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Purpose

This document outlines the policies, expectations, and agreements related to volunteer participation with Faith In Practice. Our goal is to ensure a respectful, safe, and rewarding environment for all volunteers, staff, patients, and stakeholders. These policies also aim to ensure that each volunteer feels informed, protected, and respected as part of their Faith In Practice experience.

Spiritual Philosophy and Guiding Principles

The spiritual mission of Faith In Practice is distinctively Christian in its perspective, practicing hospitality to all, striving to fulfill the Great Commandment given in both the Old and New Testaments ... to love God and love our neighbors as ourselves.

Rooted in our understanding of Christian hospitality, Faith In Practice does not exclude volunteers on the basis of any religious affiliation, nor does it restrict medical treatment to anyone based upon any religious affiliation. While our mission is Christ-centered, we embrace and welcome volunteers of all backgrounds who share our values of compassion, service, and love for others.

Faith In Practice Guiding Principles

These principles have guided Faith In Practice since its inception and continue to do so as we seek to humbly follow God's call into the future. Each Faith In Practice volunteer is personally accountable for his/her actions and pledges to support the mission and goals of Faith In Practice and the Guiding Principles below. Volunteers represent Faith In Practice in both word and deed. The following standards ensure that our shared values are upheld across cultures and contexts.

Sharing our Faith Through Deeds

Jesus taught and healed with compassion for all. Matthew 4:24

Faith by itself, if it has no works, is dead. James 2:17

Acceptance, Respect and Empathy

All people have been created in the image of God. Genesis 1:27

Accept one another, then, just as Christ accepted you, in order to bring praise to God. Romans 15:7

Appreciation of Cultural Differences

For God shows no partiality. Romans 2:11

Faith In Practice Policy Statements and Agreements

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There is no longer Jew or Greek, there is no longer slave or free, there is no longer male and female; for all of you are one in Christ Jesus. Galatians 3:28

Support and Nurture Volunteers

Be devoted to one another in brotherly love. Honor one another above yourselves. Romans 12:10

Be kind and compassionate to one another, forgiving each other, just as in Christ God forgave you. Ephesians 4:32

Sharing our Gifts and Talents

Much will be expected of those who are entrusted with much. Luke 12:48

As each has received a gift, use it to serve one another, as good stewards of God's varied grace. 1 Peter 4:10

Courtesy

Speak evil of no one, to avoid quarreling, to be gentle, and to show perfect courtesy toward all people. Titus 3:2

And let us consider how we may spur one another on toward love and good deeds. Hebrews 10:24

Personal Integrity

This is what the Lord requires of you: act with justice, love with kindness and walk humbly with your God. Micah 6:8

Finally, brothers, whatever is true, whatever is noble, whatever is right, whatever is pure, whatever is lovely, whatever is admirable--if anything is excellent or praiseworthy--think about such things. Philippians 4:8

Volunteer Assumption of Risk and Liability Waiver

Assumption of Risk

- I understand that I am participating as a volunteer in Guatemala of my own free and voluntary will and understand the risks involved in doing so.

- I acknowledge that I derive personal satisfaction and a benefit by virtue of my participation and/or voluntarism with Faith In Practice, and I willingly engage in volunteering with Faith In Practice.
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Liability Waiver

- In consideration for being allowed to participate in the Faith In Practice volunteer program, I hereby release, waive and forever discharge any and all liability, claims, and demands of whatever kind or nature against Faith In Practice and its affiliated partners, including in each case, without limitation, their directors, officers, employees, and agents (the Released Parties), either in law or in damages or losses or in equity, to the fullest extent permissible by law, including but not limited to damages or losses caused by the negligence, fault or conduct of any kind on the part of the Released Parties, including but not limited to death, bodily injury, illness, economic loss or out of pocket expenses, or loss or damage to property, which I, my heirs, assignees, next of kin and/or legally appointed or designated representatives, may have or which may hereinafter accrue on my behalf, which arise or may hereafter arise from my participation as a volunteer.
- I authorize the release of my personal contact information to the Volunteer Team Leaders responsible for my trip and fellow team participants on my trip.

Should any of the provisions of this Liability Waiver and Release of Claims, or portions thereof, be found to be invalid by any court of competent jurisdiction, the remainder of the document shall nonetheless remain in full force and effect. This Release shall be construed under the laws of the State of Texas.

Volunteer Code of Conduct

All volunteers are expected to uphold the values of integrity, respect, and service. Volunteers agree to:

- Understand that Faith In Practice has a drug and alcohol policy for its staff, and support an environment that allows Faith In Practice staff to uphold its zero-tolerance policy toward drugs and alcohol.
- Behave in accordance with Faith In Practice's Spiritual Philosophy and Guiding Principles throughout the mission week.
- Treat fellow mission team members, Faith In Practice staff, and Guatemalan patients with courtesy, and respectfulness toward all cultures.
- Represent the organization positively and professionally.
- Follow instructions provided by mission Team Leaders and/or Faith In Practice staff.
- Maintain confidentiality of sensitive information.
- Not engage in discrimination, harassment, or unsafe behavior.
- Ensure capability to perform mission duties all week. This includes, but is not limited to, restricting alcohol or consuming alcohol only in moderation, and avoiding recreational and illegal drugs.

Volunteers are expected to uphold the Volunteer Code of Conduct. Any volunteer found to be in violation of this Code of Conduct may face disciplinary measures. These measures may range from counseling and written reprimands to temporary suspension or permanent removal from the volunteer program, depending on the nature and severity of the violation.

Eligibility

Volunteers must:

- Be at least 15 years old on the first date of the mission trip.
- Minor age applicants between the ages of 15 and 17 are required to complete an interview process with a member of the Faith In Practice volunteer program. Both the minor and parent must sign the Minor Liability Release. A parent or permanent legal

guardian must accompany the minor during the entire mission week, and should serve in a non-clinical role. Both Faith In Practice and the mission team leader must approve the minor joining the team.

Roles and Responsibilities

Volunteers are expected to:

- Participate with their mission team throughout the mission week and carry out duties as outlined in their role description.
 - Medical volunteers are required to serve within the scope of their current professional duties and adhere to the guidelines set forth by the Faith In Practice Quality Committee. Express permission from the Quality Committee is required prior to serving in a capacity that varies from their current professional duties.
 - Medical volunteers are responsible for disclosing any changes to their current professional duties that would affect their volunteer role prior to serving with a mission team.
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Use of Accommodations, Transportation, and Mission Locations

Official mission accommodations, transportation, and mission sites are reserved exclusively for Faith In Practice mission team volunteers and staff. Outside guests are not permitted to stay with volunteers at team hotels, on team transportation, or at mission locations without prior, express approval from the Faith In Practice staff overseeing the mission.

Safety, Security, and Health Policy

Volunteers must follow all safety protocols and emergency procedures. Any accidents, injuries, or hazards must be reported immediately to Faith In Practice staff.

Safety and Security

- I understand and am aware that my participation in the program may expose me to certain risks and dangers, including but not limited to, the hazards of travel by various means of conveyance; the hazards of politically unstable areas; the dangers of civil

disturbances and war; the forces of nature; acts or omissions of Faith In Practice, their respective agents, employees, officers, directors, associates, affiliated companies, subcontractors, or cooperating agencies or organizations; and accidents or illness in places without access to medical facilities, transportation, and/or means of rapid evacuation or assistance.

- I understand that my participation as a volunteer and my use of transportation, housing and dining services, and other goods and services in connection with my participation carry a risk of serious personal injury, serious illness, death and property damage or loss. I expressly and voluntarily assume all risk of injury, illness, death and property damage or loss that may result from my participation as a volunteer in and/or my use of goods and services in connection with my participation.
- I understand that traveling and working in Guatemala is physically strenuous and the mission work may entail 10-hour or more workdays. I acknowledge that I may be working at elevations of 5,000 feet and above. I will be responsible for taking whatever precautionary measures, medicines or immunizations that I deem necessary to protect my health and well-being.
- I understand that safety and security are also my personal responsibility.
- All volunteers are required to follow the safety guidelines, instructions, and directives provided by Faith In Practice staff, Team Leaders, and local partners before, and during their mission experience. Volunteers are also expected to comply with all safety policies and guidance outlined in the current Volunteer Handbook, which are designed to reduce health, safety, and security risks while serving in Guatemala.
- These safety guidelines include, but are not limited to, food and water safety precautions; transportation and travel restrictions; personal security practices; lodging and curfew expectations; emergency procedures; and any additional safety instructions communicated by Faith In Practice staff in response to changing local conditions or unforeseen circumstances. Examples of these safety measures include drinking only bottled/filtered water, avoiding food or beverages that may have been prepared with

untreated water, refraining from eating from street vendors, remaining aware of your surroundings, traveling in groups, avoiding unnecessary nighttime travel, using only approved transportation, safeguarding personal belongings and travel documents, and refraining from participating in activities that Faith In Practice has identified as presenting an unacceptable level of risk, including hiking volcanoes or engaging in other dangerous recreational activities during the mission week.

Health and Medical Emergencies

- I understand that Faith In Practice may notify the person or persons that I have listed as an emergency contact in the event that I become seriously ill or am involved in an emergency situation during the volunteer program. In the event that I am unable to make my own medical decisions, I understand that a Faith In Practice representative may have to make those decisions on my behalf.
- I authorize the staff of Faith In Practice to obtain emergency medical treatment under the supervision of a physician and/or surgeon, should treatment be necessary. I release Faith In Practice from any claim whatsoever which arises on account of any first aid, treatment, or service rendered in connection with my activities with Faith In Practice.
- I have reviewed Faith In Practice's short-term volunteer insurance (see Faith In Practice's AIG Business Travel Accident Insurance Benefits: <https://www.faithinpractice.org/wp-content/uploads/2023/11/AIG-Business-Travel-Accident-Insurance-Benefits.pdf>) and understand that it does not cover pre-existing conditions, is not intended to replace my personal medical insurance, and only provides specified coverage for the duration of the trip.
- I have reviewed my own medical insurance and acknowledge that it provides sufficient medical coverage for me on this trip.
- I agree that if any illness, injury or bodily harm should come to me while participating as a volunteer, that Faith In Practice is not financially responsible in any way for medical care, transportation or any other costs that should arise.

Financial Policy

Trip Fees and Payments

- **Application Fee:** \$150 Once-annual. Due at the time of application. Non-refundable.
 - **Trip Fee:** \$1,400 (\$1,550 for Friday to Saturday). Due 45 days before departure. Includes lodging, most meals, ground transportation, airport transportation for volunteers on the team flight, and medical emergency/lost-luggage insurance (not trip cancellation insurance). Airfare to/from Guatemala is *not* included in the trip fee.
 - **Additional Fees:** For volunteers not arriving or departing on the team flight, there may be an additional cost for transportation to or from the airport.
 - Airfare cost to/from Guatemala is the responsibility of the volunteer. Information on the team flight will be provided by your team leader. Flight itinerary must be submitted to your team leader at least 60 days before departure.
 - Payment in full or installments of remaining fees are accepted up to but no later than 45 days prior to departure. Contact Faith In Practice for payment plan options, if necessary.
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Fundraising Expectations – Share The Mission

- Volunteers are expected to participate in Faith In Practice's Share The Mission Program. This volunteer fundraising program supports the overall costs of the mission, including the purchase of supplies, medications, and logistics and administration costs.
 - Share The Mission also encourages volunteers' friends and family members to share in the mission with our volunteers, so that together they can serve the poor of Guatemala.
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Donation Policy

All donations to Faith In Practice shall be used to support Faith In Practice's overall mission effort. **No donations can or shall be designated exclusively for the benefit of a particular individual pursuant to 26 USC § 501(c)(3) restrictions.**

Refund and Cancellation Policy

Participant Cancellations:

We understand that, at times, situations occur which may require a participant to cancel. We therefore strongly recommend participants obtain trip cancellation insurance to protect against this possibility.

- Trip Fee Refund Policy:
 - 100% refund if requested 45+ days before the published trip departure date.
 - 75% refund if requested 44 – 16 days before the published trip departure date.
 - No refund for cancellations within 15 days of departure.

Refund requests must be made via email to teams@faithinpractice.org. Please allow 30 days for processing of all refund requests.

No refunds are provided if a volunteer leaves, or is asked to leave, during the mission.

Faith In Practice Trip Cancellation:

It does not occur with frequency, however Faith In Practice may be required to cancel a trip. If a mission is cancelled, participants will be notified as soon as possible and offered 3 options:

- Participants may choose to:
 - Donate trip fee and receive a 501(c)(3) donation tax receipt.
 - Request a refund of 100% of the trip fee.
 - Defer trip fee to another mission within 12 months. Volunteer's Faith In Practice account must be in good financial standing to select the deferral option.

Participant must elect one of the 3 options noted above within 30 days of the original trip cancellation notice. Participant agrees that failure to elect one of the options within 30 days acts as confirmation that the participant is making a donation of the paid trip fee for the cancelled trip and Faith In Practice will process a donation tax receipt accordingly.

The application fee, which supports pre-trip administration costs, is not refundable.

Confidentiality

Volunteers understand that their mission team leaders have access to their personal information, including the information provided by the volunteer in their volunteer application.

Team Leader Confidentiality

Mission team leaders may have access to confidential or sensitive information regarding the volunteers on their team. This may include, but is not limited to, personal contact information, medical histories as provided by the volunteer, emergency contact details, sponsorship requests, and other private data disclosed for logistical, safety, or operational purposes.

By accepting the role of team leader, you agree to maintain the confidentiality of all such information. You must not share, discuss, or disclose any confidential volunteer information with other volunteers, other team leaders outside of your mission team, or any third parties unless expressly authorized by the organization and the individual concerned.

Breach of this confidentiality obligation may result in removal from your leadership position and/or dismissal from the volunteer program.

Image Release and Patient Privacy Policy

- Volunteers grant Faith In Practice permission to use any photos, images, and videos taken during the mission trip of themselves, the team, or Faith In Practice staff or patients, as well as blog content and trip evaluation comments, however the organization may see fit. This may include, but is not limited to, use in publications, event media, the organization's website, social media posts, and in press releases, in order to continue the promotion of the mission of Faith In Practice.
- Volunteers grant Faith In Practice the use of any photos, images or videos of themselves that were obtained by others on the team during their time as a Faith In Practice volunteer.
- Volunteers must not share:
 - Images of patients in vulnerable states (e.g., under anesthetic, undressed, during surgery with visible faces).
 - Stories or content revealing patient last names, specific locations, or sensitive medical details.

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- Social media content must be respectful and culturally sensitive. Posts violating privacy or sensitivity may be required to be removed upon request.
- Images of Faith In Practice staff, teams, volunteers, patients, or associated individuals may not be used to promote other organizations without permission.

This Liability and Image Release shall be effective for all orientation meetings, and for the entire duration of the trip. The Patient Privacy Agreements do not expire at any time.

Should any of the provisions of the Image Release and Patient Privacy Policy, or portions thereof, be found to be invalid by any court of competent jurisdiction, the remainder of this document shall nonetheless remain in full force and effect. This document shall be construed under the laws of the State of Texas.

Termination of Volunteer Relationship

Faith In Practice reserves the right to terminate the volunteer relationship at any time for reasons including, but not limited to:

- Breach of policy
- Misconduct (e.g. intoxication, bullying, etc.)
- Unreliability

Volunteers may also withdraw their participation at any time with notice.

Agreement and Acceptance

By applying to volunteer with Faith In Practice, I acknowledge that I have read and understood the Volunteer Policy Statements and Agreements and agree to abide by the terms stated herein.

Signature Page (If Needed)

If you need to acknowledge and accept the Volunteer Policy Statements and Agreements separately from the volunteer application, please complete the section below.

I have read and understand the Volunteer Policy Statements and Agreements and agree to abide by the terms stated herein.

Volunteer Name: _____

Signature: _____

Date: _____

Parent/Guardian Signature (if under 18): _____

Date: _____

(Office Use only)

Organization Representative: _____

Signature: _____

Date: _____
