



Asociación de salud comunitaria de islas de la bahía
BAY ISLANDS COMMUNITY HEALTHCARE ASSOCIATION
Clínica Esperanza, Sandy Bay, Roatán
www.clinicaesperanza.org | www.bayislandscommunityhealthcareassociation.org
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Volunteer Orientation and Guidelines

Mission Statement: We are a Christian-oriented, non-denominational, non-profit organization dedicated to the premise that healthcare is a basic human right. It is our commitment to provide an environment where our patients can receive the best possible healthcare. We believe education is key to proper health management and we strive to make educational opportunities available for both the people we serve, local healthcare providers and our volunteers. We are committed to assisting healthcare professionals and others who wish to donate their time, money, expertise, medications, and supplies to improve the healthcare available to the people of the Bay Islands of Honduras.

Overall Volunteer Expectations: We are greatly appreciative of our volunteers. Their services as well as the supplies and monetary contributions they provide to our clinic are vital to our quality of care for our patients. The goal of each volunteer should be first, to serve the people of Roatan, second, to enrich their own knowledge both medically and culturally, and lastly, to pursue recreational activities on the island. Please confirm your clinic responsibilities before planning your recreational time.

Roles and Duties: Volunteers will be expected to work in the clinic from 8:00 am to 5:00 pm Monday thru Friday. Your schedule and areas of service will be determined by your preceptor.

You may take a lunch or snack break as needed but please ask your supervisor if it is an appropriate time. Water and bathroom breaks are available as needed! At the end of your shift, please notify your supervisor before departing.

- **Non-Professional Students (Pre-Med or Medical Students):** In order to maintain strict professional standards, non-professional students are allowed to provide limited direct patient care and only with direct supervision. Students will usually rotate 1 week through each of the following departments:
 - Pharmacy: Preparing and dispensing medications, cleaning, organizing, and restocking shelves
 - Triage: Taking vital signs, recording information in charts and prioritizing patients for the doctor.
 - Medical Assistant: Working closely with a physician, bringing the patients into the treatment room, and dismissing the patients to wait for their medications. The emphasis is on learning about local illnesses and diseases while also learning how to record a history and administer a physical exam. You may also be asked to do other tasks around the clinic.
- **Physician Residents:** Residents will provide patient care under the supervision of our Honduran physicians after orientation and approval.
- **Professional Volunteers (Board certified physicians, dentists, nurses, PA's, NP's, etc):** Attending physicians will provide care alongside our Honduran doctors, who all have excellent insight into the local culture, available services and referral sources. Dentists will provide patient care alongside their Honduran dental staff. The duties of other professionals will be arranged with the staff according to need and capabilities.
- **All volunteers:** All volunteers are expected to do a presentation for our **Teach-and-Learn Program** at least once while they are at the clinic and to attend whenever possible. Volunteers are invited to make a community visit at least once during their stay.*Reminder – please wipe down exam tables and chairs after each patient's use and wash hands or use hand sanitizer between patients! Coffee is provided in the staff lounge. Cups are available for your use but please see that your cup has been properly cleaned and replaced near the coffee pot. Our staff cleans the sinks, bathrooms, restocks the paper and soap, empties the wastebaskets and mops the floors but we ask everyone to work together to keep the clinic neat and clean.

Health and Safety

- 1) Drink plenty of purified water, about 3-4 liters each day. If you get a headache or feel nauseous, let someone know immediately. This could be an indication of dehydration and it is better to treat the symptoms early.
- 2) We encourage you to follow CDC antimalarial medication recommendations. Also, we want you to stay healthy while you are here, so if you need any medication or care, please ask.
- 3) Use plenty of sunscreen and insect repellent when outside.
- 4) Keep your money on your person if you carry it with you and not in a backpack or purse. Valuables should be locked up at all times if you do not carry them with you. There are lockers in the storeroom for this purpose. Theft is a big problem in Roatan, so please don't give people the opportunity.
- 5) It is safer to be in pairs or a group when walking around Roatan, especially after dark. No one should be out after midnight. Be very careful of what you do on the island after working hours. You are representatives of the Clinic and your actions will be immediately noted by residents as the actions of clinic volunteers. There are date rape drugs available on the island and HIV/AIDS is a big problem! Don't be foolish and jeopardize your future.
- 6) You should not become intoxicated at any time during your stay on the Island. Anyone found intoxicated will be asked to leave the program.

WE RESERVE THE RIGHT TO ASK YOU TO LEAVE THE PROGRAM, WITHOUT A REFUND, IF YOU DO NOT ADHERE TO OUR GUIDELINES.

General Information

1. Volunteer opportunities are available for you when not working at the clinic. They will greatly enhance your time in Roatan. Examples include tutoring adults or children in English, helping at the youth sport center near Anthony's Key, etc. Please ask for more information if you are interested.
2. We are open to suggestions for improving our clinic and the care we provide to our patients, but we do ask that you respect our policies, procedures and staff. Many years of experience has gone into the development of our clinic operations. Please do not change anything in the clinic without first asking someone in charge. It can be frustrating as well as life threatening if we cannot find an item when it is needed.
3. It is important that volunteers patronize businesses that support the clinic. Please consult us to find the business that is most supportive of your activity. There are many good people on the island that appreciate you helping at the clinic and want to show their appreciation by offering discounts.
4. Please help us preserve our resources by taking quick showers and not leaving the water running unnecessarily. Electricity is very expensive, so please be conservative and turn out lights, fans, TV's, A/C etc. when you leave a room.
5. Most septic systems here do not take toilet paper, so please throw your paper in the wastebasket.
6. Taxis charge about L.40-45 from Sandy Bay to either West End or Coxen Hole. That is a little more than \$1.50. You should always ask about the fare before you get into the taxi. After 9:00 pm rates are significantly higher. Transportation to West Bay is expensive by Taxi, so consider taking a water taxi from West End, however, they are usually only available during daylight hours.
7. Wireless internet can be accessed in the clinic after working hours. Password: Esperanza. Please DO

NOT share this with anyone.

8. Dress for the clinic is sharp-casual. Scrubs, street clothes and sandals are appropriate. Dress for the community is scrubs pants/shirts or jean pants and t-shirt and closed shoes. We also recommend a hat/cap and water bottle. We ask that you do not wear sleeveless tops or shorts out of respect for the culture. Please dress in a professional manner.
9. You can use dollars for most things on the Island but Lempiras will usually get you a better rate. We suggest that you use the ATMs in the airport or inside one of the Coxen Hole banks. Standing in a line at a bank will usually entail over an hour wait.
10. Please wash fruit and vegetables before eating. Ice and salads in restaurants are fine to eat but the street vendors may be hard on your digestive system.
11. There is transportation to "R" Church on Sundays at Infinity Bay and the resort generously offers free use of their premises and swimming pool after services. Please note that this offer is for Sunday only and only for volunteers. All other individuals and days, there will be a charge of \$25 each. Ms. Peggy or Mr. Dee will issue an Infinity Bay wristband for the day of use.
12. Laundry is available at The Refuge. Please see the property manager for details and cost.
13. Please notify Nic, Peggy or clinic personnel in case of emergency. They can help you with calls and arrange to help you with departure arrangements, if necessary.
14. Please make sure you return all items borrowed from the clinic or anyone else before your departure.
15. We hope you have a great experience with us, that you will return and that you will share your experience with others. Volunteers and donations are important and necessary for the operation of the clinic.
16. We are here to serve you. Please let us know as soon as possible if you incur a problem at any time you are on the island or need assistance.

THANK YOU FOR SHARING YOUR TIME, TALENTS, AND PASSION WITH US!