

Esperanza International, Inc. Fundación Esperanza de México AC



Volunteer Group Planning Handbook

www.EsperanzaINT.org

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SECTION ONE

Trip Planning Timeline and Forms

When to Complete Group Responsibilities

- 6 months to 1 year before trip: Group Registration**
 - A group leader requests dates from the Esperanza Program Director.
 - Once dates are chosen, the Esperanza Director will send out a Registration Questionnaire followed by the Group Contract, and Invoice for the reservation deposit.
 - Confirm Trip: A group is considered officially registered when Esperanza receives the completed questionnaire, signed volunteer group contract, and the non-refundable reservation deposit.
 - Groups must then secure their own transportation reservations for their trips such as airline tickets, rental vans, etc. See Section Five for travel resources.
 - For support planning your trip, go through trip preparation documents like this one, on our website.
- 2 to 5 months before trip**
 - Verify all participants have proper travel documents (see Section Five for information about travel documents such as passports).
 - If your group will be borrowing a vehicle (not a rental) and your driver is not the registered owner of the vehicle, you will need to obtain a signed statement giving your driver permission to take their vehicle into Mexico.
 - Begin regular group meetings. We encourage groups to learn about the philosophy, work, and structure of Esperanza while also learning about the border region of Tijuana including culture, history and current events. Please see our [website](#) or contact Esperanza's Program Director for additional resources.
 - Plan food for your group. Please note that the staff may be able to prepare one or two meals for your group if requested and at an additional cost. See more information in Section Three or on our website.
 - Plan to purchase international travel medical insurance, or have your group individually purchase these. Find more information in Section Five.
- 6 Weeks before trip**
 - Confirm final total group numbers/ participants.
 - The Esperanza Program Director will contact the group leader asking for *final* group details including group numbers, arrival and departure times, meal preferences, and activity choices.
 - Respond with your group's information.
 - The group leader will then receive the invoice for final group payment.
 - Turn in the final Esperanza trip payment, due 30 days before the trip date.
- 1 month before trip**
 - Distribute and collect Esperanza's Liability and Medical Forms. See next page for more details.
 - Groups need to check on their organization's liability insurance policy. The policy covers suits brought against an organization if a person is harmed during an activity, or in this case, a trip. A group should ensure that their policy will cover traveling and working in Mexico. A group which does not have adequate coverage can often purchase a temporary policy, called a rider.
 - Groups must get Mexican auto insurance for any vehicle that will go into Mexico. Please visit Section Five, for more details.

- Two weeks before a trip**
 - Double-check the packing lists in Section Six, and distribute to your group members.
 - Finalize a food/meal plan and make shopping lists.
 - Group leaders may consider contacting their cell phone providers to activate international service. It does not cost anything to activate, however, your call time in Mexico may cost between \$1.00-\$3.75 per minute, though many plans now automatically include free calls, texts, and data from Mexico.
 - Send Esperanza's Program Director a copy of each person's travel insurance.
- Upon arrival to in Tijuana**
 - Give a completed Esperanza Liability and Medical Forms from each participant, to the Tijuana/ FEM Volunteer Coordinator at La Posada. Please keep a copy of the medical forms during your trip.
 - Purchase food at [local stores](#), if part of your group's plan. See page 13 for a list and addresses.
 - ENJOY YOUR SERVICE TRIP WITH ESPERANZA!!!!
- Last Day (or night) of trip**
 - Required: Complete and submit the Esperanza Post Trip Reflection Surveys found here: [General Volunteers](#) or [Group Leaders](#).

Forms

Liability and Medical Waivers

These two are electronically fillable and can be found [here](#) on our website . They will need to be completed before travel for each participant. Please email them to each participant, or print and deliver them. They can be completed electronically, then printed; or printed then completed. They will need to be turned in to the staff at La Posada upon arrival. *Your group leader needs to keep a copy of each participant's medical waiver around at all times (ex: a copy in each vehicle) in case of emergency.*

Notarized Parent(s) Border Crossing Consent Forms

This can be required for minors to enter into Mexico without two parents. To our knowledge none of our groups have ever been asked for this form. We provide this as information and leave the decision to use these forms to you, the group leader. Find this form [here](#) on our website.

COVID-19 Policies and Procedures, and Quarantine Plan

As of March 2024 in alignment with the US governmental recommendations, ***Esperanza no longer requires*** group leaders to create a quarantine plan. Esperanza and groups will treat COVID-19 illnesses as they would the common flu.

SECTION TWO

Additional Opportunities

Activities

Construction is only one part of the Esperanza experience. Your group will have the option of doing additional chaperoned activities on your volunteer trip. Please let Esperanza's Program Director know which activities are of interest to your group 6 weeks prior to arrival of your trip. You can find the full list of available activities [here](#) on our website. When deciding on an activity, we ask that your group be intentional with your choice. Think about why you would want to do this with your group, and not just choose it because it is what you have always done. Depending on the activity, expenses will be prepaid with your final payment, or paid directly to the organization while in Mexico.

Donated Goods

There are Mexican customs regulations that restrict what may be brought into Mexico. Failure to follow regulations may result in seizure of the goods, seizure of the vehicle, and/or substantial fines and attorney's fees. [Here is a guide](#) with more information on Mexico donations. Please note that this link is provided as an informational resource only and we have no history or relationship with this organization. *Once you have checked these restrictions, donations brought with groups are welcome* (typically gently used clothes, hand sanitizers, etc). Esperanza's Program Director is available to answer any additional questions and confirm acceptable donations. In keeping with our philosophy, donations will be used in ways that the communities feel are best. Additionally, we accept donations of cleaned used chip bags for our Chip Bag Ladies. More information on that [here](#).



SECTION THREE

La Posada Esperanza (Inn Esperanza): Housing & Facilities

La Posada Life

At [La Posada](#), volunteers stay at our gated facility where they enjoy sleeping capacity for up to 84, a large multipurpose room, a smaller group gathering room, an industrial kitchen and indigenous plants. This document contains info on how to act and utilize the space. It is also a helpful list when more than one group is sharing La Posada, which is not uncommon. We trust that your group will be respectful and treat your neighbors and the space kindly. *Please also refer to this document while you are at La Posada. You can find a detailed chores list on Page 22.*

Meal Planning and Preparation

- Each group is responsible for their own food. This includes planning, purchasing and preparation. There are also some good places we can recommend if you would like to go out for a meal.
- La Posada Esperanza has a fully equipped industrial kitchen. Please follow on site food and dishwashing guidelines.
- Families and community members prepare lunch for the group at the worksite on work days. Groups should plan for individuals who prefer to pack a lunch or who have severe allergies/ dietary restrictions.
- Two common methods of meal planning and preparation are to designate a team to be in charge of the meals or share the responsibility and rotate meal preparation days. If more than one group will be at La Posada, the Esperanza program director will put leaders in contact before the trip to discuss these topics beforehand.
- Food shopping: groups can shop prior to crossing the border but may want to consider supporting the local economy and purchasing items in Mexico. There is a great bakery in La Gloria as well as a tortilleria. Large stores like Costco and small grocery stores within walking distance are also available (see page 13 for a list).
- Volunteers with severe dietary restrictions (like gluten allergies) should consider purchasing some food items in San Diego (at Vonn's for example) before crossing the border, as they may not be available at Mexican grocers.
- Unused food can be left in the kitchen and Esperanza will distribute it to those who are in need.
- We can have meals prepared by the Tijuana/ FEM team at La Posada for a per person fee. Most groups who choose this as an option, only do one main meal or a couple meals prepared throughout the week. You can find the current menu [here](#). If you choose this option, we will need to know your choices 5-6 weeks in advance of your trip.

Authority/Supervision

- Group leaders are responsible for group members at all times.
- The Esperanza staff serves as guides and hosts, not group leaders.
- Group members are encouraged to notify their group leader before leaving La Posada grounds.
- One of our staff and at times long-term volunteers live on site and are available for emergencies.
- Every group is different; please treat others with respect and do not impose your standards.

La Posada Grounds

- Life together at La Posada provides an opportunity for team building within each group and between groups.
- Groups should not bring fireworks, weapons, drugs, or animals into La Posada.
- Keep vehicles locked when unoccupied and carry spare keys.
- Free wifi internet service is available.
- The gate code will be given to you after you arrive. For security, please do not share the code outside your group.
- La Posada is a smoke free environment. Please, no smoking or vaping in public areas or inside buildings. Be aware that the possession of marijuana is a federal crime in Mexico and absolutely forbidden at La Posada & Esperanza activities.

Rooms

- Sleeping rooms are private areas. Do not enter without an invitation.
- Common rooms are shared space. Use of kitchen and meeting rooms need to be negotiated between group leaders. Please do not sleep in common areas.
- Common rooms are often used by community groups during the day. Please leave the rooms clean for their use.
- There are a total of 8 dorm rooms at La Posada, where each room contains: 4 sets of bunk beds, with pillows, nice mattresses, fans, and heaters. You will each need to provide your own sleeping bags/ blankets.

The Bathrooms

- Bathrooms need to be cleaned regularly. Toilets, showers, mopping floors, and counters—before group departure.
- Report any bathroom problems immediately to the site caretaker or other Esperanza staff.
- Groups should not drink or brush teeth with water from the showers or faucets.
- TP and other products should not be flushed down toilets. Use the wastebaskets in each stall.

The Showers

- Please exercise modesty while walking from rooms to the showers.
- There is a one minute water limit for each person per daily shower. Water conservation is very important in Mexico because of multi-decade droughts.

Trash

- There is an area designated in the corner of La Posada behind the kitchen for all trash.
- Bag trash, tie all bags and break down boxes before placing them in the designated area.
- Esperanza recycles glass, plastic, cans, and cardboard.
- Esperanza composts to reduce trash and improve garden soil.
- Please encourage group members not to litter.



Quiet Hours

- Quiet hours are from 10 pm to 6 am.
- Quiet conversation in the sala grande living area is OK but not outside sleeping rooms or in the courtyard.
 - Please no loud voices en route to or in the bathrooms or the kitchen.
 - Have respect for those around you by adhering to quiet time rules.

Drinking Water

- Water coolers to fill bottles are available in the large community room and in the kitchen.
- Two gallons of water per person per day for drinking is highly recommended to prevent dehydration, in addition to what will be used for cooking.
- If a water cooler is empty, you may replace them with filled ones found out back behind the kitchen.

Sharing La Posada

- If your group is sharing La Posada with any other group, we highly suggest that you connect and discuss these following topics beforehand. We will not need to know this information, but we have found it to be a much smoother experience for groups sharing La Posada when they have already had the opportunity to plan and talk through these areas before arrival:
 - *How you plan to share La Posada, do meals, share the kitchen, alcohol use, activities, quiet hours, etc.*

SECTION FOUR

Esperanza Worksite Safety and Details

Supervision

- Adult leaders need to be at the worksite to make decisions, motivate, and direct the group.
- Esperanza representatives do not lead the group. That is the responsibility of the group leader. The Esperanza representative will work alongside a group; share construction needs and processes with the group leader and, at times, show groups more effective ways of working.

Working at the Site

- Tools for construction are supplied by Esperanza.
- We recommend safety glasses and work gloves at all times on the work site as well as earplugs and face masks when some equipment (such as the cement mixer or other machines) is being used. We do not provide any.
- There are tasks at each phase of the project for all abilities.
- The family and members of the community will often work with your group. Please welcome their help and work with them. Relationships can happen when working side-by-side even when there is a language barrier.
- The goal of building a house can surpass the goal of building relationships. Don't forget that forming relationships with the people of Mexico is much more important than building!
- A normal work schedule involves leaving La Posada around 8:30 AM and returning around 3:00 PM.
- Please be patient. Sometimes there are slow downs at the work site. Because we believe in self-help principles, the family is responsible for ordering materials. Most of the time this process works well, but sometimes this is a learning experience for them. Sometimes it is a delivery problem.
- Each work day will end with gathering tools and worksite cleanup.
- Please inform your group that animals in Mexico are not required to be registered or immunized. We recommend caution and good judgment in handling animals or pets.

Safety at the Worksite

- An injury free project is our goal.
- Up to date (in the last 10 years) Tetanus vaccinations are required for volunteers
- During construction each person should wear closed-toed shoes, sunglasses/protective eyewear, ear plugs when needed, and appropriate work gloves.
- Masks/ face coverings as well as ear plugs are highly recommended when doing excavation work or when mixing concrete
- Be aware of what is above or below you.
- Do not work above or below another person.
- If you see an unsafe situation, stop the work and make it safe.
- Ask for instruction if you don't know how to operate equipment.
- We encourage the use of rebar end caps, bottles, or tennis balls to cover rebar ends, however, these tend to disappear. If your group can bring a supply that would be helpful.
- Safety is more important than the work.

SECTION FIVE

Traveling Resources & Directions

International Medical Insurance

Neither Esperanza International nor Fundación Esperanza de Mexico nor the Esperanza Medical Center carry any kind of medical insurance for volunteer groups. As of 2015, we require all volunteers to have international health insurance during the duration of their trip. Specifically, we ask that participants have insurance that covers emergency evacuation and emergency medical care and that group leaders send Esperanza's program director a certificate of insurance one week before the trip.

Below are links to resources that provide insurance products. These links are provided as informational resources only. We have no history or relationship with these companies or any other company on which to base a recommendation or endorsement. We make no commitments or promises regarding the performance or reliability of these or any other companies.

- [Trip Armor/Mission Trip Insurance](#)— Includes hotel stay. Individual and Group rates.
- [IMG Global](#)—Includes emergency medical care and evacuation
- [World Nomads Travel Insurance](#)—Includes accident/sickness expenses as well as emergency evacuation. Includes other benefits such as emergency dental and trip cancellation.
- [International Volunteer Card](#)—Includes emergency medical care, evacuation, dental, and has an option plan without deductibles.
- [InterMedical](#)—Provides international medical insurance including illness, injury and emergency medical evacuation.

Transportation

We require that all groups and volunteers provide their own transportation to and from La Posada, work sites, activities, and around town. Below are some great resources for vehicle rental and auto insurance, as well as the option of using Esperanza's minibuses.

Mexico Auto Insurance

Mexican law requires you to carry Mexican auto insurance, and insurance policies from U.S. or Canadian providers do not fulfill the basic requirement for insurance in Mexico and are not recognized by Mexican authorities. If you are involved in an accident while in Mexico, having a Mexico auto insurance policy will limit your financial burden and can reduce the chance that you will face jail time. Mexico only recognizes Mexican auto insurance. In addition, some full coverage policies include roadside assistance, legal aid and medical services assistance to meet your needs. We recommend this full coverage option. *Many rental companies require you to purchase Mexico auto insurance directly from them.*

One resource for taking care of your car insurance needs is [Baja Bound.com](#). (888) 552-2252. This website allows you to purchase and print your Mexican insurance policy before departing on your trip. This link is provided as an informational resource only. We have no history or relationship with this company or any other company on which to base a recommendation or endorsement. We make no commitments or promises regarding the performance or reliability of this or any other company. Bajabound.com is one company among many companies who provide this service.

San Diego/Tijuana Area Vehicle Rental:

While we do not specifically work with any of these companies, many of our groups have been working with them throughout the years. Each company below offers various sized vehicles, with the ability to go into BC, Mexico and offers Mexican auto insurance.

- [ASAP Rent-a-Van](#)
 - 888-844-2727
 - 15 passenger vans. Offers roadside assistance in Tijuana and free local delivery and pick up.
- [Airport Rent-a-Car/ Readivan](#) (same place)
 - 619-295-3111
 - 5 & 7 passenger vehicles available
- [Budget Rent-a-Car](#)
 - 619-542-8001
 - 7 & 15 passenger vans
- [Dollar Rent-a-Car](#)
 - 866-434-2226
 - 7 passenger vans
- [Enterprise Rent-a-Car](#)
 - 619-294-3313
 - Cargo vans available
- [Mission Rent-a-Van](#)
 - 619-456-0270
 - Specializes in renting 15 passenger vans for groups
- [Service Rent-A-Car in San Jose](#)
 - 408-292-6351
 - 15 & 11 passenger vans available
- [Sun Diego Car Rental](#)
 - 866-704-8267
 - 12 & 15 passenger vans available

Transportation to the Border

Below are some great ways to get around San Diego and to the border. Please note, for smaller groups or individuals, many volunteers also utilize Uber on each side of the border.

[San Diego Bus & Trolley](#)

You can take bus route 992 from the airport to Santa Fe Station for \$2.50/ adult, \$1.50/ youth that will allow you to transfer to any other bus or trolley within two hours for no additional fee. From there you can cross the street to American Plaza and transfer to the Blue Line trolley that will take you all the way to the border. You will be dropped off very close to where you walk across the border at the San Ysidro stop.

Another option is taking the free shuttle from the airport to the trolley, for the same cost.

1. Exit terminal towards "Ground Transportation"
2. Find the Airport Rental Car Shuttle (free!)
3. Board shuttle, ask the driver for the trolley drop off, or palm street drop off for the trolley (they will usually not stop unless specifically asked). Then exit bus at Palm Street
4. Walk approx. 1.5 blocks East, uphill to the trolley station on the left
5. \$2.50 adult fare / \$1.50 youth fare can be bought here
6. Board the Blue Line trolley towards San Ysidro/ International Border
7. Exit trolley at San Ysidro, follow signs south to walk towards Mexico border (can usually just follow most other people, most people exiting here will head to border)

Returning from Mexico

1. If crossing El Chaparral, once in USA walk East and follow signs towards trolley station. Purchase trolley tickets
2. Board trolley, all will head north. Ride trolley to Middletown Station.
3. After exiting at Middle Town station, walk to the right/ South. Cross the street West and walk down the hill to Palm Street bus station (station on West side of Street goes to airport, east side to rental cars)
4. Catch free shuttle to either terminal 1 or terminal 2. Exit shuttle at terminal 1 or 2 and you're on your way home!

[EZ Ride Shuttle](#)

They are a shuttle service that can take your group to the border from San Diego and vice-versa. This can be a great option for groups. Contact them on their website or via email for a quote. info@EzRideShuttle.com

[SuperShuttle](#)

This may be a good option if you are only traveling with a couple of people. Can shuttle your small group to the border from San Diego and vice-versa. Use their website for a quote

Border Crossing Information

Before you Cross into Mexico

- Purchase Mexican auto insurance and have the policy information with you.
- Have your passport available.
- Mexican border officials may also request notarized consent to enter Mexico from parent(s) required for children under age 18 traveling alone, with one parent, or in someone else's custody. See page 4 for forms.
- Be prepared for a border inspection.
- Review map and directions to La Posada.

Crossing the Border into Mexico

- If the red/green signal light turns **red** for you that is the signal to pull to the right for inspection.
- The Mexican border officials may inspect vehicles and trailers for any illegal items. You may be asked to open the hood and trunk of your vehicle. Have your passports ready to show officials.
- Remind passengers to be patient and respectfully quiet. This is not a time for jokes.
- Enclosed panel trucks and trailers longer than 15 ft. are prohibited from crossing the San Diego/Tijuana border.

Crossing Back into the U.S.

- Please be aware that border crossing times vary and can be particularly lengthy in the summer.
- [This website](#) provides information about border crossing times.
- We recommend departing La Posada no later than 6-7am, to avoid spending hours and hours in the border line for groups driving across the border. Once at the border, have your passports ready to show the officials.

Travel Documents

- All US citizens re-entering the U.S. from Mexico by air, by sea or by land (car, bus, or foot) will need a valid US passport.
- For all non-U.S. citizens, please consult the State Department and the individual's consulate, not only for re-entry in the U.S. but also for rules to enter Mexico.
- U.S. Department of State [Passport Information](#)
- U.S. Department of State [Travel Information](#)

Esperanza Minibuses

Transportation can be available with Esperanza Minibuses. These are specifically great for groups who are not able to rent and drive their own vehicles. We have two available, each includes a driver, seats 17 passengers (plus the driver), between 8:00am-7:00pm. Cost is \$300/day including pick up and drop off days (on the Tijuana side of the border). Parking is not included and is to be paid when necessary. Please contact the Esperanza program director if you have any questions. *Please note: we still require all groups to have ready access to transportation outside of Esperanza the minibuses in case of emergency.* For example, most groups choose to rent a separate car during their trip, or some utilize Uber, etc.

For pick up and drop off, your group will go through the San Ysidro border crossing. For pick up, an Esperanza team member will meet your group just outside the exit on the Tijuana side where there are some steel revolving doors.

Maps and Directions

Directions to La Posada (where you'll be staying)

Updated 10/27/2022 via Google Maps. We suggest starting your route while still in the US, and downloading Google Maps (offline) for the most up to date directions, and taking into account any data lag after crossing into Mexico.

La Posada Address: Club de Leones 12518, La Gloria, 22645 La Joya, B.C., México. Drive: 28.4 miles

From the San Diego Airport (SAN) to the border by car.

- Get on I-5 S
 - 8 min (2.8 mi)
- Head east on N Harbor Dr toward McCain Rd
 - 2.2 mi
- Use the left 3 lanes to turn left onto W Grape St
 - 0.4 mi
- Use the right 2 lanes to take the ramp onto I-5 S
 - 0.2 mi
- Follow I-5 S to Av. Vía Rápida Pte. in Zona Urbana Rio Tijuana, Tijuana, México. Take the exit toward Aeropuerto/Rosarito from Av. Vía Rápida Pte.
 - 20 min (18.1 mi)
- Merge onto I-5 S
 - 16.6 mi

Entering Mexico, Go Through Border Checkpoint

- Continue on Dist Caracol Zona del Río/Puente México
 - 0.3 mi
- Use the left 2 lanes to continue on Dist Caracol Zona del Río/Puente México/Vía de la Juventud Ote
 - 0.1 mi
- Keep right to stay on Dist Caracol Zona del Río/Puente México/Vía de la Juventud Ote
 - 0.2 mi
- Use the right 2 lanes to take the exit toward Rosarito/La Mesa/Ensenada(Libre)
 - 0.3 mi
- Merge onto Av. Vía Rápida Pte.
 - 0.6 mi
- Take the exit toward Aeropuerto/Rosarito
 - 95 ft
- Take Carr. Transpeninsular/México 1 and Carr. Libre Tijuana-Rosarito/Cuauhtémoc Sur to Club de Leones/Ignacio Ramírez in La Gloria, La Joya
 - 23 min (7.5 mi)
- Merge onto Av. Vía Rápida Pte.
 - 436 ft
- Turn right to merge onto Carr. Transpeninsular/Blvd. Cuauhtémoc Nte./México 1 toward Aeropuerto/Rosarito
 - 0.2 mi
- At the roundabout, take the 2nd exit and stay on Carr. Transpeninsular/Blvd. Cuauhtémoc Nte./México 1
 - **Continue to follow Carr. Transpeninsular/México 1**
 - **Pass by Fitness Kitchen Tijuana (on the right)**
 - 0.3 mi
- Use any lane to turn left onto Carr. Transpeninsular/Blvd. Cuauhtemoc Sur/Blvd. Cuauhtemoc Sur Pte./Tijuana - Rosarito/México 1

- **Pass by Valores Universales (on the right)**
- 0.1 mi
- Use the left 3 lanes to turn slightly left to stay on Carr. Transpeninsular/Bldv. Cuauhtemoc Sur/Bldv. Cuauhtemoc Sur Pte./Tijuana - Rosarito/México 1
 - **Continue to follow Carr. Transpeninsular/Bldv. Cuauhtemoc Sur/Tijuana - Rosarito/México 1**
 - **Pass by Plaza Tropicana (on the left in 0.4 mi)**
 - 4.8 mi
- Take the exit toward La Gloria
 - 0.2 mi
- Continue onto Carr. Libre Tijuana-Rosarito/Cuauhtémoc Sur
 - 1.1 mi
- Turn left after La Michoacana (on the left)
 - 0.5 mi
- Turn right onto Club de Leones
 - 0.2 mi
- Turn left onto Club de Leones/Ignacio Ramírez
 - **Destination will be on the right**
 - 151 ft
- **ARRIVE** at Esperanza - La Posada
 - Club de Leones 12518, La Gloria, 22645 La Joya, B.C., México
 - You will need to come to the gate



Best Places to Visit Within Walking Distance of La Posada: ([view here](#))

Grocery Stores within 20 minute Walking Distance:

- **Ley La Gloria**, Calle Miguel Hidalgo 9280, La Gloria, 22645 La Joya, B.C., México
- **Soriana Súper La Gloria Santini**, Escénica Ensenada - Tijuana 10121, La Gloria, 22645 Tijuana, B.C., México
- **OXXO**, Av. Padre Hidalgo 260, La Joya, 22115 Tijuana, B.C., México
- **Aprecio La Gloria**, Camino Vecinal No.9393 La Joya, 22645 Tijuana, B.C., México

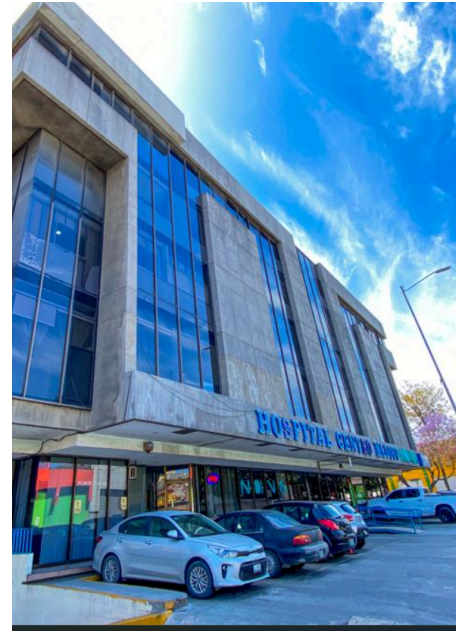
Tijuana Hospital Map and Directions

Directions are from La Posada to [Hospital Centro Medico Nova](#) (about 30 minutes from La Posada)

Updated 12/07/23 via Google Maps. We suggest using Google Maps for the most up to date directions.

Address: Guadalupe Victoria 9308, Zona Urbana Rio Tijuana, 22010 Tijuana, B.C., Mexico

- Head west on Club de Leones/Ignacio Ramírez toward Adolfo López Mateos
 - 22 m
- Turn right onto Club de Leones
 - 400 m
- Turn left onto Benito Juárez
 - Pass by the gas station (on the left in 750m)
 - 750 m
- Turn right after La Michoacana (on the right)
 - 1.6 km
- **Take the ramp onto Carr. Transpeninsular/Rosarito - Tijuana/México 1**
 - 290 m
- Follow Carr. Transpeninsular/México 1 to Blvd. Cuauhtemoc Sur Pte. in Marron, Tijuana
 - 13 min (8.1 km)
- Merge onto Carr. Transpeninsular/Rosarito - Tijuana/México 1
 - Continue to follow Carr. Transpeninsular/México 1
- Pass by Tacos La Sierra (on the left in 5.7 km)
 - 8.0 km
- Turn left onto Carr. Transpeninsular/C. Rio Suchiate/Tijuana - Rosarito/México 1
 - 150 m
- **Take Blvd Gral Rodolfo Sánchez Taboada to Francisco Javier Mina in Zona Urbana Rio Tijuana**
 - 4 min (1.0 km)
- Turn right after Carniceria Famoso (on the right)
 - 120 m
- Turn left onto Blvd Gral Rodolfo Sánchez Taboada
 - 750 m
- **Turn right onto Francisco Javier Mina**
- Destination will be on the right
- **ARRIVE** at **Hospital Centro Medico Nova**



Also available in California, USA are:

Scripps Memorial Hospital Chula Vista

435 H St

Chula Vista, CA 91910

(619) 691-7000

Approx 10-20 min from border crossing

Sharp Chula Vista Medical Center

751 Medical Center Court

Chula Vista CA 91910

(619) 482-5800

SECTION SIX

Packing Lists

Personal Packing List

- Passport/ Travel Documentation
- [Medical Form](#) and [Liability Waiver](#) (both must be completed, signed, printed)
- Water bottle
- Cash spending money:
 - (It can be fun to do some shopping in the local markets if time is allotted)
 - (Cash for Esperanza gear like shirts etc)
- Clothes (suggestions for work and general)*
 - Shorts
 - Lightweight pants
 - Short sleeve/sleeveless T-shirts
 - Sweatshirt or long sleeve shirt for evening when it is cool
 - Lightweight jacket
 - Pajamas
 - Underwear, socks
 - Daily shoes and sandals
 - If during the winter: WARM clothes & blanket, it may be raining/ colder than you would expect at night.*
- For the Worksite*
 - Sturdy close-toed shoes for the worksite (sports/tennis shoes are OK)
 - Work gloves (we will be hauling concrete blocks & digging, and recommend a coated/lined pair)
 - Ear plugs
 - Safety glasses and face coverings/ work masks (recommended when working with cement)
 - Sunglasses – We recommend sunglasses that are also safety glasses
 - Sunscreen - preferably 30 or higher and lip balm with sunscreen
 - Hand wipes & sanitizer - great for cleaning dirty hands when wash facilities are not available
 - Hat for the sun
- Small towel, bath towel, wash cloth
- Toiletries
 - Soap, shampoo, wash, deodorant, brush/comb, toothbrush, toothpaste, lotion, etc.
 - Contact lens items, glasses
 - Shower sandals
- Personal medicines. *Find more official information regarding traveling with medications [here](#)*
- Travelers kit for diarrhea, etc.
- Sleeping bag OR bedding - (fitted, top sheets, and pillow case for twin size bed & blanket). (Pillows are provided)
- Small flashlight
- Camera/ Phone and chargers

Group Leader Packing List

- For vehicles
 - Vehicle registration
 - Proof of U.S. auto insurance
 - Mexico auto insurance
 - Written permission from owner to take vehicle into Mexico
 - Spare set of keys
 - Jumper cables
- First Aid Kits, one per vehicle. See list below
- Written permission to bring minor into Mexico
- Medical & Liability forms for Esperanza and your organization, and copies of medical waivers for in each vehicle.
- Cash group money (parking, meals out, etc.), Credit card for gas and groceries
- (Suggested) Printed copy of this document to have during the trip.
- (Suggested) Printed Emergency Contact cards for your volunteers. See pages 9-10 of the [Security Manual](#).
- Please note that it works well for some groups to share:
 - Shampoo and other hygiene items
 - Work site items such as gloves, ear plugs, masks, hand sanitizer, hand wipes, snack bars, sunscreen, etc

First Aid List

Suggested minimum group supplies

- | | |
|--|--|
| <input type="checkbox"/> First aid manual | <input type="checkbox"/> Ace bandages |
| <input type="checkbox"/> OTC Medications <ul style="list-style-type: none"><input type="checkbox"/> Non-prescription pain relievers (NSAIDs)<input type="checkbox"/> Cough drops<input type="checkbox"/> Decongestant<input type="checkbox"/> Sun block<input type="checkbox"/> Antacid tablets<input type="checkbox"/> Pepto Bismol or Imodium AD<input type="checkbox"/> Anti-itch cream for bug bites<input type="checkbox"/> Insect repellent | <input type="checkbox"/> Band-aids <ul style="list-style-type: none"><input type="checkbox"/> Assorted<input type="checkbox"/> 3" x 4" moleskin strips<input type="checkbox"/> 2¼" x 3½ Adhesive pads (4)<input type="checkbox"/> 3" x 4" Adhesive pads (4)<input type="checkbox"/> 3" x 3" Adhesive pads (4)<input type="checkbox"/> 2" x 3" Adhesive pads (4)<input type="checkbox"/> 40" Triangular bandage |
| <input type="checkbox"/> First Aid Cleaners: <ul style="list-style-type: none"><input type="checkbox"/> Neosporin/ First aid ointment<input type="checkbox"/> Rubbing alcohol<input type="checkbox"/> Hydrogen peroxide<input type="checkbox"/> First aid spray<input type="checkbox"/> First aid wipes | <input type="checkbox"/> 2" x 126" Flex gauge |
| <input type="checkbox"/> Cotton | <input type="checkbox"/> 2" x 2" 8-ply sponge |
| <input type="checkbox"/> Eye wash | <input type="checkbox"/> Adhesive tape |
| <input type="checkbox"/> Sanitary pads | <input type="checkbox"/> Scissors |
| | <input type="checkbox"/> Tweezers |
| | <input type="checkbox"/> Safety pins |
| | <input type="checkbox"/> Ziploc bags |
| | <input type="checkbox"/> Ice pack |
| | <input type="checkbox"/> Bee sting kit |
| | <input type="checkbox"/> Thermometer |

SECTION SEVEN

Emergency Information and Safety

Being Prepared- Phones and Emergencies

- Group leaders should activate cell phones for international service and check with their providers to make sure they have service in Tijuana. Groups should have a contact person in the U.S. that they can communicate information to who could then communicate with group family members if needed. This person could also be a contact person for the group in the event the group gets separated and communication between each other is not possible. While we hope groups never need to use their emergency plans, having a plan and knowing that plan makes for quicker response in the event of an emergency.
- In Case of Emergency: Call 911.

Making a Call From Mexico to the U.S.

- 001 + Area Code + Phone Number

Calling the Esperanza Office in Tijuana from the U.S.

- 011-52-664-636-2742
- Consider creating an emergency information business card for each participant to carry with them. See our Group Safety Handbook for a template.

U.S. Embassy in Tijuana - <http://Tijuana.USConsulate.gov>

- From the U.S. 011-52-664-622-7400, from Mexico 664-622-7400. After hours from Mexico 001-619-692-2154.

Vehicle Break-Downs

- Notify an Esperanza representative of any problems as they happen, and they will assist you to the best of their ability.
- Vehicle Accident: For a car accident follow the instructions in your Mexico insurance packet.

First Aid Precautionary Measures

- **IMPORTANT:** The group leader is responsible for all first aid and medical care decisions for a group. We recommend that a representative from the group be appointed who is able to provide first aid care. Esperanza cannot make medical decisions for the group except in the situation where a group leader is not available and the situation is perceived to be an emergency and Esperanza has on file completed Esperanza Medical & Liability Forms for the person.
- Groups should always have a first aid kit and carry a copy of Esperanza's signed medical release form for each participant. If your organization does not also have a form of its own, we recommend you develop one.
- All prescription medication should be indicated on the medical release form and the first aid representative should be made aware of the prescription requirements.
- Do NOT drink from or cook with water from faucets or barrels. The water has not been treated and may cause dysentery. Please use the filtered water provided instead, or sealed water bottles from restaurants.
- Take a water break at least once every hour. Drink about two gallons of water daily. The average person can sweat up to two quarts or liters of water per hour while doing hard work. Soft drinks, coffee, and other caffeine drinks actually work against hydration by causing the body to expel fluids, though sports drinks may help.
- Use sun block, hats, sunglasses, and clothing to protect sensitive areas such as noses, necks and scalps.

- Group leaders should watch for signs of overexposure. Fatigue, nausea, excessive, or alternately, a complete lack of sweating and headache are primary indications of heat exhaustion and heat stroke. Know the current treatment for each.
- The Tijuana region and the worksites can be very dusty. Pack extra antihistamines for allergy sufferers, extra saline solution for contact lens wearers, and also extra asthma medication. Make sure people have their medication with them at all times. Masks or bandanas are recommended at dusty worksites.

Medical Emergencies Plan

- The group leader is responsible for all first aid and medical care decisions for a group. Esperanza will do what they can to assist you.
- We recommend each group establish a medical emergency plan.
- The Esperanza staff also has a medical emergency plan identifying various health providers nearest the work sites, La Posada and throughout the city of Tijuana. Depending on the urgency, status and the level of care needed, most of the medical service can be provided in Tijuana at local clinics and/or private hospitals.
- An Esperanza representative will be available to lead you to a medical facility. However, groups must drive the injured person in their own vehicles. If the group decides to go to the hospital or other facility without an Esperanza representative, please have a group member inform the Esperanza staff of your plans immediately.
- Consider limiting the number of people and vehicles going with the patient. One vehicle, one friend to support the patient (if necessary) and one or two group leaders is sufficient.
- If the patient is a minor, notify the parent/guardian as soon as you know the extent of the illness or injury. Keeping them informed will prevent them panicking unnecessarily.
- Never leave a sick person at La Posada without an adult to care for them.

Invitation to Visit:

- If you feel uncertain and would like to see for yourself what it is like in Tijuana now, contact our staff in Tijuana at Fundación Esperanza de México +52 (664) 636-2742, or our Esperanza International Director to arrange a visit. It might be well worth the cost of one or two airline tickets to assist you in making a well-informed decision.

*Please see our **Safety and Emergency Handbook** [here](#) for more detailed information*

Appendix A- Spanish Words, Phrases and Questions

Here are some basic Spanish words and phrases to help you and your group prepare for your service trip with Esperanza. We also recommend the [Duolingo](#) app (though please note that we are not affiliated with the company).

Vocabulary – Words for our workplace

-Beam	La viga/el castillo	-Boards/Plywood	Los tablones/ el triplay
-2x4 boards	Los barrotes	-Bucket	El bote/ la cubeta
-Blocks	Los bloques	-Mixer	La máquina/ La revolvedora
-Cement	El cemento	-Wire fastener	El amarrador (de varillas)
-Gravel	La grava	-Hammer	El martillo
-Mesh	La malla	-Nails	Los clavos
-Pick	El pico	-Pliers	La pinza
-Re Bar	La varilla	-Roof Tile	La loseta
-Sand	La arena	-Saw	El serrucho
-Shovel	La pala	-Water	El agua
-Wire	El alambre	-Floor	El piso
-Walls	Las paredes	-Roof	El techo

Vocabulary – Illness or injury

-Rash	El sarpullido	-Cut	La cortada
-Burn	La quemadura	-My back hurts	Me duele la espalda
-Fever	La fiebre	-I have a headache	Me duele la cabeza

Phrases- Frases

-I have	Tengo	-I am going to	Voy a
-I am	Yo soy	-My name is	Mi nombre es
-I went to	Fui a	-I am called (my name is)...	Me llamo...
-I would like (want)	Quisiera	-Please	Por favor
-Thank you	Gracias		

Questions- Preguntas

-Where?	¿Dónde?	-How much?	¿Cuánto?
-Why?	¿Por qué?	-What?	¿Qué?
-How?	¿Cómo?	-Who?	¿Quién?

Names of things in our neighborhood

-Laundromat	Una lavandería
-Pharmacy	Una farmacia
-Bakery	Una panadería
-Supermarket	Un supermercado
-Restaurant	Una restaurante

Other Things- Otras cosas

-The passport	El pasaporte	-The border	La frontera
-The Hospital	La hospital	-The beach	La playa
-The Inn	La Posada	-Hope	Esperanza

Appendix B- Trip Examples

Sample Week Itinerary

- Sunday
 - Arrive at the San Diego airport
 - Rent vans and drive to La Posada or take the San Diego trolley and be picked up on the other side of the border.
 - Arrive at La Posada.
 - Shopping for food at grocery stores in La Gloria area
 - Dinner at a [Taquería in La Gloria](#)
 - Group karaoke or game night at La Posada
- Monday
 - 7:00 am Breakfast
 - 8:00 am Orientation with FEM/ Esperanza Volunteer Coordinator
 - 8:30 am Depart La Posada for construction in one of the communities
 - 9:00 am Introductions with the family who you will be working with and construction
 - 12:00 pm Lunch
 - 1:00 pm Resume construction
 - 3:00 pm Complete construction for the day
 - 3:30 pm Return to La Posada and shower
 - 5:00 pm Prepare dinner, light clean up around La Posada
 - 6:00 pm Dinner
 - 7:00 pm Group reflections/ hang out
- Tuesday
 - 7:15 am Breakfast
 - 8:30 am Depart La Posada for construction in one of the communities
 - 9:00 am Begin construction
 - 12:00 pm Lunch
 - 1:00 pm Resume construction
 - 3:00 pm Complete construction for the day
 - 3:30 pm Return to La Posada and shower
 - 4:30 pm Visit Casa del Migrante (a migration center) and have dinner and conversations
 - 7:00 pm Return to La Posada
- Wednesday
 - 7:15 am Breakfast
 - 8:30 am Depart La Posada for construction in one of the communities
 - 9:00 am Begin construction
 - 12:00 pm Lunch
 - 1:00 pm Resume construction
 - 3:00 pm Complete construction for the day and head to visit the border for discussion
 - 4:00 pm Return to La Posada and shower
 - 5:00 pm Prepare dinner, light clean up around La Posada
 - 6:00 pm Dinner
 - 7:00 pm Group reflections/ hang out
- Thursday
 - 7:15 am Breakfast
 - 8:30 am Depart La Posada for construction in one of the communities

- 9:00 am Begin construction
- 12:00 pm Lunch
- 3:00 pm Complete construction for the day
- 3:30 pm Return to La Posada and shower
- 4:30 pm At La Posada, learn to make bags made of chips with Las Chip Bag Ladies
- 6:00 pm Dinner at a [Taquería in La Gloria](#)
- 7:00 pm Return to La Posada for Group reflections/ hang out, group celebration at La Posada
- Friday
 - 7:15 am Breakfast
 - 8:30 am Depart La Posada for construction in one of the communities
 - 9:00 am Begin construction
 - 1:00 pm Break for carne asada fiesta and lunch with the family
 - 3:00 pm Return to La Posada and shower
 - 5:00 pm Prepare dinner
 - 6:00 pm Dinner
 - 7:00 pm Group reflections, and begin packing and do deep cleaning
- Saturday
 - 5:00 am Breakfast, pack for departure
 - 6:00 am Depart La Posada, *crossing the border very early helps bypass hours long lines*
 - Spend time at a park in San Diego and eat lunch
 - Fly out of San Diego airport, or drive back home

Sample Shopping List

- Grains: rice, sandwich bread, bagels, English muffins, cereal, granola bars, hoagie buns, hamburger buns, garlic bread, trail mix, chips, cookies
- Vegetables and salads: canned and fresh veggies, green salad, potato salad, tomatoes, broccoli/carrot tray
- Dairy: several gallons of milk, deli-sliced cheese, cream cheese, butter, yogurt
- Meat/protein: meat, hamburger patties, rotisserie chicken, pre-cooked bacon, salami
- Miscellaneous: cooking oil, miscellaneous fruit, peanut butter, jelly, condiments, salad dressing, soy sauce
- Beverages: orange juice, soda, coffee

Sample Menu

- | | |
|---|---|
| <ul style="list-style-type: none"> ● Sunday <ul style="list-style-type: none"> ○ Meal at the Taqueria down the street ● Monday <ul style="list-style-type: none"> ○ Breakfast ○ Dinner: fried rice (with veggies and meat) ● Tuesday <ul style="list-style-type: none"> ○ Breakfast ○ Dinner: pizza from a local place ● Wednesday <ul style="list-style-type: none"> ○ Breakfast ○ Dinner: hamburgers, potato salad, pasta salad, chips | <ul style="list-style-type: none"> ● Thursday <ul style="list-style-type: none"> ○ Breakfast ○ Dinner: bbq chicken, beans, roasted potatoes and veggies ● Friday <ul style="list-style-type: none"> ○ Breakfast ○ Dinner: hoagie sandwiches, chips, sides, green salad ● Saturday <ul style="list-style-type: none"> ○ Leftovers for Breakfast ○ Lunch in San Diego |
|---|---|

Sample Chores

We suggest having groups rotate participants throughout each of these chore categories daily. Ex: Group A does Meals on Day 1, then Day 2 they do dishes, and so on.

- **Chores Types and Tasks:**
 - Meals
 - Daily: Set out, prepare, and put away meals for that day. Clean counters/ tables
 - End of Stay: Meals for that day, plus communicate to La Posada staff if there are leftovers that need to be eaten/ dispersed
 - Dishes
 - Daily: Do all the group meal dishes. Pack dishes for the worksite lunches
 - End of Stay: Make sure all dishes have been cleaned and put away
 - Vehicles
 - Daily: Load and unload the vehicles/ vans with any group supplies
 - End of Stay: Clean out the vehicles to prepare to return or for the next group & sweep bedrooms
 - Bathrooms
 - Daily: Make sure they are tidy. Take out trashes when necessary
 - End of Stay: Deep clean: Mop the showers and floors; clean toilet seats, mirrors, counters, and sinks
 - La Posada
 - Daily: Pick up random things, sweep the entryway and kitchen, take out sala and kitchen trashes and food compost when necessary
 - End of Stay: Mop the kitchen, vacuum la sala grande, wipe down tables

Sample Trip Budget

Budget based on 15 participants for one week: 5 program days, 6 La Posada nights

You can find our current pricings [here](#).

Expense	Group Cost	Individual Cost	Individual Cost (no airfare)
Volunteer fees	\$4,500	\$300	\$300
La Posada fees	\$2,250	\$150	\$150
1 Additional Activity	\$150	\$10	\$10
Rental vans + Gas + Insurance for 7 days	\$1965	\$132	\$132
Food	\$750	\$50	\$50
Incidental Expenses	\$75	\$5	\$5
Travel Insurance	\$750	\$50	\$50
Airfare	\$4,260	\$285	
Total	\$14,700	\$982	\$697