

# The Lord's House of Hope

## Guest Manual



*"How glory be to God! BY His mighty power at work within us,  
He is able to accomplish infinitely more than we would ever dare to ask or hope."  
-Ephesians 3:20*



*Volunteers making pancakes!*

# Content

## Guest Manual

Definition of Visitor and Volunteer .....	3
Expectations for visitors and volunteers PRIOR to travel .....	4
Personal Health and Safety Considerations	
Travel Expenses and Arrangements	
Policies and Procedures While at TLHOH Orphanage .....	6
General	
Health and Safety	
Interactions with the Children	
Meal Times	
Personal Expenses	
Expectations for visitors and volunteers upon DEPARTURE .....	8

## Appendix ..... 9

Guest Application Checklist	
Potential Expenses	
Things to Bring/Not Bring to the Orphanage	

## Forms (not included here)

Intent to be a Guest (Form 1)	
Confirmed Guest Application (Form 2)	
Acknowledgement of Responsibilities (Form 3)	
Invoice (Form 4)	
Guest Reflection Survey (Form 5)	

Why be a mgeni, 'guest' in Swahili, at The Lord's House of Hope (TLHOH)? Simply said, you will never be the same! Your experience will not only have a positive effect on the children, but it will have a deep impact on you as well. Know that while you are in Kenya, you will have opportunities to provide a meaningful difference to all you come in contact with.

The staff at TLHOH treat all our visitors and volunteers as mgeni, guests. We liken it to having a guest stay in our home; this is, after all, the children's home. As a guest, you will be treated with dignity and respect and we expect the same in return. The House Father/Manager is the one in charge of the home/orphanage. He will make all onsite decisions regarding anything that affects the children or the orphanage.

A journey to Kenya is an exciting endeavor and we assure you that being part of The Lord's House of Hope will change you forever. We feel very blessed when people inquire about visiting or volunteering at TLHOH. We ask that all guests bear in mind that we do incur additional expenses to accommodate them as well as rearranging our staff schedule to offer transportation, travel companions, etc. As a result, we must require that all visitor and volunteers pay a nominal amount for their accommodations.

With that, we'd like to explain a few guidelines for any friends who are considering a visit to our orphanage. We have differentiated between the two types of visitors who may come to TLHOH, and listed the guidelines for each group below.

First, we'd like to define a visitor and a volunteer:

A **visitor** is someone who wishes to stay at the orphanage on a short-term basis (3-14 days), but does not intend on participating in or completing any approved projects. The goal of the trip is to visit the orphanage and its neighboring community. We hope this time will be a blessing to the visitor, children and staff. The brief time at the orphanage should give visitors the first-hand knowledge they are seeking. A visitor may assist with meal preparation, clean up, laundry, etc. At devotion time, visitors are encouraged to share their love for God, share basic Bible stories, or songs.

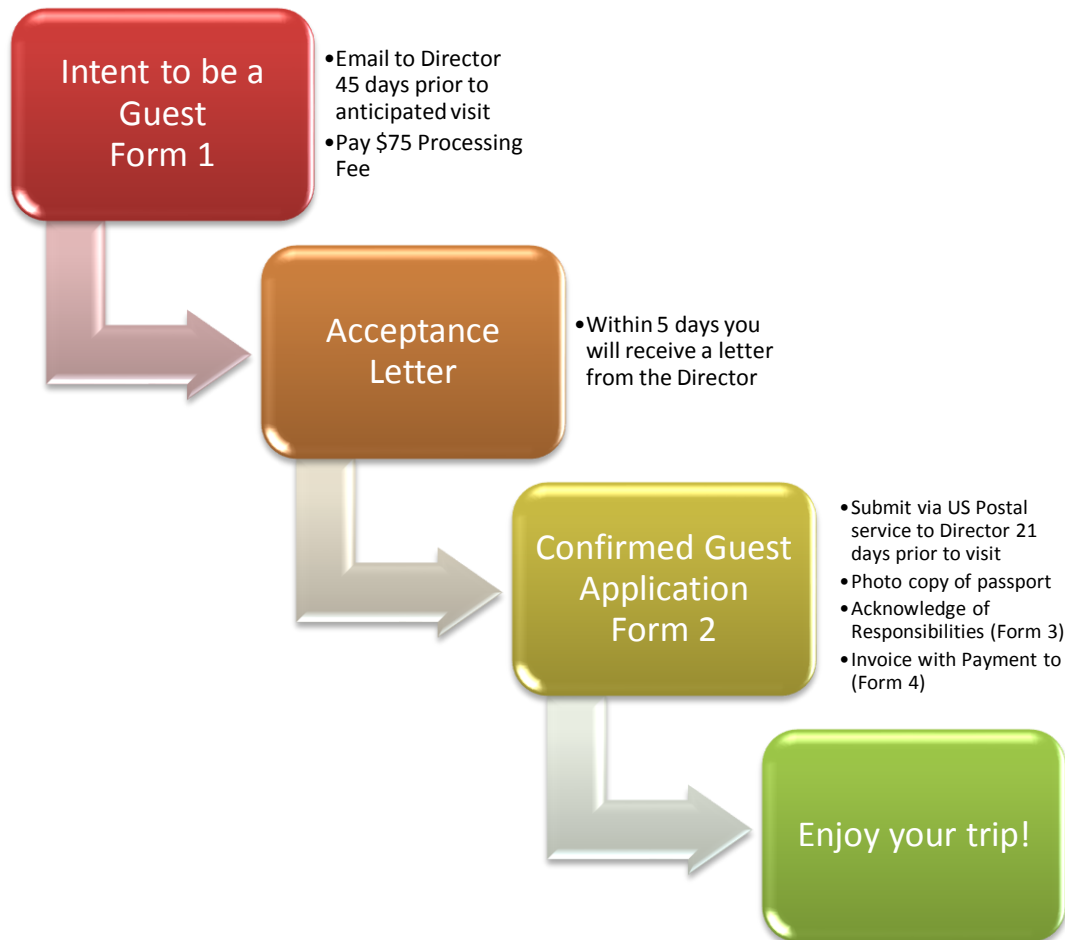
A **volunteer** is someone who wishes to stay at the orphanage on a longer-term basis (1+ weeks) and participate in or complete a project that has been approved in writing by a Director and House Manager. Your type of work will depend on your own interests, abilities and capabilities.

Approved projects might be: paint a room, assist with facilities, clean/cook, sewing, teach a skill to the staff or children, etc. (This is not an exhaustive list) The goal of the trip is to offer support to the needs/goals of the orphanage, spending at least 50% of the time **working** in some prior approved capacity. We welcome participation in devotion time, homework time, etc.

If you haven't already done so, please check out our website <http://www.lordshouseofhope.org/> and our Facebook page at <https://www.facebook.com/TheLordsHouseOfHope>

## Expectations for visitors AND volunteers PRIOR to travel:

1. The Lord's House of Hope visitors and volunteers must be 18 years of age (or completed high school) or at least 15 years old and accompanied by an adult guardian.
2. Complete the "Intent to be a Guest" (Form 1) and submit via email to Director within 45 days of anticipated visit.
  - a. Include \$75 Processing Fee with Form 1. Check payable to "House of Hope Foundation"
3. After you have received an "Acceptance Letter" from the Director, complete the "Confirmed Guest Application" (Form 2), the "Acknowledgement of Responsibilities" (Form 3) and Invoice with payment (Form 4) MUST be received via US Postal Service to Director no later than 21 days prior to departure.
  - a. Include copies of a recent (within 1 yr) a Criminal Background check from local police.
  - b. Pay the required fees within 14 days of anticipated travel date to Director. Fees are for all travelers, including children (exception – children are not assessed travel fees):
    - i. Visitors and volunteers: \$100 for travel to/from airport
    - ii. Visitors: \$30/day for meals and accommodations per night (check out 11am)
    - iii. Volunteers: \$15/day for meals and accommodations per night (check out 11am)



## **Personal Health and Safety Considerations**

Before considering a trip to Kenya, you should take a realistic look at your health – physical and mental. Do you require a special diet? Are you sensitive to the cold or the heat? If you wake up one morning and the water system for the town is disrupted, or if the electricity has been overloaded and will not be back on for a few hours...will these ‘cultural shock events’ affect your daily routine? Will you be able to carry enough prescription medication to avoid any health emergencies?

You will want to check with your physician regarding any required/recommended immunizations. Your health and safety concerns should be addressed prior to your trip so that you will be prepared for possible inconveniences. TLHOH will do our best to help you avoid any medical problems, but we cannot be held responsible for accidents or illnesses. For these reasons, it is important that you understand the situation that you are stepping into. ALL VISITORS and VOLUNTEERS will need to sign a waiver of liability prior to arriving in Kenya.

Possible Immunizations to inquire about (this may not be an exhaustive list):

- Hepatitis A
- Hepatitis B
- Polio – booster
- Typhoid
- Yellow Fever
- Diphtheria and Tetanus (booster)
- Malaria Pills

Consider registering your trip with the US Department of State (Embassy or Consulate) if you are a US citizen, so they are aware you will be leaving your country and going to Kenya in case you are a victim of crime or in case of an emergency while out of the country. Registration is voluntary and free of charge.

## **Travel Expense and Arrangements**

ALL Guests are responsible for making their own travel arrangements from the country of origin to Kenya. You are free to use any travel agent you choose. NBO - Nairobi Jomo Kenyatta Intl

Our staff will meet all guests at the Nairobi, Kenya airport. A fee of \$100 is required for each guest for transportation to and from the Nairobi airport to cover travel cost of the rented car, gas and a driver. (Price subject to change based on local gas fees)

The House Manager can arrange for a rental car for your use while you are staying at the orphanage, at your own expense. Guests will take responsibility for matters dealing with the rental car: driver, gas, insurance, etc. Any fees must be paid up front to the car rental company. TLHOH is not part of any arrangements made.

Refund Policy: Should it be determined by the Director that a potential guest is not eligible to stay at the Lord's House of Hope, said guest will receive a refund minus the \$75 processing fee. If an accepted guest can no longer visit the Lords House of Hope due to any circumstances, the guest will receive a refund minus the \$75 processing fee.

## **Policies and Procedures while at the Lord's House of Hope Orphanage:**

### **General**

- Changes to the approved project must be approved by the House Father/Manager based on what is best for the children and the orphanage.
- The House Father will hold an orientation for all guests, including a tour.
- All purchases and donations must have prior approval from the House Father/Manager. An ongoing priority list has been established and to best meet the needs of the children, we want to focus our resources on items from this list.
- No single gifts for individual children is permitted
- NO alcohol permitted on the property
- NO smoking permitted on the property. Kenya has designated smoking areas. Check with the House Father/manager as to the location of these areas.

### **Health and Safety**

- Due to the nature of the region, it is not safe for any guests to leave the orphanage grounds alone. Always bring someone with you when leaving the orphanage premises.
- Bring a copy of your Passport with you whenever you leave the premises.
- Keep your original passport locked in your suitcase in your room at the orphanage.
- All guests should return to the orphanage by dusk, or notify the House Father/Manager if plans require an overnight leave.
- For health reasons, it is best not to drink the local water, as is true for many regions throughout the world. The House Father/Manager will ensure a couple of bottles of water are available to you upon arrival. After that, guests will be responsible for purchasing their own bottled water.
- Give House Father/Manager a copy of your passport.

### **Interactions with the Children**

- We encourage all guests to spend time with the children playing, reading, assisting with homework, etc. This is a valuable time where both parties can learn from each other. Remember first, they are children who live in this home and you are their guest. It is important that all guests embrace and engage in the Kenyan culture, as one that is different from our own. Our goal is not to change the children's culture but rather enhance the world they live in.
- For protection for all, we expect no guests will ever be in the children's bathrooms.

- Guests should never find themselves alone with one child at any time. If you inadvertently realize you are alone with a child, discreetly move yourself to a location where there are multiple children or invite other children to join you. This is to protect you and the children of the Lord's House of Hope.
- We encourage the children to play and interact with all of our guests. However, we recognize that they are children who can, at time, test their independence. When a child asks a guest for permission to do anything, it is best to defer the request to the staff.
- No guest shall take the children off the orphanage grounds. Legally, guests cannot take responsibility of the well-being of the children.

### **Meal Times**

- Meals will be offered whenever the children are present and it is meal time. It is expected that guests will eat the same food as the children/staff. If different food is desired, we ask that guests eat their food in their bedrooms out of respect for the children and the culture.
- Meals are served family style; seconds are available on some things.
- No food is to be removed from the kitchen/dining hall.
- During a meal time when children are not present, guests are on their own. Typically, breakfast and dinner are provided when the children are in school. Breakfast, lunch and dinner are provided when children are not in school.

### **Personal Expenses**

- Converting money – you will need to convert your currency to shillings. You can search online for the current exchange rate. You can convert your money at the airport in Nairobi only until nightfall or at an ATM machine at some other convenient time.
- Drinking water – the House Father will purchase a couple of bottles for your arrival, after that you will be responsible for purchasing your own bottled water.
- Cell phone – consider purchasing a 'pay as you go' phone once you are in Kenya, to avoid international fees. Or, you might want to check into your current cell phone package to determine what the fees might be.
- Snacks – you are welcome to bring your own snacks; however, these must stay in your room and not be eaten in front of the children unless you bring enough to share with everyone.
- Beverages – you are welcome to bring your own beverages; we suggest powdered items that can be added to water. You can purchase beverages in the local village; however, remember no alcoholic beverages are allowed at the orphanage.
- Transportation – our staff will pick you up at the airport and return you to the airport,
  - Any transportation you may desire outside of pick up and drop off will be your responsibility.
  - The House Father can assist with making arrangements for rental car once you arrive.
  - It is not advised to travel alone and that our house staff may not be able to join you on your excursions as they have responsibilities to The Lord's House of Hope and the children. If you do wish for a staff member to accompany you on a short trip you will

need to discuss this with the House Father ahead of time to see if arrangements can be made for the staff person's work responsibilities.

- Note that gas prices fluctuate dramatically so plan accordingly.

### **Expectation for visitors AND volunteers upon DEPARTURE:**

- We hope this experience has been all you hoped it to be and more. We are confident that you will forever carry the memories of the children and the orphanage in your heart.
- Be sure to allow enough travel time back to airport, approximately 1-2 hours depending on traffic. The House Father will ensure a driver is ready when you are. Plan to arrive back to the airport at least 2 hrs. before your scheduled flight.
- Remove all the bedding from your bed and leave on the floor for the house staff to wash. Make sure you take all of your personal possessions home with you. Do not leave anything at the orphanage unless you have cleared it with the House Father/Manager.
- Be sure to say one final 'good bye' to all the children and staff. Do not take any items that belong to the orphanage home with you.
- Upon return to your country, complete the "Guest Reflection Survey" (Form 5) and email to Director, Judy Wilson within 7 days of your return.

The most important thing you can do while at the orphanage is to give the children lots of love, care and attention. The best thing you can do when you return home is to share your experience with friends and family.

Helping disadvantaged children and knowing that you made a difference to their life is very rewarding. New skills, more confidence, a greater understanding of a different culture and personal and professional development will be invaluable to take home with you after your visit.

The greatest benefit of a volunteer serving at The Lord's House of Hope orphanage is the joy felt in serving children in need of a stable, supportive, Christian environment. As a guest at TLHOH, the orphanage, the staff and the local community will benefit by having the opportunity to interact with you, thus learning about a different culture and the wider world. Fresh perspectives and a different way of doing things can be of tremendous benefit to everybody - even yourself.

Thank you for considering begin a guest at The Lord's House of Hope orphanage!

*Our mission: to provide a home where orphaned children feel safe and loved. Through spirit-focused care, are given hope and are nurtured to love others.*



# Guest Application Checklist



Guest name \_\_\_\_\_

Travel Dates \_\_\_\_\_

\_\_\_ Intent to be a Guest (Form 1)

\_\_\_ \$75 Processing fee paid

\_\_\_ Acceptance Letter received

\_\_\_ Confirmed Guest Application (Form 2)

\_\_\_ Photocopy of Passport

\_\_\_ Copy of Travel Itinerary

\_\_\_ Acknowledgement of Responsibilities

\_\_\_ Criminal Background Check

\_\_\_ Required Fees paid including lodging and transportation to/from orphanage

# Potential Expenses



Airfare	\$1000 - \$2000 (depending on origination and time of year)
*Processing Fee	\$75
*Guest Fees	
Visitor 1 week	\$210 (\$30/day)
Volunteer 1 week	\$105 (\$15/day)
Immunizations	check with your insurance company/doctor
Background Check	check with your local police department
Visa fee (in Kenya)	\$50 cash
*Transportation to/from airport	\$100 per person
Rental car 1 week	\$210 (OPTIONAL: depending on gas prices, availability)
Misc. food/water	\$50-100
Misc. spending	\$200-300
Excursions/trips	refer to location/destination you plan to visit

All prices subject to change

\* Fees that MUST be paid to "House of Hope Foundation" prior to arrival in Kenya.

# Things to Bring to the Orphanage



- Original: Passport, Background Check
- 2 additional copies of Passport
- 1 additional copy of your Background Check
- All written materials from TLHOH, as it has information you might want to refer to while in Kenya
- A money belt that can be worn under clothing large enough to hold money and important documents
- Credit card (for emergencies)
- Debit card not linked to your current checking/savings account, this will protect your funds if the debit card was lost or stolen.
- Cash for spending money
- \$50 cash, to purchase Visa upon arrival in Kenya at the airport
- Guide to traveling in Kenya if doing further travel or want more information about the region
- Attire
  - Comfortable boots/hiking shoes for moderate walking
  - Sandals/shoes for light walking
  - Light colored, cotton clothing that covers your whole body is best for the sun and insect bites
  - Pack clothing appropriate for the weather conditions during the time of year you will be travelling
  - Something warmer for cooler weather to put over clothing (layering is best)
  - Rain coat
  - Umbrella
- Day pack/backpack for carrying items you may need for the day (water, cell phone, camera, etc.)
- Journal and pens (highly recommended)
- Snacks if you desire. Be sure they are in sealed packages and non-perishable
- Personal health and hygiene items (sanitary napkins/tampons, toothbrush/paste, medication, deodorant, etc.)
- Sunblock (even for the winter) – Kenya is near the equator so direct sunlight may be much more than where you live
- Insect repellent (should be a good quality product)
- Soap and shampoo
- Bath towels, wash cloths
- Flashlight with spare batteries
- Sunglasses
- Hat/visor

- Camera and electronic gear can be taken but be aware that these need to be kept securely when not in use. Electricity is available. Flat 3-pin plugs are most commonly used, so take a universal adapter
- Hair dryer, curling iron – note information above regarding universal adapter
- Laptop with power plug and surge protector – know that internet service is very limited
- Cell phone with power plug
- A small padlock for luggage
- Large and mid-size Ziploc plastic bags for storing items
- Laundry bag (old plastic shopping bags work well)
- Laundry soap
- Books/magazines to read
- Medical kit:
  - Aspirin/ibuprofen for pain relief
  - Antihistamine for allergies and relief for bites
  - 'blockers' for diarrhea
  - Lip balm
  - Calamine lotion or aloe vera to ease sunburn
  - Antiseptic for cuts
  - Band aids
  - Scissors/tweezers
  - A thermometer

When packing your luggage, do not put your first aid kit in your carry-on as many items may be taken out at the airport. Most items can be purchased locally: soap, shampoo etc.

## Things NOT to Bring to the Orphanage

- Perfume/aftershave, as it attracts insects
- Dressy clothes
- Uncomfortable shoes
- Valuable jewelry
- Weapons of any kind
- Lighters
- Perishable food items
- Alcoholic beverages
- Debit card linked to your checking/savings account

We sincerely hope this helps you plan and pack for your trip to the Lords House of Hope!