your check, allowing your contribution to be routed properly to our team and to be tax deductible. Send your donation to **name and address of your church**.

We are excited to have been given this opportunity to use our talents and gifts to serve our Lord in this way. We thank you and greatly appreciate your support and generosity. May God bless you abundantly.

Serving together,



*“For I know the plans I have for you...  
plans to prosper you and not to harm you...  
plans to give you hope and a future.” Jeremiah 29:11*

Dear Friends,  
I have a wonderful opportunity that I would like to share with you.

The Servant's Heart is a ministry that exists to impart the unconditional love of Jesus to the most impoverished peoples of the world's cities, helping them individually and in the community to discover, identify and implement God's unique plan for their lives. The mission of The Servant's Heart is accomplished through a process of holistic transformational development. This begins by building relationships, one person at a time, through spiritual and human care, and by providing academic education through scholarships, health care, and economic development with the assistance of volunteers. The Servant's Heart is a growing urban community of believers of Christ that form a body of disciples who reach out as a living Gospel to their community. The ultimate end is that of training teams of national leaders who will reproduce Christ-centered communities.

Our church, **name of church** has been supporting “The Servant's Heart,” a mission started by Carla Burnell in 1990 to the Guatemalan people who live near the Guatemala City garbage dump. Many of these people have been displaced from their mountain villages from years of civil war and are living in abject poverty. We will be going with **number on team** other people from our church on **date** to experience and help in this exciting ministry. We will provide programs in the areas Spiritual Development, Human Care, Academic Education, Health Care, and Economic Development near the Guatemala City dump and in Amatitlán, the ministry's second site.

We would like to ask you to join us and be a part of this mission trip. The Servant's Heart operates solely on the donations of individuals, churches, organizations and corporations. There are three areas in which we need assistance. First of all, our group, traveling in **month**, is responsible for bringing in kind donations (e.g., hygiene kits, shoes, school supplies, etc.) Many of the families our ministry serves live in shanties near the Guatemala City dump and in Amatitlán. Many of their homes consist of one or two rooms, perhaps with a dirt floor, the walls made of tin or cardboard. We truly appreciate any donations of items that would be used to promote better health and hygiene, assist the children in attending school, and learn job and life skills so they can better provide for their families. We truly appreciate any donations of items that could be shared with the people of Guatemala.

Secondly, we are in need of financial support. Our trip will cost approximately **\$1500** per person. This will include lodging in our team house, meals, transportation to, from and in Guatemala, as well as a love offering to the ministry. We ask that you prayerfully consider helping us in this way. If you would like to help in this way, please make your checks to “The Servant's Heart” and put “**name of your church**” on the memo portion of your check, allowing your contribution to be tax deductible. Send your donation to our team leader:

**Team leader's name and address**

Finally, each group traveling down to the ministry tries to transport as many medical supplies as possible, which are then distributed by our medical staff as needed. Because of the unsanitary conditions and lack of money, these people are often plagued by illnesses that might quickly be remedied with the proper treatment. If you have access to medical equipment or pharmaceutical items (samples are great!), please contact me at my number below.

We are excited to have been given this opportunity to use our talents and gifts to serve our Lord in this way. We thank you and greatly appreciate your support and generosity. May God bless you abundantly.

Serving together,  
**Team leader's name**  
**Phone**  
**Email**

The Servant's Heart \* PO Box 537 \* Schererville IN \* 46375 \* [www.theservantsheart.org](http://www.theservantsheart.org)

## Traveler's Health Insurance (human care)

Through years of experience in doing short term mission teams, we have found a very reliable company that provides medical and evacuation insurance for our short term teams. This insurance is necessary because U.S. based companies will often not cover medical costs incurred out of the country. This insurance provides excellent coverage and reimbursement.

Your human care coordinator (or someone to whom this task has been delegated) needs to go to the company's website at [www.servingabroad.com](http://www.servingabroad.com) or call 800-578-2111 to obtain an insurance form for your team. Persons over age 65 will need to complete an additional form. The cost of this health insurance per person for the week is approximately \$20.

When possible, please ask members of your team to bring a credit card (Visa or MasterCard) along with them to Guatemala with a credit line available of at least \$2000 in case of emergency. The insurance works on a reimbursement basis, and our experience with the company has been excellent. We have had only one occasion to use this insurance, but reimbursement for medical charges from Guatemala were reimbursed 100% less the deductible which is normally \$100.00.

No later than one month prior to travel, your human care coordinator will be sure that all necessary paperwork has been submitted to the insurance company. ID cards will be sent to your human care coordinator.

We have chosen this company as they, too, are a ministry serving missionaries both short and long term.

[www.servingabroad.com](http://www.servingabroad.com)  
800-578-2111

[https://www.imglobal.com/applications/ogt/index.cfm?imgac=17203&app\\_type=0106d&fuseAction=&task=&authNumber](https://www.imglobal.com/applications/ogt/index.cfm?imgac=17203&app_type=0106d&fuseAction=&task=&authNumber)

## Team First Aid Kit (human care)

The following items were suggested by one of our experienced mission teams to be included in your team first aid kit.

### First Aid Kit items

1. Aspirin -- Tylenol -- Ibuprofen
2. Benadryl 25 mg (hives and allergic reactions)
3. Immodium (diarrhea)
4. Pepto Bismal tabs (GI upset)
5. Cystex tabs (U.T.I.)
6. Stool softener/laxative
7. Antihistamine/Decongestant (Claritin/Sudafed)
8. Cough medicine
9. Cortaid (flea bug bites/rashes)
10. Variety of Band-Aids
11. First Aid cream
12. 4 x 4 bandages
13. 3" roll of gauze
14. Some good first aid tape
15. Eyeglass repair kit
16. Eye wash (Visine)
17. Saline solution to irrigate eyes & wounds
18. Sling
19. Neosporin ointment
20. Instant ice pack (2 or 3)
21. Bandage scissors
22. Small tweezers
23. ACE bandage wrap
24. Antiseptic to clean wounds (alcohol swabs)
25. Temp-a-Dent (temporary dental filling)

