



Agua Viva

Serves

Guide Book



Table of Contents

Letter from AVS STAFF.....	3
Quick Reference.....	4
Section One: Pre-Trip Preparation	6
Online Registration, Payment Schedule, Refund Policy, Money, Vaccinations, Trip Insurance	
Section Two: Trip Details.....	8
Flight Details, Housing, Transportation, Work Projects, About the Daily Schedule, Tentative Schedule	
Section Three: Travel.....	11
Passports & Other Documents, Arrival & Departure Instructions, Insurance, Safety & Security, Packing & Travel Tips	
Section Four: Cultural Information.....	15
Costa Rica, Los Chiles, Cultural Preparation, Helpful Spanish Phrases	
Section Five: Participant Section.....	23
Pre-trip Check List, Rules of Conduct	



A Letter from AVS Staff

Dear Mission Team Member,

First and foremost **THANK YOU** for taking the time and money to come be a part of our mission in Costa Rica.

Agua Viva Serves started in 2010 with a dream from our founder, Rick Baldocchi. He was on a mission trip much like the one you're about to embark on. As he was building a church, he was shown an area with no clean water and the journey began. Rick petitioned Scott Davidson to join the cause and together they purchased the first Agua Viva drill rig and drilled the first wells.

Now the year is 2020 and we have helped give thousands access to clean water in Northern Costa Rica.

Our sincere hope is over the next week, you open your heart to the people of Los Chiles and get to know them on a personal level. I think you will be surprised at the gifts you receive in return.

Thanks again and welcome to Costa Rica,

- AVS Staff

Quick Reference

**Address:**

465 S. Orlando Ave. #102
Maitland, FL 32751

Websites:

www.avs.ngo

Contacts:

Bayron Aguilar (Costa Rica)
bayron@avs.ngo

Joel Conger (Costa Rica)
joel@avs.ngo

Jon Tschanz (U.S.A.)
jon@avs.ngo

Costa Rica Contacts:

Agua Viva Office Los Chiles
011-506-2471-1069

Hotel Carolina
011-506-2471-1151
*(while in Costa Rica, eliminate
011-504 when dialing)*

+ = International dialing code

24/7 EMERGENCY SERVICE

World Aware Crisis Management
PHONE: 312-470-3089
TOLL FREE: 855-470-1688
EMAIL: worldaware@aon.com

Identify your group as being a part
of the Florida Annual Conference of
the United Methodist Church

Quick Reference

What can I expect once I arrive in San Jose?

Unless alternate transportation has been arranged you will be met by Agua Viva Staff at the airport exit after clearing customs and immigration.

What should I bring?

Bring clothes that you don't mind getting dirty. If you've got some old clothes on their last leg, this is a great time to utilize them. You will want work clothes for 5 days. Something to change into after work, something conservative for church (skirt or dress for women; pants for men) and that's about it. Latin America is generally very conservative, think conservatively when making clothing choices to avoid unwanted attention. (For more on what to bring, see Packing List.)

Can I drink the water?

It's generally a good idea not to drink the water in Los Chiles. Bottled water can be purchased almost anywhere. It's also a good idea to bring a water bottle, although you will have a chance to stop and purchase water every morning. We will provide clean, bottled water throughout your stay at the hotel and at the worksite.

Do I need to change money?

No, US dollars are accepted everywhere in Costa Rica. There is no need to change money at the airport (No matter what the signs say). Many vendors accept credit cards. VISA and MasterCard are the most common.

What will the work be like?

The best word to describe the work is dirty, but incredibly rewarding. We will usually leave the hotel around 7:30am and return around 5:00pm.

Where will I sleep?

You will sleep in the Hotel Carolina, Los Chiles. You will enjoy such amenities as hot water, air conditioning and wifi. The hotel is also within walking distance of all that Los Chiles has to offer.

Will I need vaccinations?

Since individual medical history and past travel vaccinations will vary, team members should be advised to check with their personal physicians to determine what is recommended for their participation.

The CDC lists recommended vaccines and medications by country on the following website: www.cdc.gov/travel/destinations/list.aspx

SECTION

1

Pre-trip Preparation:

- Online Registration • Payment Schedule • Refund Policy • Money • Vaccinations • Trip Insurance

Online Registration

Visit www.avs.ngo/register and select your trip/team leader. It will walk you through the sign up process.

Payment Schedule

- Should you wish to support raise to help pay for your trip, please see your trip leader for specific instructions, or contact the Mission Staff at church.
- Cost covers **housing, meals, in-country transportation** and **program**. There may be some meals in transit for which you will need to pay.

- Payment schedule:

Deposit

\$100/person to Agua Viva

Required to reserve space

Flight

Price dependent on airline

Pay directly to airline

Hotel/Food/Transport

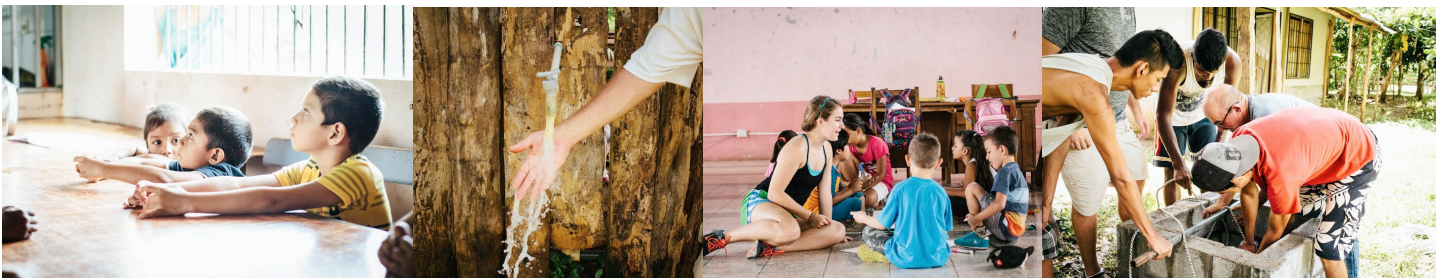
Paid pre-trip

Approximately \$800

Other costs

Determined by missioner

Deposits and other payments for mission trips are **NOT refundable**. Trip insurance is recommended for anyone with concerns – rates vary based on trip and age of missioner. See Mission Staff if interested.



Other Money

- Each missionary should bring money with them for the following:
 - Snacks
 - Souvenirs - there will be opportunities for shopping
 - Activities during R&R days, if applicable
 - An offering for church
- Credit cards accepted by hotel.
- U.S. dollars are accepted in Costa Rica.
- Travelers Checks are not accepted.

Vaccinations for International Trips

- Since individual medical history and past travel vaccinations will vary, team members should be advised to check with their personal physicians to determine what is recommended for their participation.
- Schedule at least 4-6 weeks before your travel date! Some immunizations need to be given in a series to ensure protection.
- The CDC lists recommended vaccines and medications by country on the following web site: www.cdc.gov/travel/destinations/list.aspx

Orlando-Area Locations for Vaccinations:

- **Seminole County Health Department:** www.seminole.floridahealth.gov
Main Office
400 West Airport Boulevard
Sanford, Florida 32773
Phone: 407.665.3700
Travel services are by appointment only
Hours of Operation:
MWTF 8:00am-5:00pm
Tue 8:00am-7:00pm
- **Orlando Regional Medical Center:** www.orlandohealth.com
Health Service for Travelers
21 W. Columbia St. #201
Orlando, FL 32806
Phone: 407.649.6821
Self pay (no insurance)
Hours of Operation:
M-Th 8:00am-4:30pm

SECTION

2

Trip Details:

- Flight Details
- Housing
- Transportation
- Work Projects
- About the Daily Schedule
- Tentative Schedule

Flight Details

Most airlines fly into the capital of Costa Rica, San Jose. The airport is actually located in Alajuela about 30 minutes from San Jose. Please arrive before 2:00PM on the first day and do not fly out before noon on your last day. If you do, you may have to spend the night next to the airport at an additional cost.

Jet Blue has direct flights from Orlando to San Jose. Spirit Air may also have good rates, check with both airlines but plan to arrive and depart as a team. Also be sure to check baggage policy.

Housing

- **Hotel Cabinas Carolina** – This small bed and breakfast is where you will stay for the duration of the trip. Reviews have been extremely positive with one guest saying “Big, clean, comfortable rooms. Lovely bathrooms, excellent food, and we were treated like family. What a pleasant surprise to find air conditioning, wi-fi, cable TV in English & Spanish in this quiet corner of the world.”
- **Please Note that the Hotel can only accommodate 25 people so please cap your group at 25.**



Transportation

Agua Viva Serves or a qualified contractor will provide ground transportation.

Work Projects

To be determined prior to trip.

Typical Schedule: Fill out with your trip leader during team meeting

Tentative Schedule						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday



About the Daily Schedule

Now that you've seen the Tentative Schedule at the beginning of this section, here are a few descriptions of the daily activities. Remember, this daily schedule is an example only; it will be adjusted to fit our needs once we are together. We try to be flexible with the schedule and may make adjustments throughout the week to accommodate our plans and program.

The team will be assigned a specific well project and assignments within the **WORK GROUP** depending on skills. Specific work assignments to be determined by team.

The R&R Day (if you select to have one) will look different than the rest of the trip. This is a time to enjoy the culture and natural beauty of the country of Costa Rica. You might hike, raft, go on a zip line, visit a rain forest, or go to the beach

TEAM DEVOTIONS are generally held each morning and evening. Planning for the day, prayer, Bible reading, singing and short devotionals all may be a part of this time of building group unity and encouraging spiritual growth. Although the trip leader will plan the meetings, input and involvement by each team member is desired and encouraged!

Rise and Shine

Quiet Time

Breakfast

Gather/Leave with
Work Group

Work Day with Lunch

Shower / Free Time

Dinner

Team Devotions

Family Time

Head for Bed

Lights Out

R&R Day

At some point each day depending on your specific schedule, you will have **QUIET TIME** to be still and individually spend time with the Lord. We provide a journal guide for each participant to use if they wish.

MEALS will be eaten together as a team. Breakfast and dinner will be at the hotel, while lunch will generally be eaten at the work site. A few meals will be eaten at restaurants, while in transit or during the R&R days.

*"If anyone serves Me, let him follow Me; and where I am, there My servant will be also. If anyone serves Me, him my Father will honor".
John 12:26*

SECTION

3

Travel:

- Passports & Other Documents
- Arrival and Departure Instructions
- Insurance
- Safety & Security
- Packing & Travel Tips

Passports & Other Documents



- Each participant who is an American citizen needs proper documentation for the immigration departments, both in Costa Rica and the United States
- **The United States government REQUIRES a passport for anyone traveling outside the nation**, so make sure your group gets started on the passport process early. It can take 12 weeks or more to get one and it takes longer closer to the summer. The passport must not expire within three months after your trip returns. To be safe, travel with a copy of important documents.
- Residents of other countries need **BOTH a passport AND a visa.**
- Please be sure that everyone in your group has the necessary documents and that they are **valid for three months following the trip return date.**

Arrival and Departure Instructions

ARRIVAL:

During the flight to Costa Rica, each person will be handed two forms to fill out: one for immigration, and one for customs. Each person (or family) should fill these out, including the address and phone number of the hotel: Hotel Carolina, Los Chiles, Costa Rica 011-506-2471-1151

LEAVING COSTA RICA:

There is an airport exit fee of approximately \$29.00 (can be paid in dollars or colónes). Airlines usually pay this for you in your flight and there is no need to pay at airport. If you do, after you check in at the ticket counter, you must take your passport and boarding pass to the exit fee counter to pay

Insurance

Trip Insurance:

Trip Insurance may be bought through the travel agent. For those interested, see the Mission staff at FUMCWP.

Medical/Accident Insurance:

Each team member is covered by the Florida Conference of the United Methodist Church for illnesses and accidents during the trip. Your trip leader has the coverage details, and will provide you with a coverage card before your departure.

Safety and Security

We live in uncertain times. Travel involves certain risk to one's property or personal safety. We rely on the hosts and local leadership for up-to-date safety information. However, travel safety is also everyone's personal responsibility.

Most missionaries will feel as safe in Costa Rica as they do at home in the USA, if they take some simple precautions. Common sense is always the rule.

Your team leader, local pastors, and missionaries will bring to your attention any situations that would place you at risk. Take their advice seriously.

Most tips about security center around not creating temptation for opportunistic theft.

- Do not take jewelry or an expensive watch. Wear a cheap watch, and leave all but your most simple, unobtrusive jewelry at home. Taking real gold is not appropriate—leave these items at home. Not only will you be more secure, but more culturally appropriate as well
- Don't wear flashy or expensive clothing for the same reasons.
- Be discreet when exchanging currency in public or when making purchases. Do not display large amounts of cash. Don't flash a wad of cash when making a purchase. When out and about, carry larger quantities of cash in a security "belly pouch" under your clothes. Carry smaller quantities of money to use in your pocket (more secure than a purse).
- Carry any valuables in a discreet manner. For example, keep your camera in a pocket or fanny pack, instead of around your neck or shoulder.
- While traveling, keep your passport and cash on your body at all times. A "belly pouch" is best. This flat cotton pouch tucks under your waistband and is hidden from view. The more visible "neck pouch" isn't as secure for passport and valuables. When traveling, the most secure place for your passport is to always have it with you, well-hidden and protected from theft.
- Carry your passport and cash with you at ALL times.
- Do not leave cash, cameras or other valuable items unattended while traveling or while at the project site, unless it is clear that the place is secure.
- In the daytime, walk in groups of at least two. Please don't go off alone anywhere, even to wander off to "see something", "buy something" or "just take a quick picture". If the missionary or a local pastor says that two people together is not secure enough in a particular community, or that you should be accompanied by a local person when you walk to a particular place, please comply.
- In general, do not walk around the communities after dark (darkness tends to come earlier than in the US), unless the local staff specifies it is okay under certain conditions.

Safety and Security Contd.

- Travel with two complete copies of your passport. Keep one copy separate from the original (like your suitcase), and give the other copy to the team leader.
- Carry a list of medical conditions/allergies/medications and insurance card with you.
- Never leave your luggage unattended in any airport, even for a brief moment.

Please tell your team leader, or other person, if you are experiencing any problems or concerns.

Packing and Travel Tips

Appropriate dress in Costa Rica differs from place to place and the standards for the Christian remember that you are representing First United Methodist Church Winter Park, the Christian Community, and your family. Modesty is the key guideline.

PACKING: Pack as lightly as possible.

Personal Items Checklist (Remember that many of the conveniences we take for granted may not be readily available)

- Light weight, cotton clothes are best for work
- Shorts are okay but should be fingertip length or longer. Shorts or skirts that are either very tight or short are not appropriate – cheerleader shorts, Softe shorts, and anything like them may not be worn
- Pajamas
- Three pairs of sturdy shoes: close-toed working shoes that you don't mind getting muddy, casual shoes, and flip-flops
- Sunscreen and wide-brim hat for sun protection
- Work gloves
- Personal packs of Kleenex
- Hand sanitizer
- Light rain jacket or poncho
- One nice outfit for church — modest and simple (can be casual)
- Small mirror
- Camera
- Extra batteries
- Washcloth in small plastic zip-lock bag. Most hotels do not supply them. A small hand towel is a good idea, too
- Sunglasses
- Bug spray/mosquito repellent
- Extra pair of glasses or extra contact lenses
- A watch with alarm. If you do not have an alarm watch, bring a small travel alarm
- Ear plugs
- Personal water bottle. **Do NOT forget** this item!!!
- A good book, a journal, and a Bible
- Snack food

PLEASE NOTE: ALL PERSONAL ITEMS SHOULD BE MARKED FOR IDENTIFICATION—Baggage, clothing, everything!

Please use a permanent marker to put your name on your things.

Packing and Travel Tips Contd.

Each team member should pack the following in their **CARRY-ON BAG**:

- Passport
- ID
- Emergency information—names and phone numbers of family members, doctors, etc.
- Medicines, health kit, copies of any prescriptions
- Reading materials, journal, Bible
- Sleep aids, ear plugs, inflatable pillow
- Camera, small flashlight and extra batteries
- Hygiene items—soap, shampoo, deodorant, toothpaste (travel size in a zip-lock bag) toothbrush, comb or brush
- Extra pair of prescription eye glasses
- ALL prescription medications
- At least ONE CHANGE OF CLOTHES—extra socks and underwear
- Bring a belt pouch (“fanny pack”). In crowds, wrap the strap through another waist belt or loop for security. This should contain travel documents, health certificates, passports, ID, money, sun glasses, camera, pens, etc.

DON'T FORGET YOUR PASSPORT!!

What Should I Leave at Home?

- **Prohibited Substances:** Tobacco, alcoholic beverages, and other drugs
- **Expensive items** (jewelry, clothing, personal music and entertainment systems, etc). A good rule is don't bring anything you can't easily replace or afford to lose.
- **Clothing that advertises** alcohol, tobacco products, drugs, or displays obscene or suggestive language or images.
- **A bad attitude** and any expectations that you are going on vacation to relax and visit a new place—you are going to experience a different culture and a break from your everyday routines, but you are coming to serve others and to be a messenger of Christ's love by the work you do.

SECTION

4

Cultural Information:

- Costa Rica • Los Chiles • Cultural Preparation
- Helpful Spanish Phrases



All groups fly into San Jose and then take a bus to our location

President: Luis Guillermo Solís (since 2014)

Land area: 19,714 sq mi (51,060 sq km); total area: 19,730 sq mi (51,100 sq km)

Population (2016 est.): 4,872,543 (Growth Rate: 1.19%); Birth Rate: 16/1000; Infant Mortality Rate: 8/1000; Life Expectancy: 78.6; Density per SQ KM: 82

Capital and largest city (2003 est.): San José, 1,527,300 (metro. area), 337,200 (city proper)

Monetary unit: Colón

Languages: Spanish (official), English

Ethnicity/race: White (including mestizo) 83.6%, Mulato 6.7%, Indigenous 2.4%, Black 1.1%, Other 6.2%

Religion: Roman Catholic 76.3%, Evangelical 13.7%, Jehovah's Witnesses 1.3%, Protestant 0.7%, Other 4.8%, None 3.2%

Literacy rate: 97.8% (2015 est.)

Geography and Climate



This Central American country lies between Nicaragua to the north and Panama to the south. Its area slightly exceeds that of Vermont and New Hampshire combined. It has a narrow Pacific coastal region. Cocos Island (10 sq mi; 26 sq km), about 300 mi (483 km) off the Pacific Coast, is under Costa Rican sovereignty.

History & Government

Costa Rica was inhabited by an estimated 400,000 Indians when Columbus explored it in 1502. The Spanish conquest began in 1524. The region grew slowly and was administered as a Spanish province. Costa Rica achieved independence in 1821 but was absorbed for two years by Agustín de Iturbide in his Mexican empire. It became a republic in 1848. Except for the military dictatorship of Tomás Guardia from 1870 to 1882, Costa Rica has enjoyed one of the most democratic governments in Latin America.

In the 1970s, rising oil prices, falling international commodity prices, and inflation hurt the economy. Efforts have since been made to reduce reliance on coffee, banana, and beef exports. Tourism is now a major business. Óscar Arias Sánchez worked to simultaneously heal his country's economic woes and foster peace in Central America.

José María Figueres Olsen of the National Liberation Party became president in 1994. He opposed economic suggestions made by the International Monetary Fund, instead favoring greater government intervention in the economy. The World Bank subsequently withheld \$100 million of financing. In 1998, Miguel Ángel Rodríguez of the Social Christian Unity Party became president, pledging economic reforms, such as privatization. In 2000, Costa Rica and Nicaragua resolved a long-standing dispute over navigation of the San Juan River, which forms their shared border. A psychiatrist, Abel Pacheco, also of the Social Christian Unity Party, won the presidency in elections held in April 2002. In May 2003, several national strikes took place, by energy and telecommunications workers over privatization and by teachers over their salaries.

Costa Rica has a reputation as one of the most stable, prosperous, and least corrupt Latin American countries. But in fall 2004, three former Costa Rican presidents (José María Figueres Olsen, Miguel Ángel Rodríguez, and Rafael Ángel Calderón) were investigated on corruption charges. In 2006, Óscar Arias Sánchez was elected president. Arias, who had served as president once before (1986–1990), won the Nobel Peace Prize in 1987 for fostering peace talks that eventually ended the civil wars in El Salvador and Nicaragua.

The Costa Rican government voted in November 2008 to implement the Central American Free Trade Agreement that voters had approved in October 2007.

In February 2010, Laura Chinchilla became the country's first woman to be elected president, taking 47% of the vote.

Climate

Because Costa Rica is located between nine to ten degrees north of the Equator, the climate is tropical year round. However, the country has many microclimates depending on elevation, rainfall, topography, and by the geography of each region.

Costa Rica's seasons are defined by how much rain falls during a particular period and not to the four seasons in the Northern Hemisphere. The year can be split into two periods, the dry season known to the residents as summer, and the rainy season, known locally as winter. The "summer" or dry season goes from December to April, and "winter" or rainy season goes from May to November, which almost coincides with the Atlantic hurricane season, and during this time it rains constantly in some regions.

The location that receives the most rain is the Caribbean slopes of the Central Cordillera mountains, with an annual rainfall of over 5,000 mm (196.9 in). Humidity is also higher on the Caribbean side than on the Pacific side. The main annual temperature on the coastal lowlands is around 27 °C (81 °F), 20 °C (68 °F) in the main populated areas of the Central Cordillera, and below 10 °C (50 °F) on the summits of the highest mountains.

Los Chiles

Los Chiles is a "border town," only four kilometers from Nicaragua. The vast majority of the population of the city was born in Nicaragua. The Río Frío, on the western edge of town, is a major thoroughfare used to access small villages and farms in the surrounding area.



Cultural Attitudes

There are certain philosophies of life that tend to be common in Costa Rica, as well as the rest of Latin America. An attitude of fatalism is common, due in part to the struggles of being poor. People see the limits of social mobility in their society and try to accept their position in life as something they cannot control. This attitude can relieve frustration and allow people to focus on what is good in life, rather than on what is unpleasant. It is common to hear the phrase Si Dios quiere (God willing) in conversation.

Another common Costa Rican attitude is machismo, referring to the male-dominated culture where women have traditionally been expected to remain submissive. Hora latina refers to the concept of time and schedules. Because giving attention to relationships is seen as more important than schedules, and because life is simply unpredictable in Costa Rica, being late for appointments or social events is a way of life. For example, a person would not hesitate to stop and talk to a friend on the way to an appointment, even if it meant being late. This also is common to a certain extent in urban settings.

Costa Ricans generally value their Christian beliefs and their ties to the land and agriculture. People rely on buses because few own cars. In areas without buses, pickup owners may provide travel on specific routes. Some cities and tourist spots are accessible by airplane. Private telephones are uncommon outside of major cities. Mail service is slow but fairly reliable.

Cultural Preparation



Being and living in another culture can offer many insights into your own culture, your own faith journey, and is an opportunity to hear the voice of God. Even though it can be challenging and disorienting to be in another culture, an attitude of open eyes and an open heart can bring rich rewards. Experiencing a different culture helps volunteers become global Christians who better understand the rest of the world.

Culture exerts a powerful influence on our day-to-day living and wields most of its influence upon us unconsciously. To encounter a culture different from our own requires careful preparation.

Cultural Preparation (Contd.)

- Greetings: When greeting people, hugging is acceptable and welcomed. The common greeting is a light hug while touching your cheek to theirs and making a kissing sound into the air or an actual light kiss on the cheek. Men will greet each other with a handshake and sometimes a hug if it is a close friend..
- How to Dress: Short shorts are not acceptable, even on a worksite. Sleeveless shirts are fine, but no thin or spaghetti straps please. Dress simply for worship: skirts for women, short-sleeve collar shirts (knit or otherwise) for men. Leave all jewelry, or at least all but the most-simple jewelry, at home.
- Conversation: North Americans are quick to “get to the point”, and are often perceived as being too direct and open. Diplomacy and tact are useful to avoid giving offense.
- Sense of time: Living by the clock is not as important in Costa Rica as in North America. There is a general understanding that meeting and starting times are flexible. See unexpected waiting times as opportunities to connect with others!
- Attention from community: The act of watching others (what North Americans might call “staring”) is acceptable in the Costa Rican culture, especially watching people who are interesting and different, like mission team members. Try not to take offense.
- Photography: Ask permission before taking someone’s picture. (“Puedo?” while pointing to your camera usually works to communicate. It means: “May I?”) Whenever possible, establish a relationship with people before asking to take their picture. Even eye contact and smiles can warm your subjects to the idea of having their picture taken. Be sensitive—private moments deserve to be kept private.
- Expect less than first-class accommodations. There may be a water shortage, bugs, lack of privacy, cold showers, dusty car/bus rides, monotonous menus, a cracked toilet seat, etc. Before you complain, think about how your complaints can sound to local folks who live in these conditions—or worse—all the time. Please be a gracious guest in the spirit of Christ.
- Expect differences in sanitation and personal hygiene.
- Use the waste can next to the toilet for toilet tissue. Paper will clog the toilet.
- Pedestrians do NOT have the right-of-way. Watch for cars and bikes—they won’t slow down for you!
- Costa Rica has a culture of machismo, so gender issues sometimes surface. The UM church of Costa Rica has a theology of equality, but there are sometimes cat-calls and whistles toward young North American women from men outside the congregation. Best to ignore it. If there is a time when a woman on the team feels strange about attention received, please let someone know.

Costa Rica Living Tips

We want to prepare you for some differences ahead of time, so that they won't detract from the overall experience.

- **Drinking Water.** Team members should drink purified, bottled drinking water that is made available to teams by local staff, and is readily available at stores and gas stations in Costa Rica. Brush your teeth with purified water also. If you're ever in doubt about the water or the ice, please ask. Or bring your own water with you to a restaurant. Stay hydrated during your stay. It is an easy way to prevent ill health.
- **Food.** Take what you want; eat what you take. Costa Ricans frown upon throwing out uneaten food. If you are being served, it is okay to say "just a little, please" (un poco, por favor), or "no more, thank you" (no más, gracias). Avoid food purchased from street vendors. The local missionary or pastor will advise your group about which are the safe restaurants and local food stands. Don't eat raw vegetables or unpeeled fruit unless you know they have been washed or have been treated in a water and chlorine solution.
- **Smoking and Drinking.** In the culture of Costa Rica, smoking or drinking alcohol are behaviors that are taboo for Christians.
- **Bathroom.** Toilet paper in Costa Rica is not put in the toilet to be flushed away, but in the wastebasket next to the toilet. The water treatment systems cannot handle toilet paper. It is rare to find a toilet in Costa Rica that can take toilet paper, even in hotels. Ask if you are not sure. Many restrooms will not have toilet paper, so carry Kleenex travel packs with you. Some showers only have cold water.
- **Electrical current** is 110 in Costa Rica, the same as the U.S.

There will be both unexpected developments, and times when what you expected would happen, won't. Remember the Spirit works in these times! The unexpected is an opportunity for the Holy Spirit to move!

Helpful Spanish Phrases

How's your Spanish? We know from experience that knowing some words and phrases in Spanish will enrich your time in Costa Rica. Any attempt to learn and speak the language of your hosts will be impressive and very much appreciated. It will mean a lot that you want to learn their language, and they will be delighted to help you all they can.

Hello	Hola
Good day	Buenos días
Good afternoon	Buenas tardes
Good evening	Buenas noches
How are you?	¿Como está?
Fine, thank you.	Bien, gracias.
Goodbye	Adios
Until later. (See you later.)	Hasta luego.
Until tomorrow...	Hasta mañana.
I'm pleased to meet you.	Mucho gusto.
Thank you	Gracias
Thank you very much	muchas gracias

Please	por favor
You're welcome	de nada
It's okay.	Esta bien
What's your name?	¿Como se llama?
My name is _____.	Me llamo _____.
Where are you from?	¿De donde es?
I'm from the United States.	Soy de Los Estados Unidos.
Jesus	Jesùs
May God bless you.	Que Dios le bendiga.
Christ	Cristo
Church	la iglesia
Methodist church	Iglesia Metodista
What time is it?	¿Que hora es?
At what time is the service?	¿A que hora es el culto?
Where is the bathroom?	¿Donde esta el baño?
How much does it cost?	¿Cuànto cuesta?
I'm sorry. (I sympathize.)	Lo siento.
I'm sorry. (after just bumping someone.)	Perdòn.
With your permission... (passing through a crowd, entering a room or small shop, excusing yourself from the table.)	Con permiso.
I don't understand.	No entiendo. (not: "no entiende")
I don't understand.	No comprendo.
Yes, I understand.	Si, comprendo.
Do you understand?	¿Comprende? ¿Entiende?
I don't speak Spanish.	No hablo español.
More slowly, please.	Mas despacio, por favor.
Repeat it, please.	Repítalo, por favor.
What? (did you say?)	¿Como?
What's that?	¿Que es èso?
How do you say _____?	¿Como se dice _____?
What do you call this?	¿Como se llama èsto?
More	Màs
No more	no màs
Enough?	¿Es suficiente?
Show me (or teach me), please.	Ensèñeme, por favor.
Teacher (or term of respect for the foreman)	maestro/maestra
Too much	Demasiado
Help	la ayuda
May I take a photo?	¿Puedo tomar una foto?
Look!	Mire!
What are you doing?	¿Que esta haciendo?

What happened?	¿Que pasò?
What do you (does he/she) want?	¿Que quiere?
I have two sons/daughters.	Yo tengo dos hijos/hijas.
How many children do you have?	¿Cuantos niños tiene?
Mother/mom	la madre/mama
Father/dad	el padre/papa
Brother/Sister	hermano/hermana
How old are you? (to a child)	¿Cuantos años tienes?
Building	el edificio
Cement mix/concrete	la mezcla
Water	el agua
Wall of a building	la pared
Floor	el piso
Outside wall (for security)	el muro
Nail	la clave
Hammer	el martillo
Paint	la pintura
Roof/ceiling	el techo
School	la escuela
Money	el dinero
Song	la canción
Store	la tienda
type of small neighborhood store	la pulpería
cement block	el bloque
Shovel	la pala
Window	la ventana
Door	la puerta
Congratulations!	¡Felicitaciones!
Suitcases	las maletas
Luggage, baggage	el equipaje
Customs	la aduana
Yesterday	Ayer
Today	Hoy
Tomorrow	Mañana
Morning	la mañana
Afternoon	la tarde
Evening/night	la noche
Go well! (said when parting)	¡Que le vaya bien!
Thanks be to God!	¡Gracias a Dios!
I don't know.	No sé.
No problem!	¡No hay problema!

SECTION

5

Participant Section:

- Pre-trip Check List • Rules of Conduct

What do I need to do before I go to Costa Rica?

- Read this Handbook carefully.** It contains important information for trip planning.
- Register and Make Trip Deposit**
- Give one passport copy to trip leader and carry one yourself.**
- Attend team training meetings**
 1. _____
 2. _____
 3. _____
- Get proper documents for leaving and returning to the country.** A passport is REQUIRED by the United States government. Please be sure it is current and does not expire for at least 3 months past your return.
- Begin to **prepare yourself now, both physically and spiritually.** The surroundings are quite different from what you are used to, and some of the work is physical. Start journaling, praying about the trip, and getting into shape. The better shape you are in both physically and spiritually, the more productive and enjoyable your time will be.
- Find out all you can about Costa Rica.** Read everything you can get your hands on. Scan the newspaper and magazines for articles. Go to the library or check the Internet for information on the country, the people, and the culture.

How should I act in Costa Rica?

(Otherwise known as RULES)

Because Costa Rica is such a different culture, it is important to follow some general rules while on the trip. Remember that you are a visitor to their country. Also remember that the standards of Costa Rica Christians are often very different from those who work in the tourist industry. As representatives of your church and Ambassadors for Christ, you need to be willing to adjust to the standards of the Christian culture.

- **Use or possession of alcohol, drugs and tobacco products is strictly prohibited.**
- **You may NOT go anywhere by yourself.** Make sure your trip leader has approved any location you plan to go. When shopping in the market or walking in villages, you should always go in two's or three's.
- **You should always follow your leader's instructions,** even when you don't understand them.
- **When going through customs, be polite and courteous.** This includes American as well as Costa Rican customs.
- **Do not buy things in Costa Rica that are not allowed brought back into the United States.**
- **When talking to or about Costa Ricans, do not use the term "third world country" or "natives".** They are Costa Ricans and this is their home. Listen first and try to learn as much as you can.
- **Take great care with any social media posting** (See Social Media Use)*
- **Do not give things away to people or respond to requests for money without first checking it out with your leader.** You will have opportunities to donate clothing, money or other items, but we prefer that be done through the local church in order to avoid hard feelings or embarrassment. (See Gift Giving Guidelines)**

***Social Media Use**

The mission experience will be transformational for you, and the church understands the natural desire for you to share your experiences with others back at home. However, the personal use of social media to publish your own commentary online in real-time of a shared mission experience can have unintended and unfavorable results to the church and those we serve. Therefore we ask all missionaries to:

- Be sensitive to your hosts and those you are serving – they are on social media, too.
- Photographs of team members are only permitted with their permission.
- Don't post on impulse, carefully review your comments.
- Be extra careful that your communications do not inadvertently share confidential information.
- Post as if the Orlando Sentinel were printing your electronic communication on the front page for all to see.
- Laws governing slander, libel, defamation and copyright apply.

**Gift-Giving Guidelines

It is often difficult for North Americans with generous hearts to realize the long-term problems that giving certain gifts can cause. For this reason, please observe these established guidelines for gift-giving.

- Please do not independently or indiscriminately give money, clothes, candy, or gifts directly to local people in the community or congregation, either during or at the end of your mission experience. The best gift is sharing love, joy, and kindness with your new friends. This is a common guideline for all mission teams across the globe.
- Donations are wonderful, and many ministries of the local Costa Rican churches are made possible by donations brought by mission teams! Please give all donations your team carries to Costa Rica directly to Joel Conger. We encourage that this be done quietly, without fanfare. Joel will then distribute or use the items as part of Agua Viva and the church's ongoing ministry and programs. Never give ANY donated items directly to local people. This includes tools and work clothes you leave at the end of your trip.
- Do not give toys, candy, or other gifts directly to children in the church or community. (This includes teams who do VBS with local children.) These kinds of items are wonderful to give directly to the local pastor, who can distribute them at special times. As a team, brainstorm other ways to show your love for the local kids, besides "giving things". Be prepared with songs & games that don't need the trappings not usually found in poor communities—or come prepared to learn their songs and games—a big hit!! If you do bring special items to use while playing with kids, but not to give away (like bubbles, Frisbees, folding paper, jump-ropes, balls), please watch these items carefully so they don't "walk away" with certain children. More than anything, be ready with hugs, smiles, and open hearts.
- It is not appropriate for anyone you are working with to ask you to help them personally, no matter if they are lay people, translators, construction workers, or drivers. For example, a church member at the site where you're working may ask you to pay for a bike, for school, for the help with medical bills, etc. You should respond that 1) team members are not allowed to give gifts or money, and that 2) the local pastor has items and funds to help people in need. Inform the Agua Viva staff of any situations of people asking for things.
- It is also not appropriate for team members to make comments that can be construed as offers of assistance in the future. This happens all the time! North Americans do this without thinking, so be careful! Things like: "You'd love the USA—it is so pretty this time of year!" or "It would be awesome if you had the money to go to college!" These types of things are said as extensions of a developing friendship, but leave Costa Ricans disappointed and bewildered as to why these new friends offered something that they don't follow through on.
- Don't offer to write or send pictures if you are not going to do it. Giving out your phone number or street address is not a good idea—nor is handing out your business card indiscriminately. Don't give your e-mail address.
- The Agua Viva staff can help you find appropriate channels to give gifts that will benefit entire communities rather than just individuals. Teams sometimes want to make a donation that will benefit a particular individual, like a scholarship for a particular person the teams meets on the worksite. What helps the church and pastor much more, is to give a donation to the church for that need in general, i.e. for scholarships to the congregation, in general. Then the church can determine who has the most need. The local people who the team gets to know are not always the people in the congregation with the most need, and it can be paternalistic for teams to assume they know best.

By asking that you don't give gifts, we are hoping to avoid:

- Expectations of possible handouts that get in the way of authentic relationships.
- Unintentionally creating jealousy and division in a community.
- Skewed expectations of the next group of North Americans that might come.
- The temptation of short-term fixes in a community instead of examining the root causes of poverty.
- The opportunity to receive something for free can sometimes result in a mob scene with North Americans feeling overwhelmed and Costa Ricans feeling left out or that they need to push to get something.