

TEAM GUIDE

PROVIDING COMMUNITY HEALTH
TO POPULATIONS MOST IN NEED



International
Medical Relief

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ABOUT THIS PACKET

- This packet has been created to serve as a resource for IMR Volunteers.
- This packet provides you with important information necessary for your trip preparations.
You are responsible for reading the contents in this packet in preparation for the trip.
This will help answer many questions that you may have.
- The contents herein are not for distributional purposes and are intended for the use of the team and their families. Sources of the information all come from public record and documentation. You may access any of the information and more updates directly from the Internet and other public sources.

ADDITIONAL PACKETS

In addition to this packet, you will find links to the following additional packets on the Volunteer Resources page on the IMR website.

- **CLINIC OPERATIONS PACKET:** This packet will provide an overview of our mission statement and goals for your trip, how clinic operates, and the roles and responsibilities of our team members.
- **COMMUNITY HEALTH EDUCATION PACKET:** This packet will explain in detail the IMR community health education program.
- **FUNDRAISING PACKET:** If you are among those interested in fundraising for the trip or clinic supplies, this packet includes helpful tips to get you started, and sample letters, donor forms and receipts. Provided upon request. Please contact your team leader.
- **PROVIDER GUIDELINES/WELL CARE PROTOCOLS:** These packets will discuss the philosophy of care and current protocols for providers and nurses.
- **DEPARTURE PACKET:** This packet will be emailed to you just before departure and will include information about airport logistics, arrival forms, and customs.
- **PUBLIC HEALTH INFORMATION** will be sent from a variety of sources.

YOUR IMR ACCOUNT ACCESS

www.InternationalMedicalRelief.org/account

- You will find informational packets, recorded conference calls, FAQs, and other important information here.
- You may also make payments, review your account and fundraising efforts, and see what you need to complete!



SAFETY AND SECURITY

IMR takes your safety and the security of the IMR team very seriously. However, we cannot and do not guarantee your safety; there are inherent risks to travel and participating on medical teams.

At IMR, we:

- Register our teams with the U.S. State Department and provide a color photo roster for easy identification of our volunteers.
- Provide you with a photo credential with U.S. Embassy contact information on the back.
- Monitor conditions on the ground and U.S. State Department travel advisories
- Keep your travel plans and locations PRIVATE
- Choose clinic locations and our working partners with your safety first. Our ground teams are experienced and professional.
- Hire private security at clinic and lodging as required for team safety.
- Provide scrubs for the team and identifiable uniforms for our ground team with names on front and back.



- Provide you with business cards that allow you to share a “safe” IMR email with the people you meet and make decisions about continued correspondence later. We ask that you don’t share your personal information with anyone.
- Have established procedural protocols for your safety, including a buddy system.

WHAT IMR DOES TO HELP KEEP YOU SAFE & HEALTHY

IMR recommends that you discuss your health and prevention of acquired illness with your health care provider. IMR does not and will not make recommendations about vaccines, medications, or specific trips based on your health concerns. We ask that other team members, even if a qualified provider, not make recommendations to you as they may not be aware of your entire health history. Please do not ask the IMR office to make recommendations regarding your health concerns as they are not qualified to do.

IMR strongly recommends that you take full precautions regarding insect bites and food safety. This includes but is not limited too using insect repellent, treated clothing and mosquito nets, and eating only food that is properly prepared and served.

SAFETY (CONT...)

- Identify a Chief Medical Officer (CMO) on each team to oversee your care should you become ill
- Maintain a file of your medical history and emergency contacts in the field
- Maintain daily communication with your team leader while in the field
- Require the risks of a medical clinic to be shared through malpractice and medical evacuation insurance
- Keep a qualified medical professional with you if you are too sick to come to clinic
- Provide safe drinking water, food, and personal protective equipment in clinic
- Provide gloves, masks, and safety goggles for use in clinic. We encourage you to bring extra personal protective equipment in your daypack for your personal use.
- Follow standard protocols for exposure to bodily fluids and needle sticks

You can find a link to additional information on safety and security on the Volunteer Resources page.

WHAT CAN YOU DO TO INCREASE PERSONAL SAFETY?

We have several protocols in place to assist with the team's safety and security. The following is not meant to alarm anyone, nor are there any indication of added concern at this time. IMR staff will always monitor the situation.

- **DO NOT** discuss the specifics of your trip on any social media! This includes specific locations, airline/flight information, or personal information about your team members. **THANK YOU** for adhering to this policy!
- Register your trip with your home nation's registry, if you are not a U.S. citizen
- Take personal responsibility for your health and safety during the trip
 - Obtain all vaccinations as recommended by your personal provider, use anti-malaria medications and insect repellent as appropriate



SAFETY TIP:

DO NOT discuss the specifics of your trip on any social media! This includes specific locations, airline/flight information, or personal information about your team members. **THANK YOU** for adhering to this policy!

SAFETY (CONT...)

- Stay hydrated, eat and drink only what is provided by IMR
- Follow universal precautions, tell your team leader and CMO immediately if you are sick
- Stay back if you are too sick to work, wear PPEs to stop others from getting sick
- Wear appropriate clothing for the country you are visiting
- Be aware of your surroundings and maintain a vigilant attitude
- Follow your team leader's instructions, maintain any set curfews, and look out for your team members
- View our recommendations on safety and security and vaccinations on your account page
- Participate in conference calls, read the materials provided, submit an accurate medical information form, and purchase required insurance.
- Use money belts, keep your passport on you at all times
- Utilize your IMR business cards to share personal information



FOOD AND INSECT SAFETY

- INFORM IMR prior to your trip if you have food allergies, contact allergies, or require special meals
- Completely and accurately fill out the Emergency Contact Form in your account profile
- If you require vegetarian meals or have other food allergies, please let the IMR office (admin@imrus.org) know ahead of time so that we may accommodate your request, if possible.
- For more information: <http://wwwnc.cdc.gov/travel/page/food-water-safety>
- INFORM IMR prior to your trip if you have allergies associated with insect bites or plants
- Completely and accurately fill out the Emergency Contact Form in your account profile
- Wear appropriate clothing and use insect repellent
- Use permethrin-treated bug nets, if recommended on your trip
- For more information: <http://wwwnc.cdc.gov/travel/page/avoid-bug-bites>

VOLUNTEER CHECKLIST

14 WEEKS PRIOR TO DEPARTURE: WELCOME! START THINKING ABOUT YOUR FLIGHT CHOICE

- ☐ Payment coming due: Make sure you have 50% of the minimum deposit in 12 weeks prior to departure so you can take advantage of the \$200 savings!
- ☐ You must have 50% of the donation paid prior to the Early Bird Deadline to be included in the group flight. Group tickets are purchased approximately 12 weeks prior to departure. Make sure your profile at www.internationalmedicalrelief.org/account shows your correct flight choice.
- ☐ “Friend” IMR at [shauna.vollmer.king](https://www.facebook.com/shauna.vollmer.king) and message IMR on Facebook with your trip information so we can add you to the PRIVATE team Facebook page. This is where you will “meet” your team and see additional information about your trip. Don't forget to tell your team about YOU!



INFORMATIONAL CONFERENCE CALL SCHEDULE

☐ **ABOUT IMR and IMR TRIPS:**

Please join us on a live call to learn more about IMR and your trip. 1st Tuesday of every month at 11:30am Mountain Time. 1-970-635-0110, press 9, then enter access code 825-087-852 to join the call.

☐ **CLINIC OPERATIONS CALL:**

2nd Tuesday of every month at 6:30pm Mountain Time. 1-970-635-0110, press 9, then enter access code 825-087-852 to join the call.

☐ **DEPARTURE CALL FOR YOUR TRIP:**

This call will be scheduled two weeks prior to departure for your team.

VOLUNTEER CHECKLIST (CONT...)

13 WEEKS PRIOR TO DEPARTURE: THINK ABOUT EXTENDING YOUR STAY AND THE EARLY BIRD SPECIAL

- ☐ Review the country briefing packet and make your flight choice in your profile.
- ☐ Upload all of the required documents, including a passport-like photo for a color keepsake roster and for team identification with the U.S. State Department.
- ☐ Consider becoming an IMR PARTNER – Get a PERSONALIZED SCRUB TOP for your trip!
- ☐ Confirm you have a passport valid for 6 months after departure with a minimum of 3 blank pages. Apply for a new passport if required.
- ☐ If you are able to, start collecting donated supplies for your patients. See needed supplies on the Volunteer Resources Page of the IMR website.
- ☐ Start reading about the country you are going to. You will begin to receive supplemental materials from IMR about your trip.
- ☐ Set up your personal IMR fundraising page and share the link with family and friends and on social media, asking for their support



VOLUNTEER CHECKLIST (CONT...)

12 WEEKS OR MORE PRIOR TO DEPARTURE: EARLY BIRD SPECIAL!
PAY 50% OF THE MINIMUM DONATION AND SAVE \$200!

- ☐ Schedule an appointment to get your vaccinations and travel medications.
- ☐ Check out the IMR photo sharing site, Cluster.co, and Facebook photos from past trips to your country. You will be sent a link to the IMR photo sharing site that you can share with donors.

11 WEEKS OR MORE PRIOR TO DEPARTURE: GROUP FLIGHT ITINERARY

- ☐ **Group fliers:** Your flight itinerary will be sent as soon as the tickets are confirmed and e-tickets sent out. ***All costs in transit until you arrive at the team meeting point are your responsibility.
- ☐ **Independent fliers:** You can book your flights based on the designated meeting point of the team in country. ***All costs in transit until you arrive at the team meeting point are your responsibility. ***Costs associated with arriving before or after the group fliers are your responsibility.



VOLUNTEER CHECKLIST (CONT...)

10 WEEKS OR MORE PRIOR TO DEPARTURE: REVIEW REQUIRED AND OPTIONAL INSURANCE

- ☐ **PROVIDERS (REQUIRED) - INTERNATIONAL MALPRACTICE COVERAGE:** Check with your malpractice provider to see if they will cover you internationally. If you have coverage, provide a copy of the policy to IMR. If you don't, IMR's insurer can provide it for you at reasonable cost. To review the coverage: www.internationalmedicalrelief.org/malpractice/ Purchase if desired using the link sent by the IMR office (trip specific).
- ☐ **All Staff:** Malpractice insurance is recommended for non-medical providers. Review all insurance information for required and optional insurance.
- ☐ Consider optional medevac and travel insurance. Check out this site as one source: www.insuremytrip.com. Purchase if desired.
- ☐ Review the safety and security information on your Volunteer Resources Page

9 WEEKS PRIOR TO DEPARTURE: GET EXCITED!

- ☐ Continue to collect donated supplies for your patients, including over-the-counter medications and community education patient gifts. See the needed supplies on the Volunteer Resources Page. ***This is optional, not required!



VOLUNTEER CHECK LIST (9 WEEKS CONT...)

- ☐ Continue reading about the country you are going to. You will begin to receive supplemental materials from IMR about your trip, including public health information. ***Set your notifications to receive an email from FB when something is posted on your team's private FB page.
- ☐ If you are fundraising for your trip, thank your donors and check in with others who haven't donated yet. Resend the link to your personal fundraising page and repost on FaceBook and other social media sites.

8 WEEKS PRIOR TO DEPARTURE: SUSTAINABILITY! COMMUNITY HEALTH EDUCATION

- ☐ Review the materials on Community Health Education on the Volunteer Resources page.

7 WEEKS PRIOR TO DEPARTURE: VISAS, INSURANCES, VACCINATIONS, AND REVIEW OF IMPORTANT STEPS

- ☐ **Apply for a Visa if required.** Specific information on applying for any required visas will be sent via email by IMR and posted on the Team Facebook page.
- ☐ Purchase required and optional insurance: International Malpractice (required for providers, recommended for medical staff), Medevac (optional), and Travel Insurance (optional).
- ☐ Check your account and ensure that all required documents are uploaded on your profile and all forms are completed. Reach out to the IMR office at admin@imrus.org if you are having trouble!



VOLUNTEER CHECKLIST (7 WEEKS CONT...)

- ☐ Have International Malpractice Insurance? Yes - YOU ROCK if you emailed admin@imrus.org with a copy of your policy. No - You still rock but send us the policy!
- ☐ **Need international malpractice coverage?** Request the link from the IMR office.
- ☐ **Independent fliers:** Flights entered? Yes - YOU ROCK! No - You still rock but enter your international arrival and departure information in your account page under “flights”. ***It is important for IMR to know your planned arrival and departure information to help you make arrangements for any needed transports to meet the team or return to the airport.
- ☐ **Vaccinations completed?** Yes - YOU ROCK! No - You still rock but make an appointment with your provider and get ‘er done!
- ☐ Confirm your domestic airline ticket. No need to send to IMR or upload in your account.

6 WEEKS PRIOR TO DEPARTURE: PACKING

- ☐ Review the Packing List and Carry-on/Day Pack Packing list on your Volunteer Resources page. Purchase needed items (e.g., bug spray, money belt, travel clothes) with smile. amazon.com and IMR will receive a tiny donation from Amazon overtime you sign in with smile.amazon.com. ***Free-standing mosquito net is important for your protection against illness!
- ☐ Continue collecting community education supplies and over-the-counter medications as requested by IMR. THANK YOU!! See the Volunteer Resources page on the IMR website.
- ☐ Review the How Clinic Operates packet and the Provider and Well Care Guidelines found on the Volunteer Resources page.



VOLUNTEER CHECKLIST (CONT...)

5 WEEKS PRIOR TO DEPARTURE

- ☐ Review Clinic Briefing Packet and familiarize yourself with roles in clinic.
- ☐ Continue collecting community education supplies and over-the-counter medications.

4 WEEKS PRIOR TO DEPARTURE

- ☐ Join the Introduction to IMR call (1st Tuesday of the month) and the Clinic Operations Call (2nd Tuesday of the month) if you haven't already participated in a call. Listen to the recording if you can't participate live.

3 WEEKS PRIOR TO DEPARTURE

- ☐ Optional: Register Individually with US State Department via <https://travelregistration.state.gov/> (IMR will register the team)
- ☐ Provide IMR with email addresses to receive team updates by entering recipients' email addresses directly in your profile. Make sure to inform your recipients that they will be receiving these emails.
- ☐ **PROVIDERS:** Provide IMR with proof of international malpractice or purchase through IMR's carrier. See the Volunteer Resources page for more information. Malpractice is also recommended for non-medical staff.



VOLUNTEER CHECKLIST (3 WEEKS CONT...)

- ☐ Review itinerary for trip and confirm airline ticket dates and name spelling.
- ☐ **Phone/Laptop:** Look up the charging requirements and cost of phone and data service in the country you will be in. Consider purchasing an international phone, or add international calling, data and/or text packages to your service.
- ☐ Contact domestic and international airlines for baggage weight restrictions. You will be notified if you are going to be asked to check a bag for IMR for the international flight.

2 WEEKS PRIOR TO DEPARTURE: PAYMENT IN FULL IS DUE!

- ☐ Participate in your team's IMR CONFERENCE CALL - 1-970-635-0110, press 9, press 1. Time and date to be arranged by the IMR office.
- ☐ Check the weather for your destination; bring a jacket or rain gear if required.
- ☐ Pack your personal gear in your carry-on. Pack your donated supplies!
- ☐ Photocopy all necessary medical licenses, passport, medical insurance, and medevac insurance information. Place a copy in your carry-on and a copy in your checked bags.

1 WEEK PRIOR TO DEPARTURE

- ☐ Begin to take malaria medication as required; spray clothing with permethrin spray
- ☐ Review Departure Packet and print the travel letters
- ☐ Confirm flights with your domestic airline if you are flying with the team. If you purchased your own ticket, confirm your domestic and international flights
- ☐ Get ready to JET! You are on your way!! Thank you for joining IMR in the field!



FUNDRAISING

Many people fundraise for the costs of their trip or on behalf of IMR for special projects such as school water filters. We appreciate your efforts on behalf of IMR!

Please read the IMR policy on donated funds:

- Trips need to be paid for in advance and by the specific deadline associated with each trip.
- All of the donations submitted prior to your trip on your behalf are credited to the cost of your trip up to the required donation.
- Donations received beyond the cost of the trip or after the trip are considered a general donation to IMR and will be used to provide the most benefit possible for our patients. We thank you and your donors for making health care a reality for thousands of underserved patients every year.
- If you are raising funds or donations in-kind for your trip please see your Volunteer Resources page for a list of needed items. Please request that your donors contribute directly to your personal fundraising page for monetary donations, as we are unable to take checks.
- Donors contributing to your personal fundraising page will receive a tax donation acknowledgement at the end of the calendar year

YOUR PERSONAL FUNDRAISING PAGE

- IMR provides a personal fundraising page for you to use to raise funds
- Donations received through your IMR fundraising page are subject to a 5% administrative fee
- You may view all of the donations and payments to your account within 72 hours after the donation or payment is made
- You may access your personal fundraising page immediately after completing the application, paying the application fee (credited to your trip), and being accepted to participate. You may easily customize the message you want your donors to see.
- You may share the link to your page on social media, via email, in letters to donors, and with family and friends
- IMR has a fundraising packet complete with sample letters and ideas.



CONFERENCE CALLS

We HIGHLY recommend that you listen to and participate in all conference calls. Conference call line: 1-970-635-0110, press 9, then enter access code 825-087-852 to join the call

PURPOSE:

- Understand IMR's mission and how we affect the health of the community
- Learn how IMR teams conduct clinics
- Hear about all of the roles in clinic and how you can participate

ACCESS:

- Join Q&A monthly calls for information about IMR and for information specific to clinic operations and provider guidelines. Each team will have a trip-specific departure call scheduled.
- Calls typically last for one hour with information presented during the first half and a Q&A session in the second half of the call.

TO DOWNLOAD RECORDED CALLS:

Links to the Introduction and the Clinic Operations calls are available on the Volunteer Resources page on the IMR website. Please listen to these calls if you are unable to join them live.

INFORMATIONAL CONFERENCE CALL SCHEDULE

- **INTRODUCTION TO IMR, STAYING HEALTHY, AIR TRAVEL:** 1st Tuesday of every month at 11:30 am Mountain Time. 1-970-635-0110, press 9, then enter access code 825-087-852 to join the call.
- **CLINIC OPERATIONS (MANDATORY FOR ALL MEDICAL PROVIDERS: PHYSICIANS, DENTISTS, ADVANCED PRACTICE PROVIDERS, NURSES, EMS):** 2nd Tuesday of every month at 6:30pm Mountain Time. 1-970-635-0110, press 9, then enter access code 825-087-852 to join the call.
- **DEPARTURE CALL AND TEAM Q&A:** This call will be scheduled via email approximately two weeks prior to departure for your team. 1-970-635-0110, press 9, then enter access code 825-087-852 to join the call.



INSURANCE

Different types of insurance are required or recommended. Insurance helps to protect you physically and financially. Medical malpractice protects you if a lawsuit is filed against you or the team. IMR also carries malpractice insurance and liability insurance; this is one important reason to join IMR as a volunteer.

IMR does not make recommendations on purchasing policies, but a popular site where you can compare policies for international medical and evacuation insurance is: www.insuremytrip.com. View a link to IMR's policy on **required and optional insurance and sources** on the Volunteer Resources page on the IMR website.

REQUIRED INSURANCE FOR ALL TEAM MEMBERS

- **International Medical Malpractice Insurance** for all providers (recommended for non-medical volunteers). You will find a link to this information on your account page.

RECOMMENDED INSURANCE FOR ALL TEAM MEMBERS (one source: www.insuremytrip.com)

- HEALTH insurance (international) – if you do not have medical insurance in your home country
- TRAVEL insurance (for flight delays, changes, lost or stolen luggage)
- Emergency medical evacuation insurance
- Medical Malpractice Insurance – non-medical volunteers



MALPRACTICE INSURANCE

- IMR requires all licensed medical providers (doctors, dentists, nurses, EMTs, CNAs) carry international malpractice insurance.
- IMR requires all nursing, physician assistant, and medical school students carry malpractice insurance that covers them internationally.
 - Many international Ministries of Health require international malpractice to credential you to provide care.
 - You are responsible for providing IMR with your policy in a timely fashion to credential you.

MALPRACTICE INSURANCE OPTIONS:

- **Your current malpractice insurance carrier.** Determine if your current insurance coverage will cover you internationally. Provide IMR with a copy of your policy a minimum of 2 weeks prior to departure.
- **Third-party insurance.** As a convenience to you, you can purchase insurance through Global Development and Relief. [Learn more here.](#) All claims will need to be filed directly through the insurance carrier. International Medical Relief is not affiliated with the insurer and the insurance company is a third party.
- **Internet options.** You may also search the web for other insurance providers. Please provide us with a copy of the policy a minimum of 2 weeks prior to departure.



YOUR HEALTH: VACCINATIONS AND TRAVEL MEDICATIONS

IMR strongly recommends that you take full precautions regarding insect bites and food safety. This includes but is not limited too using insect repellent, treated clothing and mosquito nets, and eating only food that is properly prepared and served.

IMR takes your safety and the security of the IMR team very seriously. However, we cannot and do not guarantee your safety; there are inherent risks to traveling and participating on medical teams.

- Vaccines are an important part of preventing illness in overseas travel.
- Your medical provider, local health departments, campus health center, and travel clinics are all qualified to recommend and give you vaccinations.
- IMR follows the CDC guidelines for vaccinations for the country you will be traveling to.
- IMR does not recommend or discourage any specific vaccinations. You will be directed to your

health care provider and the CDC website if you ask.

<http://wwwnc.cdc.gov/travel/destinations/list/>

- Start your vaccinations as early as possible before your trip.
- Get and fill any prescriptions for your personal health care needs (e.g., travelers' diarrhea, epinephrine for allergies, motion sickness medication, sleeping medication, etc.).
 - **IMR does not provide medications for your personal use.**
- A link to additional information about vaccinations, travel medications, and allergic reactions is available on the Volunteer Resources page.



IMR recommends that you discuss your health and prevention of acquired illness with your health care provider. IMR does not and will not make recommendations about vaccines, medications, or specific trips based on your health concerns. We ask that other team members, even if a qualified provider, not make recommendations to you as they may not be aware of your entire health history. Please do not ask the IMR office to make recommendations regarding your health concerns as they are not qualified to do so.

PASSPORT AND VISA INFORMATION

PASSPORT

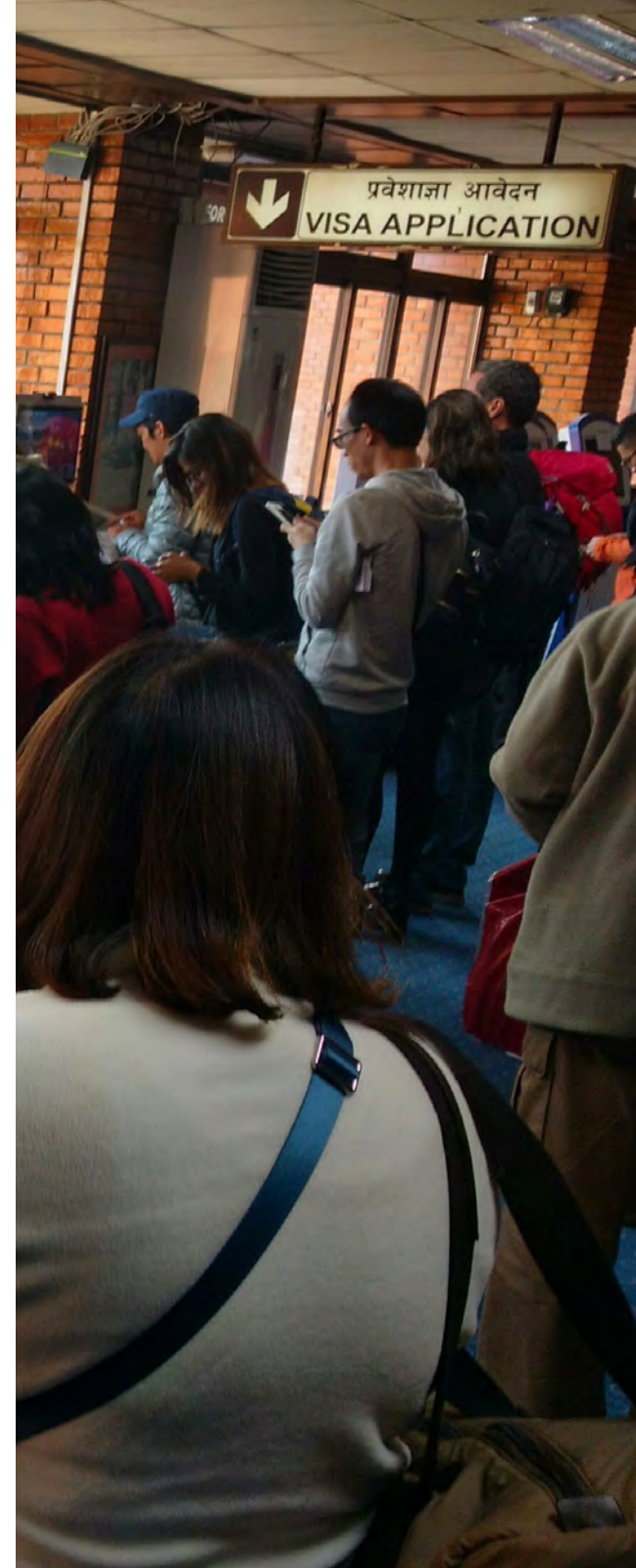
A valid passport from your home country is required for all international travel.

- All countries require a minimum of six months' validity from the date you plan to return to your country
- You need 3 blank pages for stamps and visas (you will be notified if more pages are required)
- Applying for a new or renewal passport can take 6-8 weeks or more
- IMR has contacts with passport services that can expedite your passport. Please let us know if you need assistance.
- IMR cannot book your international airline ticket (if you are flying the IMR group ticket) without your legal name as it appears on your passport and your birth date as required by TSA. In some cases, your passport number will also be required.
- **You are required to enter this information in your IMR profile on your account page.**
***Please ensure this information is correct as we use this information and not the copy of your passport when booking tickets. IMR is not responsible for errors in name or birthdate when purchasing tickets if this information is not entered or is entered incorrectly.

VISA

A visa is issued by a country giving permission to travel into that country

- A visa may or may not be required where you are traveling.
- Many visas are available upon arrival and some require an application, fees, or sending your passport to a designated embassy prior to the trip. You will be notified of visa requirements for the country you are traveling to by the IMR office.
- You can check visa requirements for your country here: <http://travel.state.gov/>
- You must apply for the visa on your own. IMR is not able to do this for you.
- The cost of the visa is at your own expense, including costs associated with shipping and expediting.
- If you are required to obtain a visa in advance, IMR will provide you with the information needed to complete the visa application. ***DO NOT apply for a visa until you have received this information!



IMPORTANT INFORMATION FOR ALL VOLUNTEERS regarding travel information:

- IMR has strict safety and security policies in place.
- All team members will receive the group flight itinerary information promptly after purchase.
- Group tickets will be purchased approximately 10 - 12 weeks prior to departure. If you need to know specific arrival and departure information prior to this time period, we recommend flying independently to arrive earlier and depart later than the team's published trip dates. Please be aware that many trips require additional in-country travel after arrival.
- You will not know the specifics of the flight (airport, dates/times, routing/layovers) until we have purchased the group tickets.

GENERAL INFORMATION:

- You can find additional information about travel and packing on IMR's Volunteer Resources page.
- Participants on IMR trips may choose to fly on an IMR subsidized international ticket from a single point of departure in the United States or to fly "independently."
- You will receive a departure packet approximately 10 days prior to departure with specific information about where and when to meet, emergency phone numbers, and customs documents.
- See the Volunteer Resources page for a link to more information about airline travel.



YOUR RESPONSIBILITY IN TRANSIT (FLYING WITH THE GROUP OR INDEPENDENTLY)

- IMR will begin hosting the team once you are in country and have met up with the team.
- You are responsible for your costs and travel arrangements to meet the team in country and home after the trip, regardless of whether you fly on an IMR group ticket or if you purchased your ticket yourself. This includes all costs incurred for airline delays or cancellations on flights booked by IMR or a designated travel agency.
- You may want new United States currency and a credit card that you don't typically use (in case of loss) available for these expenses or unanticipated delays

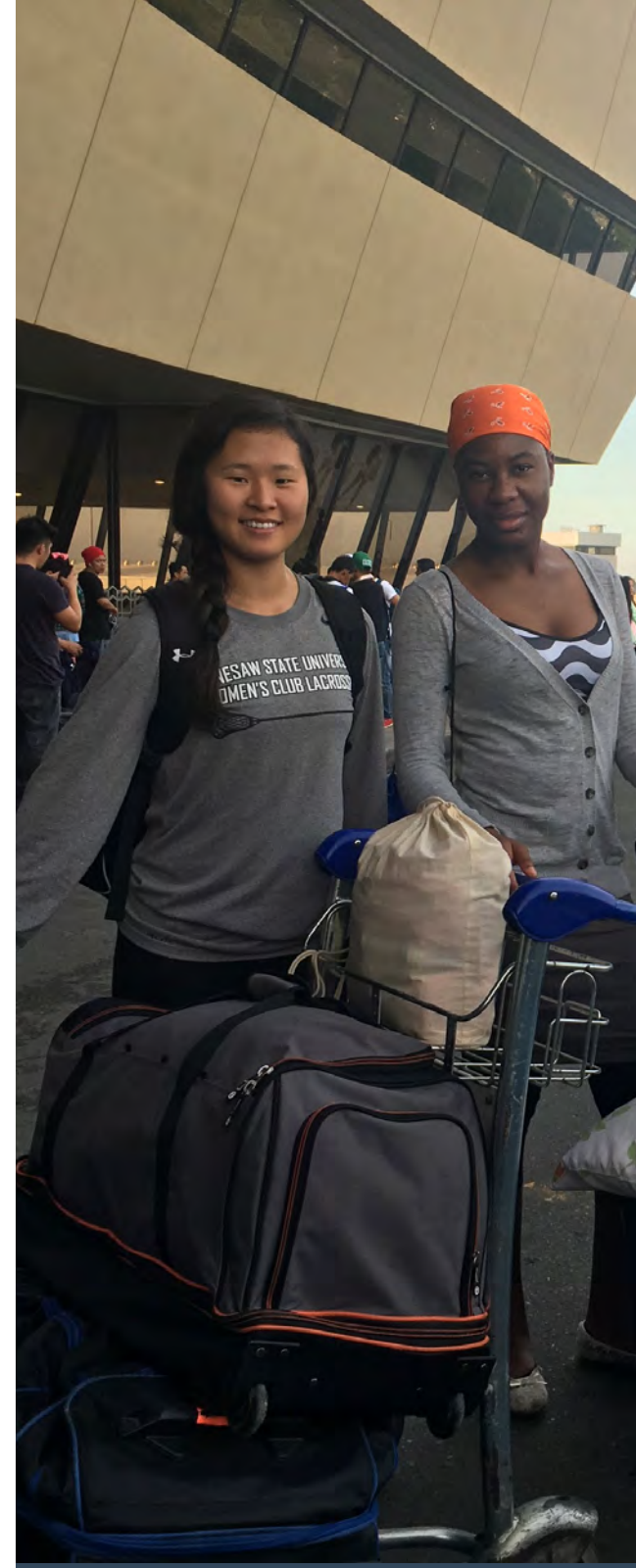
TRAVEL INSURANCE

- Travel insurance is highly recommended for all of our volunteers.
- It is your responsibility to purchase this insurance, if desired. Read the policy carefully.
- IMR does not make recommendations on purchasing policies, but a popular site where you can compare policies for international medical and evacuation insurance is:
www.insuremytrip.com.

FLYING ON AN IMR GROUP FLIGHT

If you choose to fly on an IMR group flight:

- You must fly the exact itinerary as the team both ways. This may include long layovers and late night or early morning flights.
- IMR will provide two group flight choices for your convenience:
 - **ECONOMICAL FLIGHT:** An economical option with longer routings and layovers in exchange for a less expensive flight. Some layovers may be long enough to allow you to take a city tour at your own leisure.
 - **PREMIER FLIGHT:** A more direct routing that is a higher cost for those of you looking to save time.



AIR TRAVEL (CONT...)

- This is a great way to meet some of your team members as you will all be on the same flight
- You will leave from a single point of departure in the United States.
- Your IMR trip begins and ends at the final destination of the IMR team. You are responsible for any costs incurred in transit until you have met the team in country and upon departing for home after the trip.
- IMR requires that you are at the airport 5 to 7 hours ahead of your departure to allow for schedule changes/cancellations and flight delays.
- If you miss this flight for any reason it will be your responsibility and financial obligation to meet up with the team.
- **PLEASE SEE CHECKED and CARRY-ON BAGS** below for additional information.

FLYING INDEPENDENTLY:

If you choose to fly independently and purchase your own ticket:

- You are able to plan your itinerary to best suit your needs, including the point of departure, the length and location of layovers, for faster travel.
- You are responsible for purchasing your own international airfare to the designated airport and to meet the team at a specific time and location.
 - Our trips frequently include additional transportation to the team's final destination. This can include additional flights, buses, and boats. Please be sure that you arrive in country as required before the team and do not depart until after the team flight has departed. This may include purchasing the additional flight to meet the team at the designated clinic location, if an in-country flight is required.



AIR TRAVEL (CONT...)

- Any costs incurred in transit are your responsibility, including, but not limited to, delayed or canceled flights, hotel, food, and taxi fees.
- IMR is not able to make your travel arrangements for you with this option but we can help you with the arrangements.

CHECKED BAGS

- You can find a link to packing tips on the Volunteer Resources page on the IMR website.
- Airlines vary in their requirements and fees for checked and carry-on bags.
- IMR will keep you informed of the requirements on team flights only.
- You are responsible for knowing the requirements on flights you book and for any fees associated with checked baggage on these flights.
- Additional bags with personal items or supplies you have collected for the team will need to be checked at your expense.



CARRY-ON BAGS

- You can find a link to packing information on Volunteer Resources page on the IMR website.
- We recommend that you pack as much of your personal gear in your carry-on bag.
- Checked bags are frequently lost and you may not be able to replace your personal clothes and other items due to time constraints upon arrival. Lost bags are frequently never found or arrive after the team has returned home.
- **Please consider saving your checked bag allowance for needed medical and community health education supplies for your patients.**



PACKING

PACKING LIST

- You will find links to packing lists on your account page.

ATTIRE IN CLINIC

- IMR scrubs are required to be worn during clinic by all volunteers.
 - **You will be issued 2 sets of IMR scrubs.**
- Please be sure your scrub size for universal scrubs is correct in your online profile.
- If you have light blue scrub pants that you know fit you well, you may bring these to wear with your IMR scrub top.
- You will need very limited additional clothing to wear in the evenings or during free time.

PROVIDER DIAGNOSTICS

- Providers are required to bring their own diagnostics for use in clinic.
- Providers include: Physicians, Dentists, Advanced Practice Providers (NP, PA), Nurses, EMS, and Medical, Dental, and Nursing students.
- IMR will provide a small basic kit of diagnostics for use as needed

Required:

- ☐ Stethoscope (all)
- ☐ Blood pressure cuff (all)
- ☐ Thermometer (all)
- ☐ Penlight (all)
- ☐ Otoscope (battery or rechargeable)
(Physicians/APP)
- ☐ Reflex Hammer
(Physicians/APP)



PACKING (Cont...)

- No shorts or open-toed shoes are allowed during clinic.
- You will need very limited additional clothing to wear in the evenings or during free time.

ATTIRE OUTSIDE OF CLINIC

- Be conservative with how you pack to maximize your space for clinic supplies.
- Be culturally appropriate and modest, including bathing suits or sleepwear.
- Dress for the expected weather; wear layers.
- Long pants and long-sleeved shirts are protective against mosquitos and other insects.
- Treat clothing prior to your trip with insect repellant if desired



FOOD AND SNACKS

You may want to bring along snacks to nourish yourself throughout the day. Lunch may be late depending on the cooking conditions, you may not like a particular meal, or you may become hungry based on your personal requirements.

Suggested snacks to bring for your personal consumption:

- Powdered drink mixes (for hot and cold)
- Instant meals (noodles, potatoes, etc.)
- Tuna and other packaged meats
- Peanut butter, nuts, dried fruit, beef jerky
- High- protein nutrition bars and other hiking-type bars
- Nutrition bars should be temperature sensitive and edible if melted; chocolate should be avoided.

PERSONAL FUNDS

- IMR recommends that you bring only the amount of funds you intend to spend.
- Many banks have ATM cards that do not charge excessive fees internationally.
 - Many “cash cards” charge from the first day of withdrawal. Know the rules and your rate!
- If you want to purchase gifts to take back to the United States, please bring currency newer than 2006.
 - Bring the amount of money you are comfortable spending on gifts and other remembrances of your trip.
- New bills are preferred by the international banks and money traders. \$50 and \$100 bills are preferred and frequently traded at a better rate.
 - Many banks, money traders, and stores will not take bills that are defaced, torn, or old.
- There are many places to trade currency in the United States or in the country you are in.
- To determine if the currency of the countries you are going to are traded in the United States, please visit www.travelex.com.
 - Travelex has offices in all major airports and cities and you may change money before the trip for a small fee.
 - If the currency is not traded in the United States, you will usually be able to trade in the airport upon arrival or the team leader will arrange to change money for the team once during the trip.
- IMR does not pay for alcohol or small, personal snacks. Please be prepared to pay for these items in the currency of the country.
- Your team leader will not be able to trade money for you.
- Credit cards may not be accepted outside of major cities, hotels, and large restaurants

TIME ZONE

- Check the time zone for the area you will be working here:
<http://www.timeanddate.com/worldclock/>
- If your trip time zone is greater than a 6-hour time difference, try to adjust your body as much as possible prior to travel and on the airplanes



CONTACTING HOME

NO NEWS IS GOOD NEWS!

- Please make sure to let your family know that no news is good news. With the arduous schedule and the rural areas that the team will be working, there will be little time for you to communicate back home.

STAYING IN TOUCH WHILE YOU ARE IN THE FIELD:

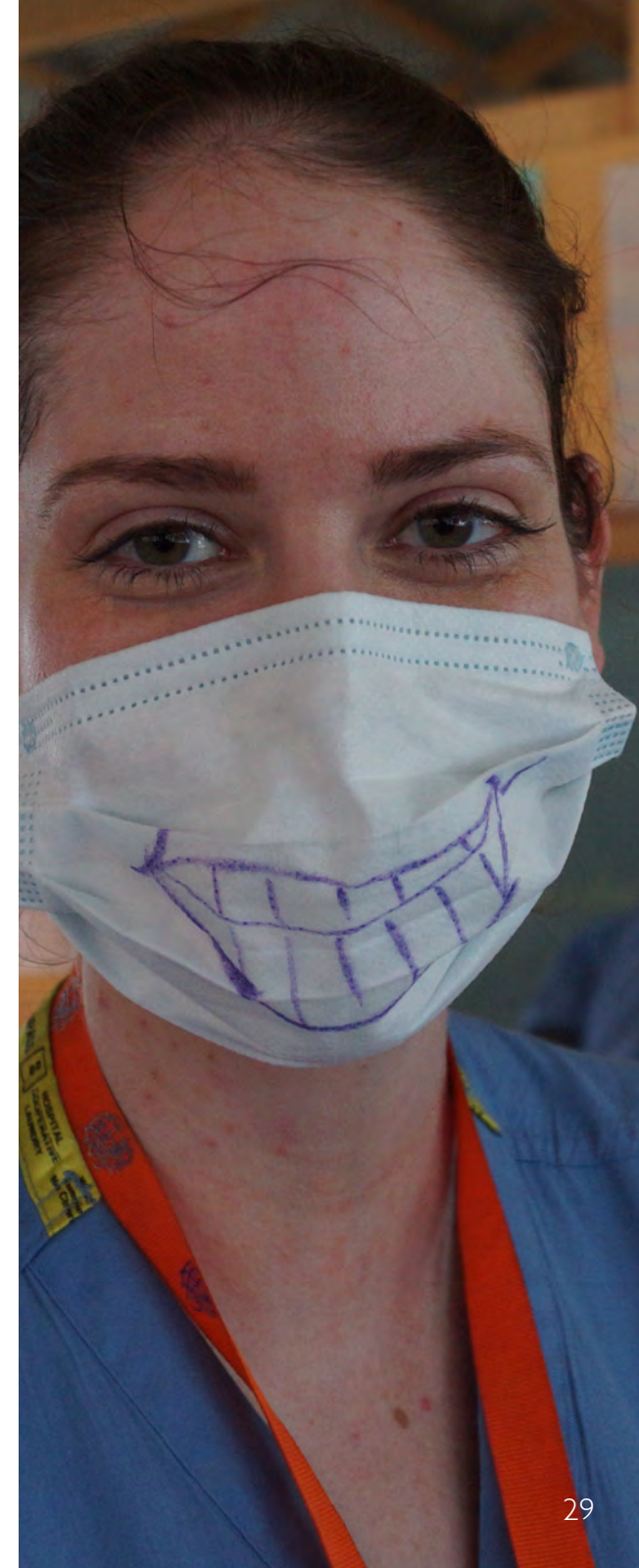
- You may provide the IMR phone number (970-635-0110, press 1) to your family in case of an emergency.
- Please make sure to let them know that this is to be used for emergency purposes only.
- All charges incurred to deliver a message to you are your responsibility.

EMAIL UPDATES:

- IMR will provide email updates on the team's progress to your family and friends
- Please let us know any names and email addresses of individuals that you would like to be included on the update list by responding to the email you will receive a few weeks prior to departure.
- Please inform every person on your contact list that you have asked IMR to notify them. This will avoid them believing they are being spammed.

IMR FACEBOOK PAGE:

- Your family and friends may also “like” IMR on Facebook. Your team leader will post blogs and photos if there is internet available: <https://www.facebook.com/InternationalMedicalRelief/>



DONATED OVER-THE-COUNTER MEDICATIONS AND SUPPLIES

You can find a link to a great donations poster on the Volunteer Resources page. Please download it there for your use!

International Medical Relief works hard to acquire the foundation of medicines and supplies for our clinic; however each team members' participation is vital for our success. Many medical professionals are linked to suppliers that IMR does not have access to. We appreciate you partnering with us to acquire necessary supplies to ensure that our clinic has ample medicines to treat as many individuals as possible.

- Obtaining supplies is a team effort and part of the journey. This is an opportunity for you to allow others to share in this experience and your supporters will be able to experience helping without leaving the country.
- If somebody would like to contribute money toward any of these items, please allow IMR to purchase these for you and send them to you as we can get discounted prices.
- If you have access to a photocopier, we have specific items for each trip and can use your help.
- Please use the DONATION THREAD on your team's private FaceBook page to list your donations as you obtain them. In this way, the team will have a mix of everything.

THANK YOU FOR YOUR SUPPORT TO INCREASE THE BENEFITS WE PROVIDE TO OUR PATIENTS!

- Acute Medical Care, Acute Dental Care, and Health Education to thousands of underserved patients around the world each year.



USEFUL WEBSITES

The following websites provide information on the country you are visiting. IMR highly recommends and encourages you to view these sites prior to departure. They are frequently updated and are a tremendous resource:

- U.S. Embassy: <http://usembassy.state.gov>
- CIA World Factbook: <https://www.cia.gov/library/publications/the-world-factbook/geos/ug.html>
- Factbook: <http://www.cia.gov/cia/publications/factbook>
- State Department Travel Advisories: <http://travel.state.gov/content/passports/english/alertswarnings.html>
- Lonely Planet: <http://www.lonelyplanet.com>
- Travel Health Online: <http://www.tripprep.com/>
- World Health Organization: <http://www.who.int/>
- Center for Disease Control: <http://www.cdc.gov/travel/>
- International Health to Travelers: <http://www.who.int/en/>
- CNN Weather Report: <http://www.cnn.com/WEATHER>
- Culture/Food/Life: <http://www.everyculture.com/>

WHEN YOU RETURN HOME

- You will be invited to join the IMR Photo Site (cluster.co) to share your photos and memories with your team members. You may download 1 or all of the photos from your team members at no charge. This is a great way to remember your trip!
- Don't forget to join your team's reintegration call. This is a great way to reconnect with your team and strengthen the friendships you made on the trip.



DISEASE SPECIFIC INFORMATION - WEB RESOURCES

The following websites provide information on some of the common diseases for travelers in the regions you may be visiting. This list contains diseases of both high and low risk. This by no means indicates you will come into contact with any, some or all of these disease processes, however international travel to developing areas is not without risk so please educate yourself prior to your trip.

See the Volunteer Resources page on the IMR website for public health information specific to your country.

- Malaria: <http://www.cdc.gov/malaria/travelers/index.html>
- Travelers' Diarrhea: http://www.cdc.gov/nczved/divisions/dfbmd/diseases/travelers_diarrhea/
- Cholera: <http://www.cdc.gov/cholera/index.html>
- Typhoid Fever: http://www.cdc.gov/nczved/divisions/dfbmd/diseases/typhoid_fever/
- Yellow Fever Disease: <http://wwwnc.cdc.gov/travel/diseases/yellow-fever>
- Meningitis: <http://www.cdc.gov/meningococcal/about/index.html>
- Dengue: <http://wwwnc.cdc.gov/travel/diseases/dengue>
- Lymphatic Filariasis: <http://www.cdc.gov/parasites/lymphaticfilariasis/>
- Leishmaniasis: <http://www.cdc.gov/parasites/leishmaniasis/>
- Onchocerciasis (River Blindness): <http://www.cdc.gov/parasites/onchocerciasis/>
- Trypanosomiasis: <http://www.cdc.gov/parasites/sleepingsickness/>
- Schistosomiasis: <http://www.cdc.gov/parasites/schistosomiasis/>

